



Rochelle

Community Hospital

STANDARDS

Ownership	Soar	People	Care	Service	Teamwork
Excellence		Accountability			
Growth	Communication	Professionalism	OF	Values	
AIDET				Principals	Vision
	Mission	Dare	Passion		
Respect	RCH	Recognize	Community	Finance	

BEHAVIOR



Vision

To focus on a safe and high quality healthcare experience and be the hospital of choice for patients, physicians and employees.

Mission

To improve the health of our community by providing high quality care with competence, excellence and compassion.

Statement of Values

- **Commitment:** Personal dedication to fulfilling the mission and achieving the vision of Rochelle Community Hospital.
- **Project Professionalism:** Continuously follow high moral principles and professional conduct that model the standards of the organization and build trust.
- **Respectful Communication:** Polite consideration and courtesy toward the cultures, roles, interests, opinions and wishes of patients, physicians, employees and others.
- **Personal Ownership:** Act as an owner of the hospital and accept accountability for that ownership.
- **Excellence:** An uncompromising drive to deliver outstanding performance in every aspect of responsibility.



The goal of Rochelle Community Hospital is to choose employees who exemplify an excellent standard of behavior. A set of performance standards have been developed by the employees of Rochelle Community Hospital to establish specific behaviors that all employees are expected to practice while on duty, at any hospital sponsored function/activity or any event representing RCH Hospital. By incorporating these standards as a measure of overall work performance, Rochelle Community Hospital makes it clear that employees are expected to practice the following standards of behavior:

Commitment.....	Page 5
Project Professionalism.....	Page 6
Respectful Communications.....	Pages 7-10
Personal Ownership and Accountability.....	Pages 11-12
Excellence.....	Page 13



Commitment

I will be personally dedicated to fulfilling the mission and achieving the vision of Rochelle Community Hospital. Therefore, along with my colleagues I will...

Contribute to the Success of the Six Pillars

- Develop a personal sense of ownership at Rochelle Community Hospital.
- Work together to create a team spirit.
- Strive to do the job right the first time.
- Commit to contribute to the success of the six pillars of Rochelle Community Hospital.





Project Professionalism

I strive to create a positive environment through my personal appearance, behavior and the appearance of the organization for which I work. Therefore, along with my colleagues I will...

Personal Appearance:

- Always wear my name tag fully visible, on the upper part of my body.

Facility Appearance:

- Pick up and dispose of any litter I come across.
- Keep hallways clear of unnecessary clutter and equipment.
- Report hazardous spills or unsafe conditions.

Managing Up:

- Introduce my coworkers and explain their qualifications.
- Recognize coworkers by posting a “win” or sending a thank you note.
- Speak positively about and take pride in Rochelle Community Hospital at all times.

Teamwork:

- Recognize and support the contribution of all individuals.
- Promote unity by avoiding the we/they mindset.
- Anticipate the needs of others.



Respectful Communications

I will strive to make all interactions with guests and coworkers a positive experience. I will practice patient rights by following HIPAA guidelines. Therefore, along with my colleagues I will...

Telephone/Paging/Radio/E-mail Etiquette

- Strive to answer every call within 3 rings with a smile in my voice.
- Greet every caller and identify my department, my name and ask, “How may I help you?”
- Transfer a call in the following way:
 - Ask the caller if they are able to hold
 - Explain where I am transferring the caller and to whom
 - Give the caller the number for future reference in case they are disconnected.
- Change the greeting on my voice mail and use “out-of-office” assistance e-mail when I am going to be away from my office
- Keep overhead paging to a minimum.



Respectful Communications (*Continued*)

Communication: Guest Relations

- Introduce myself and explain my role in the guest's care and what they can expect.
- Provide each guest, or their representative with a clear explanation of care. Explain what I will be doing and why.
- Listen and respond to both verbal and nonverbal messages.
- Give guests my full attention and maintain eye contact.
- Use tools provided by the hospital for language barriers. (Language line, Interpreters)
- Keep Verbal and Non-verbal behaviors courteous.
- Not discuss guests, their care, hospital business or personal issues while in public areas.
- When a guest is being transported by elevator, politely ask others to wait for another elevator.
- Use terms that can be understood by all guests by avoiding complex terms and acronyms.
- Summarize what you heard to confirm your understanding.



Respectful Communications *(Continued)*

Five Fundamentals of Service:

AIDET

- A** **Acknowledge Patient**
Use their Name and Make Eye Contact
- I** **Introduce Yourself**
Include Department and Years of Experience
- D** **Duration**
Length of Time Needed to Complete Procedure
- E** **Explanation**
Explain What's Going to Happen and How Long a Procedure, Test or Result May Take
- T** **Thank You**
Thank the Patient for Choosing Rochelle Community Hospital



Respectful Communications (*Continued*)

Staff Communication

- Assume the best and speak positively about others-praise whenever possible.
- Show respect for coworkers by openly and assertively discussing concerns with the coworker when they arise.
- Discuss concerns in an appropriate, private setting for a conversation.
- Be respectful of race, politics and religion.
- Address problems that can't be resolved on an individual basis through the chain of command.
- Not engage in or listen to negativity or gossip and recognize that listening without acting to stop it is the same as participating.



Personal Ownership & Accountability

I take pride in acting as an owner of my hospital and I accept accountability for that ownership. Therefore, along with my colleagues I will...

Anticipate and exceed guests' needs and expectations

- Treat guests (patients, family members and visitors) as I would want my family to be treated.
- Acknowledge guests- Immediately greet people in the hallways in a friendly manner, with a friendly attitude and a smile.
- Walk guests to their destination when they need directions.
- Always knock before entering a room or office. Take all appropriate steps to protect guest privacy.
- Inform guests about any noise or discomfort they might experience.
- Help my department define standards and expectations for wait times.
- Anticipate and explain delays; communicate frequently with my guests, at least every 15 minutes and apologize for the inconvenience.
- Listen thoughtfully empathetically, and respond appropriately.
- Address every request or concern until it is resolved or until someone else accepts responsibility for its resolution.
- Always thank our guests for choosing our medical facility.



Personal Ownership & Accountability (Continued)

Understand and accept responsibility

- Take responsibility and initiative to get my job done and assist others.
- Accept responsibility for my actions, not placing blame on others.
- Acknowledge that if I am unable to solve a problem for a guest, stay with the guest until the problem is solved, or someone else takes responsibility.
- Park only in areas designated for employees to help insure guests have parking close to the facility.

Act as an ambassador of Rochelle Community Hospital

- Represent Rochelle Community Hospital positively in the workplace and the community. Behaviors including criticizing, condemning and complaining about Rochelle Community Hospital in public are not consistent with this Standard of Behavior.
- Assist with hospital sponsored functions whenever possible.
- Reward and recognize team members who assist with hospital sponsored functions that promote fun, involvement and teambuilding.



Excellence

I am Rochelle Community Hospital. I will strive to deliver outstanding performance. Therefore, along with my colleagues I will...

Best Practices

- Always strive for improvement in practices that will affect the overall good for the patient and ultimately the organization.
- Continually evaluate processes and share my ideas.
- Participate in teams in performance improvement projects.
- Doing the right thing at the right time every time.

Professional Growth

- Participate in continuing education.
- Represent my department by getting involved in the hospitals' organizational committees.
- Never stop learning.





Employee Agreement

To be signed and returned to Manager:

I have read and understand these Standards of Behavior and agree to comply with and practice the Standards outlined above.

Signature of Employee/Applicant

Date

Leader

Date

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