

# Marcus Daly Standards of Performance

**“To ensure Daly Excellence through the cultivation of desirable behaviors and positive performance.”**

## **COMMUNICATION**

*The Marcus Daly healthcare team’s goal in communication is listening & understanding.*

### **Listening & Understanding**

- We believe that both our verbal and nonverbal communication convey our values.
- We believe listening is a key to successful communication.
- We believe in being respectful of others by giving them our full attention.
- We believe open and honest communication between all members of our team at Marcus Daly Memorial Hospital is essential to our success.

### **Communicating**

- We take pride in communicating to others in terms that are easy to comprehend.
- We believe in the importance of speaking clearly and providing written instructions when needed to make sure important information is understood.
- We believe in providing all teammates, whether co-workers or supervisors, with accurate information so they are able to make informed decisions.
- We respect patient confidentiality at all times, discussing confidential information in private.
- We ensure continuity of care by reporting to the appropriate people before leaving for breaks, vacations, etc.
- We employ departmental scripting as a tool to communicate consistently with our patients and each other.

### **Helpful Hints – Telephone Calls**

- Speak clearly and professionally, identifying yourself and your department.
- Be patient and helpful regardless of the situation.
- Let the caller know what to expect if you transfer their call.
- Be discreet and mindful of confidential information while conversing on the phone with others around.

### **Helpful Hints – Emails**

- Make sure the subject line is completed.
- Set up permanent spelling and grammar check in Outlook.
- Re-read emails before sending them to make sure your message is clear and accurate.

## **PROFESSIONALISM**

*Marcus Daly healthcare team members shall maintain the highest level of professionalism in such a manner as to inspire confidence. Professionalism to us means being the best we can at all times.*

- We proudly wear our name badges at all times during work hours in accordance with Hospital policy.
- We present ourselves in a tasteful, tidy and discreet manner as representatives of Marcus Daly Memorial Hospital.
- We believe that gossip is not beneficial to our organization or our team.
- We believe in professional development activities as a way to better ourselves as members of the Marcus Daly healthcare team.
- We believe in the importance of knowing our policies and procedures and knowing where manuals referring to such are located.
- We are respectful in our use of cell phones by talking in quiet tones and turning ringers off during meetings.
- We are responsible with our time and limit personal phone calls to a minimum.

## **RECOGNITION**

*Marcus Daly healthcare team members recognize one another on a regular basis to promote an extraordinary work environment.*

*“There is more hunger in the world for appreciation than for bread.” – Mother Theresa*

- We celebrate our accomplishments in positive ways
  - Using Spot it – Jot it forms to recognize each other
  - Sharing positive stories with the CEO for acknowledgement
  - Sharing positive stories with the Marketing department for possible publication
  - Valuing excellence described in Press Ganey reports and other feedback
- We honor achievements
  - Great attendance records
  - Long term service
  - Team successes
  - Personal milestones
  - Educational accomplishments
  - Participation in community service events
- We celebrate each other
  - Marcus Daly Annual Picnic
  - Monthly Birthday Luncheons
  - Employee Appreciation Dinner
  - Annual Volunteer Luncheon

## **SERVICE**

*Marcus Daly healthcare team members are linked to one another with a common purpose to serve our customers and each other. Service is about relationships. Every experience and interaction counts.*

### **Customer Waiting Areas**

- We pride ourselves in providing a comfortable atmosphere to our customers and their loved ones by
  - Offering refreshments and reading materials to those who are waiting
  - Thanking customers for waiting and apologizing for delays
  - Setting realistic expectations and following through
- We recognize that at times delays may be unavoidable. Any employee caring for waiting patients and their loved ones is responsible for providing them with frequent updates. If appropriate, employees should offer to reschedule to a more convenient time.

### **Customer Education**

- We believe in educating our customers to empower them to take control of their health.
- We recognize the importance of providing thorough pre and post-op teaching, procedural explanations and discharge teaching to patients and family members.
- We take responsibility to inform our customers of any activity involving their care.
- We take the time to listen to our customers and answer any questions they have in order to provide them with the best care.
- We actively seek out opportunities to participate in educational and outreach programs for our community for the betterment of their health.

### **Customer Privacy and Dignity**

- We believe in treating our customers with the utmost respect and dignity.
- We knock before entering any patient room.
- We close the door and curtain during procedures.
- We supply gowns, robes, slippers and sheets or blankets to our patients to provide privacy in personal and public areas.
- We respect individual cultural and religious beliefs.
- We provide for patients with special needs, such as those who are sight, hearing or physically impaired or non-English speaking, knowing where special equipment and the list of translators is located.

### **Customer Service in Public Areas**

- We physically help people find their way in our Hospital.
- We anticipate customer needs and offer assistance at every opportunity.
- We maintain professionalism and confidentiality at all times.
- We attend to our customers before resuming other responsibilities.

### **Answering Customer Call Lights**

- We recognize that it is the responsibility of the nursing staff to answer the patient call box located at the nurse's station; however, if nursing staff is unavailable it is the responsibility of any other team member at the nurse's station to answer the patient call box. We communicate messages we receive to the Ward Clerk on duty who will page the appropriate person and address the issue as necessary.

- We pride ourselves in providing the best service possible by:
  - Answering patient call lights within five rings and addressing the patients by name such as, “Hello, Mr. Smith. How may I help you?”
  - Answering red patient call lights on the first ring and offering immediate assistance.
  - Making sure the acute care nursing station is attended to at all times.
  - Paying attention to unanswered call lights as we pass patient rooms and asking the patients how we may help them, then making sure their needs are clearly communicated to the appropriate team member if we cannot help the patients directly.
  - Remembering to let patients know specifically when we will return if we must leave their room in order to meet their needs.
  - Supporting our nursing staff as they prepare for their shift changes, allowing them to check their patients one half hour before the shift change. Anticipation of patient needs such as set-up for meals, toileting and transports prevents patients from needing to use call lights for these services and enables us to provide the best experience possible to them.

