



**POLICY & PROCEDURE MANUAL**

**SECTION: 300 - PERSONNEL**

**SUBJECT: STANDARDS OF EXCELLENCE**

**POLICY:**

Each staff member is a personal and valued representative of the Jackson Health System (JHS) and its care facilities, and is expected to be sensitive and responsive to the needs of the JHS patients, its visitors, suppliers, and other staff members.

To support this philosophy and achieve the single high standard of care to which the JHS is dedicated, each staff member shall follow the "Standards of Excellence," consisting of our credo and performance basics. Individual performance will be evaluated based on these standards.

**CREDO:**

Patient First

JHS facilities are places where the care and wellness of our patients is our highest mission. They are our reason for being.

Hospitality

We pledge to provide the finest personal service and facilities for our patients, visitors, suppliers, and staff. Staff members will always ask "How may I help you?"

Teamwork

Our daily work, problem resolution, and continuous improvement are based on our working together to anticipate and exceed customer's needs.

**PERFORMANCE BASICS:**

1. Smile, Offer help, Say please and thank you.

*Display a positive, helpful and courteous attitude; you represent JHS.*

2. Acknowledge others.

*Use eye contact and greet others promptly saying, "Good morning/afternoon/evening"; end the conversation pleasantly by saying "I was happy to assist" etc.*

3. Take pride and care in your environment.

*Keep unit and facility neat and clean; maintain a presentable personal appearance and an attractive, organized work area.*

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4. Be responsive and responsible.

*Understand your role in accomplishing the PHT Mission; consistently use scripts to demonstrate friendliness, caring and concern; keep people informed; react quickly to problems; apologize for any inconvenience that may have occurred; follow through.*

5. Ensure confidentiality and privacy.

*Avoid and discourage gossip; respect personal space; share information only with those who have a right to know.*

6. Use professional telephone etiquette.

*Answer on or before 3 rings; state your department, your name and offer assistance in an upbeat tone.*

**AUTHORIZATION:**

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