



*California Pacific
Medical Center*

A Sutter Health Affiliate

Living Our Values

Standards of Performance

Introduction

California Pacific Medical Center is committed to providing the highest quality of care and services we can to meet the expectations of our customers.

We have set the highest customer service standards for our customers. We all take pride as California Pacific team members in providing the best quality of care. Our customers include, but are not limited to, patients and their families, physicians, co-workers, visitors, vendors, volunteers and our generous benefactors.

Attached is a description of the fundamental performance standards that have been developed over many years at our Medical Center, standards that provide a common sense understanding of how customers should be treated. These standards flow from our traditional Core Performance Standards and reflect the existing duties of California Pacific employees to our customers and each other—the behaviors that employees are to practice while on duty. Most of these behaviors are demonstrated instinctively by the conscientious and caring work force at California Pacific Medical Center. By incorporating them as standards of performance, we reinforce these behaviors, make it clear they are expected and encourage employees to be diligent about practicing them. It is our intent that these standards of performance will create an environment that is pleasant, non-threatening and helpful to our patients' healing process.

Community Based, Not For Profit

Integrity:

I will demonstrate uncompromising personal ethics by consistently adhering to the Medical Center's Code of Ethics.

I will:

1. Adhere to the Code of Conduct set forth in the Medical Center's Standards for Business Conduct, policies, and procedures. I will comply with the Medical Center's smoking policy as well as other environmental, safety, department, and hospital-wide policies.
2. Keep information private by discussing patient's or coworker's problems/concerns only with appropriate parties.
3. Treat patients, customers, and coworkers with fairness and honesty and keep promises and commitments.

Excellence:

I will continuously exceed organizational, professional, and customer expectations.

I will:

4. Provide superior customer service by consistently working in a self-directed manner, complete job duties/tasks right the first time, and take initiative to follow through until service is completed.

Appearance – Personal:

5. Dress professionally by following the dress code.
6. Wear my identification badge on the upper half of my body with my name clearly visible to others.

Appearance – Facility:

7. Pick up immediately after myself, pick up litter and dispose of it properly, keep departments, patient rooms, and hallways clean and uncluttered, and not block fire exits.
8. Return equipment to its proper place, clean and in working order.
9. Clean minor spills immediately, and for major spills contact EVS and the Support Center.

Orientation and Education:

10. *Manager* – Provide training and development for new and existing staff to ensure that they are able to perform job duties in a competent manner.
11. *Preceptor (as applicable)* – Participate in orientation and development of new hires and serve as a role model. I will assist with socializing new employees to the work environment.
12. *Orientees and Employees* – Participate in development activities to enhance my performance. I am responsible for identifying my educational needs and goals.

Patient Care – Creating a Therapeutic Environment:

13. Care for our patients as I would like to be treated as well as how the patients would like to be treated.
14. Foster a calm, healing atmosphere by keeping noise levels down, offering assistance with turning lights and TV off, and closing patient doors.
15. Ask permission and give control to patients appropriately.
16. Inform patients regularly regarding their healing process.

Patient Care – Food Service:

17. Serve food trays immediately to patients upon delivery, place trays in front of patients and assist with opening containers and cutting food. Remove trays after the patient is finished eating.

Patient Care – Patient Hygiene:

18. Address all aspects of patient hygiene on a daily basis or more frequently as required, (i.e., bathing, hair care, oral care, foot care).
19. Change bed linens as often as needed to meet individual patient needs.

Patient Recreation:

20. Provide for appropriate patient recreational activities, especially long term, isolated or confused patients (i.e., videos, audio books, newspapers, music, trips outside or pet visits).

Teamwork:

I will demonstrate the ability to unselfishly work with others toward a common goal and vision.

I will:

21. Participate in combined efforts to exceed what can be accomplished individually by willingly making contributions to special projects, team efforts, etc. Cooperation is expected of me in the work place.
22. Look beyond assigned tasks. My responsibility does not end where my co-worker's responsibilities begin. In most situations, responsibilities merge and blend. When it is appropriate for me to perform a service, I will. It is not appropriate to say "It's not my job" or "That's not my patient." If I am unable to meet a request, I will be responsible for finding someone who can.
23. Conduct myself as a professional and treat every colleague as a professional. I will recognize that we each have an area of expertise.
24. Consider another's priorities in addition to my own, avoiding last minute requests.
25. Be tolerant of fellow employees, setting aside differences when working together.
26. Be respectful of colleagues and the team's work; actively listen and effectively communicate with patients, coworkers, peers, and management.
27. Welcome new employees. I will be supportive by offering help and setting an example of the cooperation expected in the workplace.
28. Respect the privacy of fellow employees.
29. I will not blame, chastise, embarrass, or discipline fellow employees in the presence of others.
30. Take ownership of any problem that customers or patients bring to my attention by handling those things that I can, and taking responsibility for contacting the appropriate Medical Center department supervisor for things that I cannot resolve. I will remain involved and follow up with the customer or patient to ensure that the issue was resolved.

