

JOB KNOWLEDGE & ACCOUNTABILITY

Stevens Hospital recognizes that job knowledge and accountability are essential towards our vision of excellence. We demonstrate a sense of ownership and pride.

- I will meet or exceed the standards as listed on my job description.
- I will complete assignments and responsibilities in a timely and accurate manner adhering to policies and procedures.
- I will respond to communications in a timely manner.
- I will go out of my way to assist coworkers and patients outside of my assigned tasks.
- I will continue to learn the latest advancements in my field to enhance my skills and my ability to serve.
- I will read and be responsible for all information posted in my department that will impact my job.
- I will strive to do an excellent job the first time.
- I will remain conscious of the high cost of healthcare and optimize resources while delivering excellent service.

Our **VALUES**

Compassion

We show empathy and care to our patients and their families.

Accountability

We fulfill our responsibilities to patients and to each other.

Respect

We treat each person with dignity, honesty and fairness.

Excellence

We provide a personalized and quality patient experience.

Stewardship

We use all resources wisely for the greatest good.

Standards of Excellence 2008

TEAMWORK

At Stevens Hospital teamwork represents the dedication and willingness of all staff working together to achieve our mission of high-quality and compassionate health care.

- I will view all co-workers as equally important members of Stevens and treat all with dignity, respect, and compassion.
- I will encourage teamwork by recognizing, praising and thanking my co-workers.
- I will report to work on time, be prepared for the work day and return from my breaks timely.
- I will contribute fully to my departments' goals, objectives and projects including attendance at staff meetings and employee forums.
- I will collaborate and communicate with employees throughout Stevens Hospital to ensure excellent service.
- I will support the training of co-workers and students by sharing my knowledge and expertise.
- I will identify and eliminate service problems.
- I will recognize coworkers needs for assistance and offer my help to complete the tasks.
- I will ask for assistance if unable to meet current workload.



Our **MISSION**

Improve the health and well-being of the community through local, high-quality and compassionate healthcare services.

Our **VISION**

To be a trusted and financially strong provider of high quality healthcare services who collaborates with others to creatively respond to the health needs of a diverse community.

PROFESSIONAL CONDUCT

Stevens team takes pride in demonstrating the highest degree of professionalism to our patients and customers. We create an environment with integrity and purpose.

- I will introduce self with name and title.
- I will speak highly of Stevens Hospital and staff to everyone.
- I will hold the security, privacy and confidentiality of the patient with the utmost importance.
- I will have respectful interaction with patients, customers and co-workers
- I will use phrases that customers love to hear such as; "How can I help you?" or "I will be happy to . . ." or "I have the time."
- I will be positive and approachable in all interactions and discourage criticizing, complaining and gossiping.
- I will always provide courteous service.
- I will refrain from loud talk and excessive noise as a quiet environment is important to heal, learn and work.
- I will acknowledge mistakes and actively seek resolutions.

EFFECTIVE COMMUNICATIONS

At Stevens Hospital we believe active communication is an essential building block to providing excellent patient care and customer satisfaction resulting in trusting relationships.

- I will focus on confidentiality and only speak about patient/customer with appropriate individuals
- I will provide appropriate and complete information using designated communication tools, such as; HIPAA, AIDET and SBAR.
- I will be courteous, warm, and friendly at all times to everyone (staff, patients, families and physicians).
- I will use proper tone and body language to ensure my nonverbal communication is appropriate.
- I will answer the telephone by greeting the caller with the department and my name.
- I will follow guidelines related to response times for answering telephones, returning calls and responding to call lights.
- I will be proactive and address communication concerns before they become a problem.
- I will acknowledge and update customers waiting for service in a timely manner.

SAFETY

Every member of Stevens team is responsible for providing a safe environment for all.

- I will follow federal, state, JCAHO and OSHA policies and departmental safety procedures.
- I will be prepared for emergencies, know where to find safety information and know the correct actions to take.
- I will wear my ID badge above the waist line, clearly visible with photo ID facing outward while on campus.
- I will be aware of people without proper identification and notify security if necessary.
- I will take initiative to report and/or correct safety hazards in a timely and appropriate manner.
- I will utilize only approved and available safety devices.
- I will take ownership to keep the workplace neat, clean and efficient.
- I will take responsibility to ensure clean, safe public areas both inside and outside.

PROFESSIONAL APPEARANCE

At Stevens we will present the hospital and ourselves in positive ways that displays a professional appearance.

- I will adhere to the Grooming/Dress Code Standards as set forth by Stevens Hospital Policy and all department uniform codes.
- I will demonstrate good hygiene and project a neat, clean and professional appearance at all times.
- I will clean my work area before the end of the shift.
- I will keep patient rooms free of unnecessary equipment and uncluttered.

