

CUSTOMER RELATIONSHIP COMPETENCIES

TEAMWORK

- The employee takes the initiative to positively resolve problems.
- The employee is flexible in meeting the work demands of the department.
- The employee demonstrates a customer orientation/big picture focus in day to day work responsibilities.
- The employee accepts direction and willingly assists team members in getting work accomplished.

CUSTOMER WAITING

- The employee thanks and apologizes to customers whenever they have to wait, providing a reason for the delay.
- The employee offers options to the customer whenever they have an unexpected wait.
- The employee regularly keeps customers informed of waiting times and provides any additional help or support as needed.

CONFIDENTIALITY

- The employee accesses patient/employee information only when he/she is directly responsible for patient care OR when the information is necessary for him/her to perform job responsibilities.
- The employee only discusses patient information with others who provide direct care for that patient and only in designated areas.
- The employee provides no personal information concerning employees, physicians, or volunteers to caller, visitors, or patients.
- The employee acknowledges acquaintances when seen at Community Memorial Hospital but does not inquire about the reason for their visit.
- The employee does not leave patient, employee, or organizational information in plain sight (i.e. surgical schedules, financial reports, census reports, performance evaluations).

OVERALL COMMUNICATION COURTESY

- The employee acknowledges others, smiles, and makes eye contact.
- The employee uses courteous words and phrases with customers (i.e. "please", "thank-you").
- The employee assists customers who may be lost or confused, escorting them to their destination whenever possible.

COMMUNICATION COURTESY (CAREGIVERS)

- The employee introduces himself/herself by name and job title whenever he/she enters a patient's room and explains the reason for the visit.
- The employee addresses patients by their preferred name and title.
- The employee responds promptly to patient call lights, requests, and family questions.
- The employee always explains procedures before initiating, using easily understood and appropriate language.
- The employee assures that patients are comfortable and safe before leaving their room.

CUSTOMER RELATIONSHIP COMPETENCIES

TELEPHONE COURTESY

- The employee answers all phone calls within 3 rings.
- The employee identifies himself/herself by name and department when answering the phone.
- When on the phone, the employee sounds pleasant, listens, and goes the extra step to be helpful.

NOISE REDUCTION

- The employee keeps his/her voice down in halls, nursing stations, treatment areas, and in and around patient rooms.
- The employee closes doors whenever necessary to diminish noise.
- The employee explores alternatives to prevent and/or resolve potential or actual noise.

DRESS CODE

- The employee maintains a neat, clean, appropriate appearance.
- The employee always wears his/her hospital identification badge appropriately.

ELEVATOR ETIQUETTE

- The employee makes room for others in the elevator and holds the “Door Open” button as others board.
- When transporting customers in a wheelchair, the employee faces the patient toward the door.
- The employee makes sure that the way is clear before pushing a customer in a wheelchair out of the elevator.
- The employee refrains from carrying his/her lunch tray in the same elevator as a patient or visitor.

PATIENT PRIVACY

- The employee always knocks and announces self before entering a patient’s room.
- The employee protects dignity by covering the patient, providing a proper sized gown, and providing a robe or gown for the patient whenever ambulating.
- The employee closes curtains and doors.

SERVICE RECOVERY (L.A.S.T.)

- The employee **LISTENS** carefully for meaning, rather than becoming defensive, when a customer complains.
- The employee **APOLOGIZES** for service breakdowns rather than explaining why they occurred.
- The employee **SOLVES** (remedy) the customer’s problem and quickly involves others if he/she can’t.
- The employee **THANKS** the customer for bringing the problem to his/her attention.
- The employee follows through on commitments they’ve made to the customer.