

# TOGETHER WE IMPROVE LIVES



## Standards of Excellence

### service

- ▲ I am here to serve my customers. This means prompt, friendly and quality service.
- ▲ I promptly respond to patient requests, phone calls and customer needs.
- ▲ I communicate in a respectful and professional manner. Nonverbal communication is as important as what I say.
- ▲ I anticipate patients' and others' needs, working to prevent problems and remove barriers.
- ▲ I communicate frequently about how long a patient, visitor or colleague may expect to wait. I provide regular updates.
- ▲ I walk guests to their location and seek out those who look lost.

### quality

- ▲ I seek to understand and improve core measures, quality metrics, best practices, patient satisfaction measures and employee engagement measures.
- ▲ I respect the confidentiality of patients and colleagues.
- ▲ I report concerns and take appropriate actions to eliminate patient, visitor and/or employee safety hazards.
- ▲ I identify opportunities and solutions for service and safety improvements in my work area and assume accountability for our success.
- ▲ I keep the facility and my work area neat, clean, presentable, uncluttered and safe.
- ▲ I will take appropriate action when public areas do not meet these standards.

### team

- ▲ I listen to understand and respond in a compassionate manner.
- ▲ I encourage my colleagues and offer words of praise for excellent work.
- ▲ I partner with my colleagues to manage the workflow of my team and willingly pitch in to help others.
- ▲ I help new or less experienced colleagues feel welcome.
- ▲ I thank others for their time and efforts.

### personal

- ▲ I take responsibility for my attitude and actions. I treat others with dignity and respect; rudeness is not acceptable.
- ▲ I am supportive and flexible when change occurs.
- ▲ I consistently carry out my work duties to the best of my ability, skills and training, understanding that my work makes a difference in the care of our patients.
- ▲ I deal with conflict in a constructive manner and welcome personal feedback to improve performance and relationships.
- ▲ I look for opportunities to further my learning.
- ▲ I do the right thing because it is the right thing to do, whether anyone is watching or not.
- ▲ I take responsibility to use UCHealth resources appropriately.
- ▲ I take steps to maintain personal health and wellness.

### communication

- ▲ I maintain a positive image and follow the UCHealth dress code. I wear my badge so it is easily read by patients, visitors and colleagues. Any time I am in uniform or have my badge on, I represent UCHealth in a positive light.
- ▲ I show respect to all members of the UCHealth team: volunteers, employees, managers, medical staff, students and others.
- ▲ Before I speak, I consider who might be listening and what is appropriate in that situation.
- ▲ I keep current on organizational information.