Honesty:

I will demonstrate commitment to truthful and open conduct in all aspects of work and workplace relationships.

I will:

31. Perform duties in a safe, ethical, and honest manner, and promptly and appropriately address any potential violations of the Medical Center's standards for business conduct, policies and procedures.

Customer Information and Education:

32. Collaborate with the other team members so that information can be reinforced by appropriate personnel (multidisciplinary team), and whenever appropriate, provide patients and their families with information regarding tests and procedures.
33. Use easily understood and appropriate language when giving patients information about health, special diets, tests, procedures, medications, etc. I will avoid technical or professional jargon. I will reinforce verbal instructions with teaching sheets or other written material whenever possible.
34. Address special needs of patients, (i.e., interpreters for non-English speaking patients, amplification devices and closed-captioned television for the hearing impaired).

Respect:

I will consistently treat everyone with patience, consideration, and dignity.

I will:

35. Respect all individuals' beliefs, ideas, and contributions in a supportive manner.
36. Refrain from participating in rumors or gossip which could adversely affect patient/customer relations and workplace morale.

Attitude:

37. Treat others with courtesy and respect, avoiding rudeness and sarcasm.
38. Thank customers for choosing the Medical Center and demonstrate an attitude of gratitude for the privilege of serving them. I will thank Ambassador patients for their support of the Medical Center.
39. Listen carefully to what others have to say in ways that show them I care. This includes maintaining eye contact, if appropriate, and clarifying messages.
40. Avoid interrupting people unnecessarily.
41. Initiate immediate steps for positive resolution when expectations are not met, beginning with apologizing and following the Medical Center's Service Recovery Policy.

Confidentiality:

42. Respect patient confidentiality by never discussing patient information or hospital business in public area such as elevators, lobbies, waiting rooms, cafeteria, shuttle buses, or over two-way radios. I will comply with all Medical Center policies regarding protected health information.

Privacy/Modesty:

43. Speak to patients and their families regarding their care in private. I will close doors if available. I will close curtains when indicated to keep a distance between others within the same space.
44. Knock before entering a patient's room.
45. Provide proper gown size for patients.
46. Maintain patient dignity by keeping the patient covered and providing a robe, second gown, or blanket when the patient is ambulating, in a wheelchair, or being transported.
47. Close curtains or doors during examinations, procedures or when appropriate.

Noise:

48. Maintain patient care areas and nursing stations as designated "quiet zones" by using low conversational tone of voice and eliminating non-patient related conversations.
49. Direct family members to appropriate waiting areas to hold discussions.
50. Remind staff, physicians, and visitors regarding quiet policy.

Meeting Conduct:

51. Be prepared prior to the start of meeting. Arrive, start, and end meetings on time.
52. Respect others who have booked the same room.
53. Prepare an agenda and stick to it, allowing time for open discussion at the end of meetings.
54. I will not engage in side bar conversations.
55. Keep outside distractions to a minimum, (i.e., opening mail, reading reports, cell phones and pagers on vibrate, etc).
56. Clean up after myself after a meeting out of respect for the next group.
57. Consider all information confidential unless the meeting members state otherwise.

Initiative:

I will anticipate the needs of others and proactively respond to them.

I will:

58. Provide suggestions and feedback on how to improve a process/product in a constructive, effective manner.
59. Take the first step in providing service without being asked by anticipating, identifying, and resolving issues/challenges in day-to-day activities.

Greeting and Introductions:

60. Greet all customers that are within five (5) feet with a warm and friendly smile, and introduce myself properly by giving my name, department, and purpose. I will make eye contact and smile at others when they are ten (10) feet away.
61. Use “please” and “thank you.”
62. Clarify how patients would prefer to be addressed, when appropriate (Honey, Grandma, Grandpa and Mom are examples of unacceptable names for our patients).
63. Let the customers and patients know that it’s important to me to meet their needs. If I am unable, I will explain how their needs will be handled and follow through in a timely fashion.

