

CLINICAL SERVICE STANDARDS AND EXPECTATIONS

STANDARDS	EXPECTATIONS	RECOMMENDED BEHAVIORAL ACTIONS
<p>PROBLEM SOLVING</p>	<ol style="list-style-type: none"> 1. Share information with your supervisor. 2. Seek solutions through listening, flexibility, openness, and a sense of common purpose 3. Practice joint-ownership, share decision-making to foster participation so everyone can meet challenges and achieve the desired optimal outcome 4. Inspire a strong sense of purpose in implementing changes based on feedback and clinic performance data 5. Provide direction, effectively cope with change, and be persistent despite obstacles 6. Supervisors should be approachable and willing to listen to others 7. Supervisors should be available to assist staff 8. Supervisors should acknowledge and affirm excellent staff performance daily (and on-the-spot) 	<ul style="list-style-type: none"> • Take initiative and personal responsibility in your job • When in doubt, seek clarification from supervisor on instructions, concerns, rumors • Share performance improvement ideas with co-workers, supervisor, manager • Acknowledge all viewpoints • Show interest and enthusiasm • Ensure timely responses and follow-up • Follow-through on commitments and take ownership of problems.
<p>ABILITY, ATTITUDE & APPEARANCE</p>	<ol style="list-style-type: none"> 1. Adhere to standards of dress, grooming and hygiene as outlined in the Personal Appearance and Dress Code Policy (#1-21) of Ambulatory Services Policy Manual 2. Wear identification badge in a visible location at all times per Institutional policy. 3. Food is not allowed in patient care or clinic public areas. Consumption of food is restricted to employee break rooms. 4. Do not chew gum in patient areas or while working on the phone. 	<ul style="list-style-type: none"> • You will be expected to maintain an appropriate and professional appearance as it pertains to clothing, clinic attire, grooming and hygiene. • Because patients may be sensitive to strong odors, limit food preparation in clinical buildings and confine to staff areas.

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<p>ABILITY, ATTITUDE & APPEARANCE CONT'D.</p>	<p>5. Be polite whenever you communicate, whether in person, in writing, by telephone or fax</p> <p>6. Demonstrate professionalism, discretion and diplomacy</p> <p>7. Adhere to all Ambulatory Services and Institutional policies and procedures.</p> <p>8. Do not disturb others – limit group conversations in public areas. Avoid personal conversations where patients may overhear and in public areas.</p> <p>9. Be mindful of not blocking or congregating in public areas</p> <p>10. Demonstrate positive attitude, courtesy, respect for others, and an understanding of cultural and physical differences.</p> <p>11. When in doubt, check it out. Do not make negative assumptions. Interact with everyone in a positive manner.</p> <p>12. Demonstrate your understanding of patient's needs.</p> <p>13. Provide patient service in a timely, focused manner.</p> <p>14. Escort patient to the consult or exam room and allow patient to set the pace</p>	<ul style="list-style-type: none"> • Avoid defensive behavior • Display positive attitude throughout the day • Keep personal problems out of the work environment. • Cease personal conversations on the phone or in person when a patient presents themselves • Personal phone calls should not be conducted in public areas • Be aware of patients in waiting rooms and exam rooms, and the amount of time they have been waiting • Be aware of the appearance of the clinic and help keep it clean and tidy. Pick up papers and trash, keep public and work areas neat. • Open door for patients and colleagues as needed • Offer wheelchair if it is needed by patient or their family

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<p>ABILITY, ATTITUDE & APPEARANCE CONT'D.</p>	<p>15. Practice proper elevator etiquette.</p>	<ul style="list-style-type: none"> • Avoid discussions regarding patients in elevators. • When transporting patients in wheelchairs, always face patient toward the elevator doors. Back the wheelchair into the elevator. • Assist others by holding the “door open” button as they enter. • Do not monopolize elevator space. Allow patients and people with disabilities to be near the elevator door and exit first. • When possible, maintenance staff should wait for an empty elevator rather than bringing equipment into a car with patients.
<p>COMMUNICATIONS & COMPASSION</p>	<ol style="list-style-type: none"> 1. Treat people the way you wish to be treated (rudeness is never acceptable) 2. Demonstrate the ability to do and say the right thing at the right time. Let sensitivity, courtesy, respect, dignity and awareness of cultural and physical differences guide you. 3. Demonstrate care and concern for everyone. Use eye contact, body language and effective communication skills. 4. Volunteer to offer assistance to anyone who appears to need help. 5. Communicate professionally with physicians and co-workers 	<ul style="list-style-type: none"> • If patient is upset, is yelling or is rude, move him/her to a private area. You could say, “Mr./Ms. (Name), I understand you are very upset and I am trying to help you. • Access Guest & Patient Services (ext. 87608) when needed to assist patients with disabilities, translations, wheelchairs, escorts, etc. • Address physician in front of patients by saying Dr. (Name), rather than using a first name or nickname.

