



Service Excellence

The people of Eden Medical Center strive to provide the best care possible for you and your family. Our employees, physicians and volunteers have embraced Service Excellence standards that reflect our values and put you, our patient, first.

We hope that all of our employees and physicians demonstrate the standards and behaviors of Service Excellence that are listed on the back of this card. We invite you to share your comments and recognize exceptional staff during your stay.

Thank you for choosing Eden Medical Center.

Staff person's full name: _____

Dept. & Shift: _____ Date: _____

Describe what happened: _____

Service standard demonstrated (see standards on back): _____

Your name (optional): _____

Please return this card to your nurse or to Administration, located on the first floor.

Positive First Impression

- ◆ Recognize customers: stop what you are doing, make eye contact and say hello with a smile
- ◆ Introduce yourself, use customer's name and identify your role

Recognition and Appreciation

- ◆ Commend a team member and team when they demonstrate standards and behaviors.
- ◆ Acknowledge someone's extra work, patience with a difficult situation

Positive Communication

- ◆ Establish rapport by listening attentively, clarifying, addressing concerns or questions.
- ◆ Touch appropriately
- ◆ Be mindful of those around you and avoid talking "over" visitors in elevators and public areas
- ◆ Take time to show common courtesy; say *please* and *thank you*.

Respect and Sensitivity

- ◆ Be the solution; stay connected and follow up
- ◆ Be tolerant, open and accepting
- ◆ Remember why you are here: to care for patients or support those who do.
- ◆ Be totally present with people you are caring for and helping

Service Recovery

- ◆ Anticipate and correct problems before they become customer complaints
- ◆ Acknowledge mistakes when they occur without placing blame
- ◆ Apologize for the mistake even if you are not at fault
- ◆ Make amends for mistake

Telephone & E-mail Etiquette

- ◆ Answer phone by speaking clearly, calmly, and at a moderate pace.
- ◆ Answer with a smile and give your name, department and appropriate greeting.
- ◆ Make communications purposeful and concise.
- ◆ Stay calm, cool and collected in all communications.

Above and Beyond

- ◆ Take the extra step to help others.
- ◆ Offer assistance without being asked.
- ◆ Be willing to step out of your official work role to help others.

Supportive Team

- ◆ Be organized, efficient and timely in work efforts.
- ◆ Anticipate needs of others and assist them.
- ◆ Foster a blameless environment.
- ◆ Collaborate with others; be flexible.

Calm, Professional, Caring

- ◆ Speak softly and calmly.
- ◆ Show concern about patients' and families' discomfort.
- ◆ Be sensitive to noise level.

Follow Up

- ◆ Provide customer with updates in a timely manner.
- ◆ Keep your promises.

Cultural Awareness

- ◆ Be respectful and non-judgmental in regard to age, religion, socio-economic standing, ethnicity, size, sexual orientation or illness.
- ◆ Arrange for an interpreter when a patient cannot speak English.
- ◆ Be willing to modify your care to meet the cultural needs of your customers.