## **ATTITUDE**

*Marcus Daly healthcare team members strive to create a positive environment to meet the needs of our customers and each other with the utmost courtesy and respect.*

- We choose to have a great day every day.
- We compliment our customers, co-workers and supervisors.
- We treat every person as if he/she is the most important person in our Hospital.
- We promptly welcome others with a smile and great eye contact.
- We introduce ourselves in a friendly manner.
- We use common courtesies such as “please” and “thank you” everyday.

## **SAFETY**

*Safety is the Marcus Daly healthcare team’s number one priority and is the responsibility of every team member. Safety means doing no harm to any person or property under our care.*

### **Physical Safety**

- We each continuously evaluate our work environments and intervene as necessary to keep our Hospital healthy and safe.
- We promptly report all accidents, incidents and safety hazards to our supervisors, filling out an occurrence report for each.
- We firmly believe that the presence of appropriate numbers of qualified healthcare team members is necessary to provide the safest level of care. This is a process that requires continuous assessment based on current patient census and needs.
- We use personal protective equipment and machinery as specified.
- We focus on ergonomics, protecting ourselves when performing our job duties whether lifting, pushing, pulling, carrying or sitting for extended periods of time. (Back safety)
- We know where the policies and procedures relating to safety issues are located:
 

*Loss Prevention/Risk Management	*Disaster Plan
*Employee Zero Tolerance Abuse	*Domestic Violence/Violence in the workplace
*Electrical and Fire Safety	*MSDS Sheets

## **Safety of Confidential Information**

- We inform our patients of their rights to privacy and confidentiality and how we will protect their information. (HIPAA)
- We take measures to ensure the highest confidentiality and safety of patient information.
- We protect the privacy of our co-workers, keeping their personal information, phone numbers and work schedules confidential.

## **TEAMWORK**

*The Marcus Daly healthcare team recognizes that teamwork begins with respect for others and is sustained through a cooperative effort to work well together. “All for one and one for all” is our prevailing attitude.*

- We offer to help each other without being asked, encouraging each other to excel.
- We treat each other with courtesy, honesty and respect.
- We welcome new employees, supporting them as they become part of our team.
- We understand that doing our jobs well allows others to succeed.
- We are open and honest with each other so we can work together to build trusting relationships.
- We are respectful of our differences, recognizing that varying perspectives can be helpful in objectively assessing our business practices.
- We address differences head on and are professional at all times.
- We have fun and enjoy each other while working.

## **OWNERSHIP**

*Every Marcus Daly healthcare team member must feel a sense of ownership toward his or her job. We take pride in what we do. We feel responsible for the outcomes of our efforts and recognize our work as a reflection of ourselves and our organization.*

- We take ownership of everything we do, no matter how minimal some things may seem.
- We support our Quality Improvement (QI) program, which is dedicated to doing the right things right and striving toward continuous improvement.
- We gladly offer our assistance to each other to make sure the job is done right the first time.
- We take responsibility for our actions and their consequences, correcting our mistakes as quickly as possible to provide a safe environment in our Hospital.
- We hold each other accountable, encouraging one another to uphold our Standards of Excellence.
- We are good ambassadors, speaking positively about our team members and our Hospital.
- We practice good stewardship by using all of our resources, including our time, responsibly.
  - We respect our hours of work, returning promptly from breaks, and using the time clock correctly.
  - We respect and use properly our one free meal per day benefit.
  - We take appropriate steps to prevent waste of resources with “RRR” – Reduce, Reuse, Recycle.
  - We take care of the appearance of our campus, picking and cleaning up as needed.
- We take pride in being contributing members of the team at Marcus Daly every day.

## **PURPOSE**

The purpose of the Standards of Performance (“the Standards”) is to enhance and promote an atmosphere of mutual trust, respect, teamwork and pride which are all vital to the success and prosperity of the Marcus Daly Memorial Hospital Corporation. The goal is to have the Standards become an integral part of our organization’s culture.

## **YOUR STANDARDS TEAM**

In May 2007, a group of employees representing a cross– section of our workforce were tasked with developing a set of performance standards for all employees to follow. The Standards spell out specific behaviors that will lead to service excellence. The team began by identifying the behaviors which illustrate care, compassion and respect. They focused on providing specific examples of behaviors which would foster the culture necessary to achieve the MDMH mission and vision. The chosen behaviors were organized into 8 categories and specific examples were provided to add clarity and direction. The Standards were approved by our Hospital Administration and Senior Management team.

The Standards Team will continue to focus its attention on promoting the Standards among all MDMH employees. Each month a different Standard will be highlighted and Standards Team members will rotate on a regular basis.

### **We serve two types of customers:**

**External:** Consumers who come to our Hospital to receive care or treatment as well as their families and friends.

**Internal:** Medical staff, volunteers, Board members, leaders, all employees.

### **Team Members are:**

Medical Staff - Volunteers - Board Members - Leadership - All Employees

## **OUR MISSION**



Our commitment to the Bitterroot valley is quality, accessible, personalized healthcare.

## **OUR VISION**

The Marcus Daly healthcare team aspires to be a trusted community leader known for exceeding the expectations of those we serve. We promise exceptional care delivered by dedicated, compassionate professionals who take pride in achieving the highest level of satisfaction.

## **OUR UNIVERSAL SCRIPTS**

“Is there anything else I can do for you? I have the time.”

“May I take you to where you need to go?”

“How may I make this better for you?”

“Our goal is to provide you with excellent care.”

**MARCUS DALY  
MEMORIAL  
HOSPITAL**  
Quality Care Close to Home™