Safety Awareness:

64. Value my own safety and that of others. When in doubt, I will ask. I will not take unnecessary chances.
65. Report all accidents and incidents promptly and accurately to the appropriate person.
66. Correct safety hazards, and report them to the appropriate person.
67. Be familiar with safety policies and procedures, both hospital-wide and specifically within my own area.
68. Protect my back when lifting, pushing, pulling or carrying. I will get help if necessary .
69. Be aware of potential chemical hazards; I know where to locate MSDS (MedicalSafetyDataSheets) and I will follow appropriate procedures, calling 1-800-451-8346, twenty-four hours a day for material safety information or for spills/exposure information.
70. Be responsible for knowing how to operate equipment and making sure it is in good working order.
71. Use personal protective equipment when appropriate.
72. Properly place and store equipment to prevent trips and falls.
73. Be prepared for emergencies and know the correct and prompt action to take.
74. Adhere to all infection control policies, including hand washing. I will educate families/visitors of proper procedures.
75. Be aware of potential hostile situations and know how to diffuse them. I will maintain a non-confrontational environment.

Service:

I will strive to exceed performance standards and expectations while enhancing the quality of care to our patients and the quality of the work environment.

I will:

76. Listen carefully to the needs of others and will be patient and tolerant in responding to these needs. I will demonstrate a willingness to go the extra mile when providing service.

Escorts:

77. Be observant. If someone appears to need direction, I will offer to help by assisting them and taking them to their destination or directing them to someone who will be able to assist i.e. shuttle service

Telephone and Email Etiquette:

78. Be knowledgeable of how to operate the telephones in my own area. When transferring a call, I will first provide the caller with the correct number in case the call is lost.

79. Answer calls within four rings.
80. Answer all calls by identifying myself and my department, and ask, "How may I help you?" or the equivalent. I will speak clearly.
81. Periodically acknowledge callers on hold, give them the status of their call, and ask if they want to continue to hold.
82. Take complete phone messages, including name, phone number and time of call, if appropriate.
83. Place phone on voicemail only when necessary. When leaving a message, I will keep it short and to the point.
84. Ensure that outgoing messages on voicemail are "to the point" and reflect status of absence. I will return all incoming messages within 24 hours or leave a date when the call will be returned.
85. Respond to email messages within 48 hours. If I am away from the office or days are booked with meetings or training, I will use Out of Office Assistant to apprise others that there will be a delayed response.
86. Use discretion when conversing by telephone with a patient, respecting their right to privacy.

Call Lights:

87. Exceed patient/family expectations by anticipating, identifying and responding to patients' needs (set up for meals, toiletries, transport, etc.) prior to call light activation.
88. *Nursing or unit clerk personnel* – I will respond to any unanswered call lights immediately and will follow up with appropriate personnel. If I am passing a room or see an unanswered call light on my unit, I will enter the patient room and ask them "How may I help you?" I will not leave the floor until I am sure the message has been conveyed to the proper caregiver or the problem has been resolved to the patient's satisfaction.
89. Answer call lights in a timely manner (if possible within 1 to 2 minutes). I will address the patient by name and ask, "How may I help you?" As a unit clerk, I will take messages for the Nurses regarding patient calls and make sure the appropriate Nurse gets it.

Customer Waiting:

90. Educate each patient's family members about the procedure and the anticipated time frame for the procedure to occur.
91. Keep patients and families informed about time delays, and if necessary, offer outpatients the opportunity to schedule another appointment.
92. Apologize if there is a delay, and if appropriate, offer a new appointment if the procedure can be rescheduled. If there is a wait, the acceptable waiting time for a scheduled appointment is 15 minutes.
93. Offer refreshments and reading materials to waiting families when appropriate.
94. Update family members periodically while a patient is undergoing a surgery/procedure.
95. Always thank customers for waiting and apologize for delays.

Creativity:

I will use skills and professional knowledge innovatively to enhance the quality of services provided at the Medical Center.

I will:

96. Demonstrate flexibility in adapting and responding to patient/customer needs by evaluating existing procedures/protocols for their usefulness and I will suggest improved ways of doing business.
97. Apply and share new knowledge, skills, and information in the workplace and provide suggestions for new and/or innovative ways of enhancing workgroup relations.
98. Support and accept changes that improve the quality of work while minimizing the cost and resource consumption.



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Living Our Values Performance Standards

Signature Statement

The foregoing performance standards represent specific behaviors that all California Pacific Medical Center employees and volunteers are expected to practice while on duty. These standards reflect the traditional Core Performance Standards at California Pacific, and, as such, are part of the measure of overall work performance. All employees are expected to adhere to and practice the standards of performance outlined in the Standards of Performance Handbook.

By signing this statement you acknowledge that you have read and understand the standards of performance as they apply to you.

Name: _____ Date: _____

Signature: _____

Department: _____
