

# CovenantHealth **TAKE5**

## MY PERSONAL COMMITMENT TO SERVICE EXCELLENCE

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### COMPASSION

#### **Take Time: Patients Come FIRST**

- Practice *The Golden Rule* — treat others as you want to be treated.
- Create a healing environment by being fully present and offering expressions of compassion.
- Cell phone activity is for work related use only. If use of cell phones is necessary, explain why and excuse yourself.
- Avoid blaming others or offering excuses when expectations are not met.



### DIGNITY

#### **Take Heart: Have a service attitude**

- Practice the five fundamentals of communication (A.I.D.E.T. — Acknowledge, Introduce, Duration, Explanation and Thanks).
- Call Lights are *No Pass Zones* — Always go into the room and ask the patient, “How may I help you?”
- Remember the *10-5 Rule* — Eye contact at 10 feet away, a cheerful hello at 5 feet away.
- Everyone has a story — listen carefully.



### JUSTICE

#### **Take a Hand: Go the extra mile**

- Escort patients and visitors to their destination rather than giving directions or pointing.
- Project an *I-can-help-you attitude* by anticipating the needs of others.
- Manage-up others — look for opportunities to support, recognize and praise co-workers and Covenant Health.
- In every encounter, always ask, “Is there anything I can do for you?”



### EXCELLENCE

#### **Take a Look: Make it safe and clean**

- Speak up using C.U.S. (I’m Concerned, I’m Uncomfortable, Stop — this is a safety issue).
- Pick up and dispose of any litter found throughout the facility or grounds.
- Scan the patient’s room and your work area to make sure they are neat and clean before leaving.
- Sanitize your hands between every patient encounter. Wash hands if necessary.



### INTEGRITY

#### **Take Care: It’s personal**

- Respect confidentiality in all settings.
- Admit, correct and learn from mistakes. When correcting others, do so in private.
- Practice good personal hygiene to maintain a professional appearance.
- Be good to yourself. Exercise, eat healthy, maintain a spiritual practice and commit to a healthy lifestyle.