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<p>COMMUNICATIONS & COMPASSION CONT'D.</p>	<p>6. Communicate professionally with patients.</p> <p>7. Use eye contact when speaking to patients</p> <p>8. Utilize appropriate tone of voice when speaking to patients</p> <p>9. Do not inappropriately interrupt patients</p> <p>10. Use proper etiquette when communicating with patients in the waiting areas</p> <p>11. Telephone etiquette: Southwestern PROS telephone skills should be used when speaking to all internal and external customers by employees at all levels.</p> <p>12. Communicate with patients when faced with delays, offering frequent and accurate updates.</p> <p>13. Elevate problems to supervisor/nurse/provider so appropriate options can be offered to patient.</p>	<ul style="list-style-type: none"> • Never discuss your personal business or that of the providers or your peers with patients. • Look up when patient enters clinic, initiate eye contact • Welcome patients in a friendly manner, smile warmly and introduce yourself by name and job title or function • Always ask patient if there is anything more you can do f • Call Clinic Manager if supervisor is not available • Use the elevator as an opportunity to make a favorable impression; smile and say hello. • When patient gives name, greet with, “Good morning / afternoon, Mr./Ms. (Name)”, at all times. • Never use “pet” names such as sweetie, honey, or darling • Use patient’s surname and always maintain a discrete voice • Do not discuss frustrations or complain of University or colleagues in front of patients or in public areas • Use easily understood language when providing patient instruction • Speak clearly and slowly, speak louder if necessary for hearing impaired patient or family member. • Engage in simple, pleasant conversation, ask “How are you today?” • Update patients in the waiting area and exam room every 15 minutes – do not assess blame for delays. • Avoid calling multiple patients from the waiting area at one time, except under exceptional circumstances • Apologize if there is a delay. Offer reason for delay without placing blame • Monitor patients in the waiting room regularly. When delays of over 15 minutes occur, update patient about the status of delay every 15 minutes.

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<p>COMMUNICATIONS & COMPASSION CONT'D.</p>	<p>14. Be familiar with the Medical Center and clinics. Utilize available tools and resources (maps, computer directories, reference guides) so you can give accurate instructions and directions.</p> <p>15. Provide patients information and education</p> <p>16. Provide campus maps and patient information that is current, accurate and presentable.</p> <p>17. Provide directions to patients</p>	<ul style="list-style-type: none"> • Collaborate with providers to reinforce the information provided to patients • Use clear, easily understood language when providing patient information. Provide information within your scope of responsibility. • When possible, provide detailed information in writing. • Provide specific instructions and explain thoroughly what the patient can expect at their appointment to alleviate confusion. • Speak clearly, kindly and courteously to patients, visitors and co-workers. • Offer information to patients, visitors and co-workers before being asked. • Avoid technical or professional jargon when talking with patients. • Explain the “next-steps” to patients throughout their visit. Ask if there is anything else you can do for them. • Engage patient in simple conversation. Ask them how they are. Be sensitive, not all patients wish to talk. • When possible, standard clinical information and instructions should be available in English and Spanish. • If someone appears to need directions, offer to help them. Escort them yourself or call Guest & Patient Services (ext. 87608) to assist. • Nurses, technicians, etc., should communicate regularly with front office staff regarding any delays to the appointment schedule • When appropriate, elevate patient communication to a nurse, supervisor or manager, and move patient to a private (non-public) area.

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<p>COMMUNICATIONS & COMPASSION CONT'D.</p>	<p>18. Avoid soliciting patients, co-workers and guests with your personal beliefs, verbally or with printed materials</p> <p>19. Handle patient emergency situations with a calm demeanor, clear instructions and communications.</p> <p>20. Understand, respect and maintain patient confidentiality. Know HIPAA guidelines.</p> <p>21. Confidential information will not be discussed with unauthorized personnel, left in a public place or left unattended.</p> <p>22. Understand and be able to address questions regarding Patient Rights and Responsibilities. Have copies available should patient request one.</p> <p>23. Post required patient information as appropriate</p>	<ul style="list-style-type: none"> • Update family members regularly while patient is undergoing a procedure • If patient has a long wait, ask if you can bring them anything. • Keep reading materials up to date • If waiting area has a television, monitor volume and programming. Select appropriate programs and use "closed-captioning" if possible • Discussion or distribution of printed materials regarding personal beliefs are not appropriate in the workplace • Provide patient with clear details regarding actions being taken (i.e. calling ambulance for transfer to ER) • Offer to call a family member with details • Call hospital/clinic to which patient is being transferred to give pertinent information and to close the loop. • Provide a robe or second gown when a patient must be moved out of exam room • Provide sheets/blankets when transporting a patient or if they are cold in the exam room • Keep confidential information out of view of patients and non-essential staff • Log on/off phone when arriving/departing clinic • Keep patient information confidential by keeping computer screens minimized when away from the work station • Know where copies of Patient Rights and Responsibilities are in your clinic

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<p>TEAMWORK</p>	<ol style="list-style-type: none"> 1. Practice Teamwork – volunteer assistance to others. 2. Maintain professional relationship with co-workers. 3. Take joint ownership of work hours, work activities, setting goals and group accomplishments. 4. Enhance experience of care by functioning as a cohesive care team 5. Take pride in your skills and maintain expertise in your role in the clinic. 	<ul style="list-style-type: none"> • Offer assistance or cover for a stressed co-worker if they need a break. Remember, you are all part of the team. • Your actions represent you as well as the team. • Provide mini-report to update co-worker before leaving your workstation for breaks or lunch • Appropriately pass information on to co-worker • Take initiative to keep clinic neat, clean, and functional. Pick trash up from floor, keep patient areas and workstations free of clutter • Contact Housekeeping (ext. 83126) for appropriate services as needed • Treat each co-worker with kindness. • Do not gossip and take the lead to stop it if it starts. • Do not make derogatory remarks or show irritation with co-workers. • Give direct feedback to co-worker in private • Be ready to work at the time you are scheduled • Complete assignments within timeframe set by your supervisor. • Cover co-workers over lunch hour and during meetings • Notice and compliment co-workers for a job well done • Assist co-workers in resolving work-related problems or issues (i.e. finding missing reports, films, lab reports, etc.) • Remember, we are all here for one reason – Patient Care and Service • Be prepared for patient appointments – anticipate information required for patients (i.e. medical record, films, lab reports) and be sure it is available

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TEAMWORK CONT'D.	6. Demonstrate respect and understanding for one another	<ul style="list-style-type: none"> • Offer co-workers support in the workplace. • Realize everyone has individual challenges.