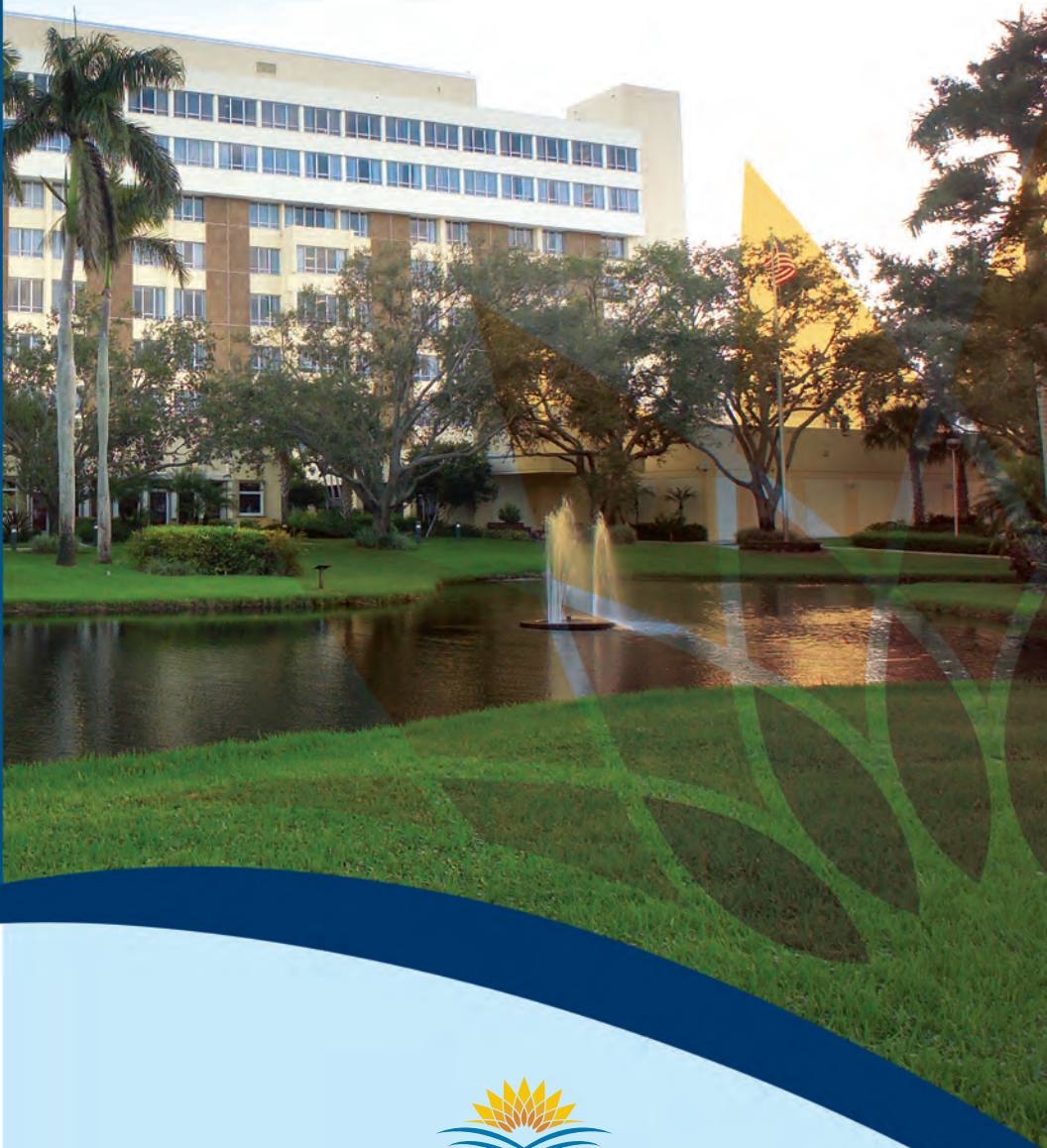


# A+ STANDARDS OF EXCELLENCE

AN EMPLOYEE GUIDE TO EXCELLENCE THE BOCA REGIONAL WAY



**BOCA RATON**  
REGIONAL HOSPITAL

# MISSION & VISION



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## **Mission:**

Boca Raton Regional Hospital delivers the highest quality patient care with unrelenting attention to clinical excellence, patient satisfaction and patient safety. Our team of professionals demonstrates unparalleled compassion and commitment to those we serve.

## **Vision:**

To be the preeminent regional leader in healthcare delivery and the hospital of choice for patients, employees and volunteers.

**All Boca Regional employees are expected to help fulfill our mission and vision.**

Toward that end, a set of performance standards has been developed for all Boca Regional employees to follow. These standards establish specific behaviors that employees are required to practice while on duty.

