Service Excellence

TORCH

Standards of Behavior

Sanford USD Medical Center
Mission Statement
Dedicated to the Work of Healing

Vision
Improving the human condition through patient care, research and education.

Values
Extraordinary teamwork, compassionate relationships and professional excellence for the good of those in our care.

Our goal is to provide very good care and service.

“In all that you do, reflect the excellence that's in you.”

– Martin Luther King Jr.
Index of Standards

Mission, Vision and Values ........................................... 1

Introduction ............................................................... 3

TORCH QUALITIES

Trust ................................................................. 4
Ownership ........................................................... 5
Risk-Taking ......................................................... 7
Caring .................................................................... 8
Healthy in Spirit ....................................................... 10

Safety and Security .................................................... 12
Privacy and Confidentiality ........................................ 14
Acknowledgments ..................................................... 16
Employee Agreement ................................................ 18

“Excellence is not an isolated act, but a habit.”

– Aristotle
Introduction

Sanford USD Medical Center’s goal is to be the nation’s best health care provider in employee and customer satisfaction. A culture of Service Excellence helps us to achieve this goal. Sanford USD Medical Center has embraced the five TORCH leadership qualities that support the culture of Service Excellence.

Each TORCH quality has standards of behavior that need to be demonstrated by each employee as we interact with co-workers and guests. Our guests include patients, visitors, families, physicians, etc.

Trust
Ownership
Risk-Taking
Caring
Healthy in Spirit

These standards of behavior are part of your annual performance appraisal.

“The quality of a person’s life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor.”

– Vincent T. Lombardi
**Trust**

- Trust is the foundation of leadership and the TORCH behaviors. Trust means being authentic and displaying consistency between what you say and what you do. Trust depends on open and honest communication.

**Standards of Behavior:**

- Follow through with commitments until completed, actions speak louder than words.
- Be honest and accountable in all interactions.
- Communication involves setting clear expectations and seeking feedback.
- Communication involves mutual interaction throughout all levels of the organization regardless of job role.
- Use first party communication to resolve conflict.
- Provide information in a timely manner to co-workers and guests.
- Explain the process or procedure to co-workers and guests.
- When a delay occurs (i.e. tests, procedures, voice and e-mail messages, etc.) explain to co-workers and guests.
- Demonstrate professional courtesy at all times, rudeness is never appropriate.
- Respect people’s time and property.
- Listening builds trust. Let others know that they are fully seen and heard.
Ownership

- Ownership means having an attitude of shared accountability for the overall success of the organization. Ownership means demonstrating a sense of possession and pride. Ownership depends on trust, mutual interest and teamwork.

Standards of Behavior:

• Ownership is driven by pride.

• If you are unable to meet a request, say “I’ll find out,” and/or be responsible for finding someone who can.

• $\frac{\text{Quality}}{\text{Cost}} = \text{Value}$ Employees of Sanford USD Medical Center are dedicated to providing the highest quality of care at the lowest possible cost.

• The role and responsibility to comply with nationally recognized standards and regulations (JCAHO, OSHA, Magnet, etc.) belongs to ALL employees.

• Know and practice the Sanford USD Medical Center “Mission, Vision, Values” (Refer to inside cover).

• Know, understand and own the responsibilities of your role in our guest’s experience.

• Adhere to organizational and departmental policies regarding attendance, tardiness, breaks, time clocks and dress code.

• Perform your responsibilities in a timely manner.
• Be respectful in the way you communicate and/or delegate, (i.e. verbal, written or electronic).

• Know the various roles and resources throughout the organization.

• Take the initiative to be educated and continue your learning process. Obtaining knowledge in the ever-changing healthcare environment is your responsibility, (i.e. medical library, web, Sanford Connect, in-services, meetings, etc.)

• If you see something that needs to be done…DO IT!

• Respect our organization as a whole…our team can’t function without you.

• TEAM…means sharing accountability.

**Together Everyone Achieves More**

“Knowing is not enough; we must apply. Willing is not enough; we must do.”

– Goethe

“The desire to go beyond what is asked or expected is a gift that rare individuals give their colleagues and their organizations.”
Risk-Taking

- Risk-taking is the ability to step outside of one’s comfort zone to speak up or make a decision necessary to meet a unique need or challenge for a guest or colleague. Risk-taking decisions require a willingness to consciously accept consequences that may result from that decision.

Standards of Behavior:

• GET INVOLVED - Participate with your voice, opinions and actions, they ALL matter! “You CAN make a Difference”.

• Eliminate gossip by not starting or participating in rumors!

• Listen with the willingness to be influenced, be receptive to new ideas that improve our work and environment.

• Having similar goals and visions and being willing to act on them demonstrates uncommon courage.

• We exceed their expectations by anticipating employee and our guests needs.

“I treat the other man like a gentleman not because he is . . but because I am.”

– Benjamin Franklin
Caring

- Caring means displaying genuine interest, gratitude and respect for others. Caring begins with active listening, compassion, tolerance and acceptance. Caring means showing concern for the welfare of those we work with and those for whom we provide care.

Standards of Behavior:

• Greet every employee and guest with a warm and friendly smile!

• Begin every encounter by introducing yourself promptly, and ask “How can I assist you?” End every encounter by asking “Is there anything else I can do for you?”

• Offer comfort, show a kindred spirit and be gentle in your approach towards employees and our guests.

• Respect all requests, even if they don’t seem important to you.

