

STANDARDS OF DCH EXCELLENCE

I WILL...

Diversity

- Ask the patients, visitors, or customers for their name preference and then call them by their preferred name (not by familiar terms such as honey, baby, gramps, sweetie, etc.).
- Identify and respond to patients', visitors' or customers' special needs.

Communication

- Use proper DCH telephone etiquette.
- Use courteous tone, language and behavior, in all conversations.
- Always listen without interruptions and respond with empathy.
- Greet everyone in a pleasant manner immediately upon arrival and introduce myself as appropriate.
- Clearly explain any service I am providing to my patients.

Hospitality

- Be as quiet as possible to create a healing environment.
- Practice proper elevator etiquette.

Safety

- Ensure everyone's safety by maintaining a clean and unobstructed environment.
- Approach and assist anyone who appears lost or in need of assistance.
- Wear my DCH name badge with name and photo facing forward.

Excellence

- Take personal responsibility to ensure customer satisfaction.
- Follow through on any promises made to others.

Respect

- Respect the privacy and confidentiality of patients, families and co-workers and will not discuss patient issues or DCH business in open areas.
- Knock gently on door to patient room or stand at the curtain and request permission to enter.

Vision

- Accept responsibilities to perform in the best interest of DCH.

Innovation

- Respond constructively to new ideas, requirements, and/or work processes.
- Meet new challenges with creativity.

Compassion

- Keep customers informed within 15 minutes when they are experiencing a service delay and thank them for waiting.
- Respond to family member questions within 15 minutes and update them within one hour while a patient is undergoing a procedure.

Everyone

- Live the values of this organization at work and in the community. Always talk positively, no negative comments.
- Treat team members the way I would want to be treated regardless of experience or position.