Compiled by employees themselves, the majority of these behaviors are demonstrated instinctively by Boca Regional's conscientious and caring workforce. By incorporating them as standards of performance, we reinforce these behaviors, make it clear that they are expected and encourage employees to be diligent about practicing them.

**The A+ Standards of Excellence are the stepping stones to Our Four Cornerstones:**

- \* Great Place To Work
- \* Superior Service
- \* Quality/Clinical Excellence
- \* Fiscal Responsibility

“ WE ARE WHAT WE REPEATEDLY DO.  
**excellence**, THEN, IS  
NOT AN ACT BUT **a habit** ”

-ARISTOTLE

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- + ATTITUDE
- + COMMUNICATION
- + ACCOUNTABILITY
- + SERVICE
- + PROFESSIONALISM
- + SAFETY
- + COMMITMENT



**We never get a second chance to make a first impression.** Therefore, every interaction is an important one.

Acknowledge people immediately even if you have to stop what you're doing. Smile, make eye contact and introduce yourself.

Use appropriate names when addressing patients, families and employees (e.g. Mr., Mrs., Sir, Ma'am).

Anticipate people's needs. Don't always wait to be asked.

Personal or professional stressors should not be communicated in any fashion to our customers. Demonstrate a caring attitude by treating others as you wish to be treated.



## **The goal of communication is mutual understanding.**

Introduce yourself and explain what you are doing.

Encourage patients and significant others to ask questions. Respond to their questions and concerns in an accurate and timely manner; or find someone who can.

It is important to keep patients, significant others and co-workers informed of unexpected changes.

Provide instructions and explanations that are understandable considering the listener's age, education and cultural background. Identify the possible need for an interpreter.

Speak slowly and clearly.

Utilize universal and departmental scripts.

Use active listening before speaking by making eye contact, clarifying your understanding and making every effort not to interrupt.

Remember, English is the language of choice for our workplace. Conversation in alternate languages should be reserved for private, non-public areas (e.g. not in the presence of our customers).



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**Answering telephones is everyone's responsibility.** All employees must know how to operate the telephones in their areas.

Make a good impression by answering on the first ring whenever possible. Always answer before the fourth ring.

Answer all calls by identifying your department and yourself. Use the universal standards of communication.

When transferring a call, provide the caller with the correct phone number in case the call is lost.

Obtain the caller's permission before placing him/her on hold. Thank the caller for holding when you return to that line.

## **WHILE YOU ARE AWAY**

Phones will be placed on voice mail only when necessary. Recorded voice messages will be kept short and to the point. Avoid leaving complex messages.

When planning to be away from your extension for an extended period (e.g. vacation), leave the appropriate voice message.

Return calls promptly, and thank callers for doing the same.

Personal cell phone use is not permitted in the hospital building, except in emergency situations or with prior approval from leadership.



**Take pride in what you do.** Feel responsible for the outcomes of your efforts and recognize your work as a reflection of yourself.

Be sure you know, understand and fulfill the responsibilities of your job. Take ownership when addressing concerns. Avoid blaming; instead, focus on addressing issues.

Fulfill your commitments. Develop and demonstrate a high degree of:

- \* Integrity
- \* Honesty
- \* Reliability
- \* Fairness
- \* Consistency



**Keep all forms of patient information strictly confidential.** Customer information is strictly confidential. Each employee is responsible for ensuring that confidentiality is not compromised.

Information about customers and their care must never be discussed in public areas such as elevators, lobbies, hallways, the cafeteria or waiting rooms.

Company business should not be discussed in public/patient care areas.

Close customers' door/curtain (when possible) for their privacy and that of others.

Knock on the door/wall before entering a patient's room, use patient's name and introduce yourself (if necessary).





**It is important that we support the hospital values, mission and vision.** Our primary goal is to exceed our patients' expectations.

Thank our patient for choosing us.

Patients' families and significant others are as important as the patient. Update them often while their loved one is undergoing a procedure.

Offer refreshments and reading materials to waiting families. Always thank them for waiting and apologize for delays.

## **MAINTAIN DIGNITY**

Provide a robe or second gown when a patient is ambulating or in a wheelchair.

Provide a sheet or blanket when a patient is being transported.

## **DIRECTIONS**

Notice when someone looks lost and offer assistance.

Whenever possible, escort visitors needing directions rather than point the way, or obtain assistance of a fellow co-worker/volunteer going in the same direction.



**Good elevator manners contribute to customer satisfaction and smooth transportation.** Use the elevator as an opportunity to make a favorable impression. Smile and speak to fellow passengers.

Pause briefly before attempting to board an elevator so that you don't block the way for anyone wishing to exit.