• Empathy – Be considerate of other’s opinions, concerns and situations.

• Recognize the value of the individual and diverse environment in which we live and work.

“The highest reward for a person’s toil is not what they get for it... ...but what they become by it.”
• Use “Please” and “Thank You”. Ask employees and guests their preference on how they would like to be addressed (i.e. Mr./Mrs./Ms./First Name).

• Recognize that our co-workers and guests have a sense of urgency and show them that we value their time. They are not an interruption of our work . . . . . . . . “THEY ARE OUR WORK”.

• Compliment each other on a JOB WELL DONE! . . . Celebrate the Wins!

“People rarely succeed at anything, unless they have fun doing it.”

“People forget how fast you did a job... but they remember how well you did it.”

– Howard W. Newton
Healthy in Spirit

- Healthy in Spirit means seeking a balance of mind, body and spirit. Being healthy in spirit nurtures openness; forgiveness; acceptance; gratitude; humor; physical health/wellness and spiritual health. Healthy in spirit relates not only to your own personal balance but also supporting the unique needs of others.

Standards of Behavior:

• Create a fun, respectful environment

• Recognize and celebrate even the small achievements of our co-workers and guests.

• Take yourself lightly and your work seriously.

• Create a culture that taps the full potential of employees and builds an environment in which all individuals feel appreciated, included and valued.

• Treat every co-worker as a professional and value his or her expertise.

“Take time to laugh... it’s the music of the soul”
• Be supportive of co-workers and guests...cooperation is expected.

• Relate to all individuals fairly, regardless of age, gender, sexual orientation, disability, race, creed or national origin.

• Define your own personal work/life balance and strive to maintain it.

“All labor that uplifts humanity has dignity and importance, and should be undertaken with painstaking excellence.”

– Martin Luther King, Jr.
Safety and Security

At Sanford USD Medical Center, safety and security is everyone’s responsibility. To ensure a safe environment for our guests and employees, employees must adhere to safety and security policies.

Standards of Behavior:

• Report all accidents, security incidents, defective equipment and supplies promptly.

• If you see a safety hazard, correct it or report it immediately to your Supervisor.

• Know and follow the infection control policies and use the personal protective equipment (PPE) provided.

• Protect your back when lifting, pushing, pulling or carrying. Use proper lifting techniques.

• Be aware of potential chemical hazards. Check the Material Safety Data Sheets (MSDS). It is your right and responsibility to know.

• Respect ALL equipment by being properly trained to use it in the correct manner and return it to its appropriate place.

• Prevent slips, trips and falls... CLEAN UP SPILLS & LITTER! Dispose of waste properly.

• Be prepared for emergencies... know the correct actions to take. Know your role and participate in drills.

• If in doubt, ASK!
• Provide and maintain clear and unobstructed hallways for patient use. Keep handrails accessible.

• Be aware of your surroundings and report suspicious activity to Security at 3-7499. Stop, Look, Assess and Respond (SLAR).

• Look for Visitor Identification Badges (VIBs) after-hours to prevent unauthorized access.

• Photo identification badges must be worn above the waist in a visible place while on duty.

• Use defensive driving skills, wear your seat belt and obey the traffic laws while conducting Sanford USD Medical Center business.

• Drive at safe speeds, obey directional signs and park appropriately in employee-designated spaces.

• To keep our hospital environment safe, everyone has the responsibility to enforce the smoking policy.

First... “Do No Harm”

– Florence Nightingale

“Think Safe . . . Act Safe . . . Be Safe . . . and Stay Safe!”
Privacy and Confidentiality

- Confidential information includes all medical and financial information about patients. It also includes business information such as strategic planning documents and salary and wage data.

Standards of Behavior:

- All patient and confidential business information is used and disclosed on a need to know basis. Before using or disclosing confidential information, STOP and ask yourself, "Do I need this information to do my job?"

- Exchange information about guests and co-workers in private. Utilize consultation rooms, close doors and/or curtains.

- Verbal and telephone conversations, particularly portable phones (i.e. cellular, spectra, dictaphone, etc.) are conducted in private. Avoid public areas such as the cafeteria, meeting rooms or elevators.

- Protect confidential/sensitive written or electronic material by shielding it from public view & signing off before leaving computer work stations.
• Non-work related conversations between co-workers should never occur while carrying out patient care activities and should always be carried out in private areas such as break rooms or staff lounges.

• Information about and contained within software systems and databases at Sanford USD Medical Center are considered confidential information, used only as needed within the scope of daily work responsibilities. Our contract for services with doc Z and other software vendors requires compliance with non-disclosure of confidential information. Sanford USD Medical Center is obligated to keep all vendor proprietary information confidential.
Acknowledgements
Sanford USD Medical Center is an employee driven organization.

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Employee Acknowledgement
- I have read and understand the standards of behavior of Sanford USD Medical Center. As an employee, I understand that I am responsible for my own behaviors in accordance with these standards and that they are part of my annual performance appraisal.

- I understand that information about and contained within software systems and data bases at Sanford USD Medical Center are considered confidential information, used only as needed within the scope of daily work responsibilities. Our contract for services with doc Z and other software vendors requires compliance with non-disclosure of confidential information. Sanford USD Medical Center is obligated to keep all vendor proprietary information confidential.

My goal is to provide very good care and service.

_________________________________________________
(Employee Name - Please Print)

_________________________________________________
(Employee Signature)

_________________________________________________
(Date)

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