Once on an elevator, make room for others and hold the door or "door open" button for them.

Don't monopolize the space in the middle of an elevator so you can make a quick exit. Allow customers and people with disabilities to be near the elevator door.

## **ESCORTING/TRANSPORTING CUSTOMERS**

If you are escorting someone who is leaving the building, walk the person to the elevator, hold the elevator door and allow the person to enter first. When leaving the elevator, exit and hold the door if possible.

When transporting customers in wheelchairs, always face them toward the elevator door. When transporting customers on a bed or stretcher, politely ask visitors and other employees to wait for another elevator, if needed.

When exiting an elevator with a customer in a wheelchair or on a bed or stretcher, always make sure the way is clear before pushing the patient into the hallway.



**It is everyone's responsibility to answer flashing call lights, even if it's not your department.** Be sure to answer call lights in a way that demonstrates the care, courtesy and respect our patients deserve.

The appropriate caregiver will respond to a patient's call or request within five minutes. If the caregiver is busy with another patient, an appropriate co-worker will meet the request.

If you are passing a room - even on another floor or hall - and see an unanswered call light, ask the patient, "How may I help you?" Do not leave until you are sure the message has been conveyed to the proper caregiver.

Notify the patient when you will return rather than having the patient call back.

## **MINIMIZE CALL LIGHTS**

Check on patients one hour before the shift change.



**All employees will demonstrate a commitment to a professional and caring environment.** Co-workers are our teammates, and deserve our respect. Rudeness is never appropriate. Demonstrate manners and courtesy in both verbal and nonverbal communications. Be honest in all interactions with co-workers. Treat every co-worker as a professional. Recognize that we each have an area of expertise.

Respect the privacy of fellow employees. Do not chastise or embarrass fellow employees in the presence of others. Relate to all co-workers fairly regardless of age, gender, sexual preference, disability, race, creed or national origin.

Show consideration. Avoid last minute requests. Consider another's priorities in addition to your own. Be tolerant of fellow employees.

Conflicts may exist among co-workers, but professional courtesy is expected. Set aside differences when working together. Address issues with the involved party. Enlist the assistance of a supervisor if necessary. Follow the chain of command.

Welcome new employees. Be supportive by offering help and setting an example of the cooperation expected in our workplace.

Adhere to the dress code. Wear your ID badge above the waist, facing out. No ornamentation may be attached directly to the badge.

Each employee will be held accountable for maintaining required licenses, certifications and mandatory education.



**Safety is everyone's job.** Report all known or suspected safety concerns per your department policy.

Utilize **Personal Protective Equipment (PPE)** as required. If you are unsure, ask someone.

Make every effort to clean up trash and non-chemical spills.

Be aware of **Material Safety Data Sheets (MSDS)** as it relates to your department (see the Boca Regional Intranet Home Page).

Following the basics of good body mechanics protects you and our customers. Remember, competency equals safety.

Return equipment and supplies to the appropriate place.

## **IDENTIFICATION (ID) BADGES**

Be knowledgeable of the meaning of all codes (see the back of your ID badge).

It is everyone's responsibility to question individuals without an ID badge or if other unusual situations arise.

**Protective Services is available 24-hours a day for our protection.**



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**Follow through on commitments.** Take responsibility for your actions, results and mistakes.

Be willing to accept additional responsibility.

## **CO-WORKERS**

Be supportive of all fellow employees. Offer help when possible. Cooperation is expected in the workplace. Be aware of co-workers who may be overtaxed.

Help co-workers readily: Offer, don't wait to be asked. Make your co-workers feel comfortable asking you for help.

Be loyal to all co-workers and the Boca Regional organization. Do not undermine our organization or the work of fellow employees. Be discreet about what you say. Adopt an attitude where differences are encouraged, valued and supported.

## **MEETINGS**

Show respect to others by either turning off pagers/Spectra-Link phones or placing them on vibrate mode during meetings. If necessary, remove yourself from the meeting to transact calls.

Avoid sideline discussions during meetings.

# COMMITMENT CONTRACT



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**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Employee Number:** \_\_\_\_\_

I have read and understand the **A+ Standards of Excellence** for Boca Raton Regional Hospital and would consider it an honor to abide by them and to be an integral member of the team providing world-class patient care to the community being served by this organization. I understand that compliance with these Standards of Excellence is a condition of employment with Boca Raton Regional Hospital.

**Signature:** \_\_\_\_\_

“THE BRIDGES THAT SPAN OUR **goals** ARE  
**built** BY **teamwork**.

COMING TOGETHER IS A BEGINNING...  
KEEPING **together** IS A PROGRESS...  
**working** TOGETHER IS A **success**.”

-HENRY FORD



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