

Living the Values



Standards for Excellence:
A Guide for Employees



Hospice & Palliative
CARE CENTER



Hospice & Palliative CARECENTER

OUR MISSION

Hospice & Palliative CareCenter provides compassionate care for individuals living with a life-limiting illness and their families, through quality medical, emotional, spiritual and social support.

OUR VISION

With support from our communities, we will provide the absolute best in compassionate, competent, and cost-effective end of life healthcare to all who need it.



OUR VALUES – AT-A-GLANCE

- COMMITMENT:** We are committed first and foremost to the delivery of compassionate care for our patients, families, community and each other.
- COMPASSION:** Delivering compassionate care is at the very heart of what we do and why we exist. We approach each patient, and their family, with empathy – striving to provide help, hope and support.
- COMPETENCE:** We take pride in our highly competent staff and volunteers.
- COMMUNITY:** Community support provides the foundation which allows us to meet the needs of our patients and families.
- CREATIVITY:** Creativity is tapping the brilliance in ourselves and others in order to generate new ideas.

Commitment: *We are committed first and foremost to the delivery of compassionate care for our patients, families, communities and each other*

Standard for Excellence **Be Present:**

Supporting Behaviors

- ❖ Pay attention; focus on the present, don't be preoccupied with past or future events ~ Be in the moment
- ❖ Immediately acknowledge people in your work area and in public areas to show interest and concern ~ Make eye contact - Nod, smile, say hello
- ❖ Approach visitors who appear unfamiliar with our campus and offer assistance
- ❖ Be alert and attentive
- ❖ Avoid distractions such as cell phones, when you are engaging with patients, families, coworkers or volunteers. Give your full attention to that person
- ❖ Avoid texting and answering emails when engaged in a meeting or conversation with others
- ❖ Focus your attention during meetings; minimize cell phone use or side conversations
- ❖ Be aware of your surroundings – is your conversation causing distractions for others?

Standard for Excellence **Be Willing to Help:**

Supporting Behaviors

- ❖ Take personal ownership of patients', families', visitors' or coworkers' needs
- ❖ Conclude every conversation with an offer of further assistance, such as, "What else may I do for you?"
- ❖ Make sure you are knowledgeable and aware of all of our services - know who to contact
- ❖ Ask open-ended questions to see how you can help
- ❖ Speak up if you see that someone may need your assistance
- ❖ Anticipate needs when possible
- ❖ Confirm that you understand what is needed: "...what I hear you saying is..."
- ❖ Avoid 'that's not my job' response; if you can't handle the issue, explain and take the time to find someone who can
- ❖ When appropriate, follow up with the person to make sure needs have been met



Commitment:

Standard for Excellence **Accept Accountability:**

Supporting Behaviors

- ❖ As representatives of Hospice, it is everyone's responsibility to help us be the best we can be
- ❖ It's okay to say "I'm sorry we didn't meet your expectations..." and "thank you for sharing that feedback"
- ❖ Be willing to listen with compassion without being defensive; often people just want the opportunity to have their grievances heard
- ❖ When appropriate, follow up to make sure the issue has been handled to their satisfaction

Standard for Excellence **Act with Integrity, Fairness and Honesty:**

Supporting Behaviors

- ❖ If you made a mistake with a co-worker, own up to it and commit to improving your service
- ❖ Do what you say you will do – don't tell a patient you will do something if you aren't sure you can
- ❖ Be open-minded – there is always another side to every situation
- ❖ Don't react emotionally; during heated situations, take a step back and a deep breath before responding fairly
- ❖ Take time to think about your response; or ask to meet at a later time to discuss



Compassion: *Delivering compassionate care is at the very heart of what we do and why we exist. We approach each patient, family and co-worker with empathy – striving to provide help, hope and support.*

Standard for Excellence

Exhibit Compassion and Empathy:

Supporting Behaviors

- ❖ Begin patient interactions focusing on and asking questions about comfort needs, concerns and preferences
Ex.: “Are you having any discomfort?” “Are you warm enough?” “Would you like the TV on or off?”
- ❖ End interactions with, “Is there anything else you need or that I can do for you?”
- ❖ Avoid labeling patients and families (ex. “drug seeker” or “crazy”), don’t assume, seek education on the situation to better understand and avoid judgment
- ❖ Treat each patient as an individual, not a medical diagnosis, condition or room number

Standard for Excellence

Treat All with Courtesy and Respect:

Supporting Behaviors

- ❖ Ask the patient what he/she would like to be called
- ❖ Avoid using endearing names such as “Honey” or “Sweetheart”
- ❖ When introducing yourself, let the patient or guest know how to address you ~ For example, “I am Jonathan Press, your nurse, feel free to call me John”
- ❖ Maintain privacy, respect and dignity. For example, after knocking, wait for an answer before entering ~ Announce yourself before entering
- ❖ Offer to close curtains and doors, provide blankets or offer a second gown to be used as a robe
- ❖ Avoid making or taking personal calls and having personal conversations while providing patient care



Compassion:

Standard for Excellence

Be Supportive of Co-Workers

Supporting Behaviors



- ❖ Visibly demonstrate teamwork and cooperation within and between departments
- ❖ Speak positively of your fellow employees, physicians, support services, facility, etc
- ❖ Assist your coworkers; be comfortable asking for help when needed
- ❖ Treat each other with respect and courtesy
- ❖ Work together professionally despite any previous difficulties and challenges
- ❖ Respect and appreciate cultural differences among fellow staff members
~ Display common courtesy
- ❖ Address issues with each other in a direct, prompt and timely manner
- ❖ Recognize and acknowledge the individual expertise of all team members
- ❖ Create an environment that will not tolerate: yelling, disrespectfully interrupting others, foul language or name-calling, jokes that promote discrimination of any kind, negative comments about other departments or staff members

Standard for Excellence

Practice Compassionate Communication

Supporting Behaviors

- ❖ Take time to just listen to what the patient, family or co-worker is saying ~ Be present-sometimes that is all that is needed
- ❖ Avoid public use of personal communication devices as they distract and make the others around us feel less important
- ❖ Make eye contact and nod to verify that you are listening and following what the speaker is saying
- ❖ Be mindful of facial expressions, tone and body language; match your reactions to the situation
- ❖ If disagreements occur between staff members, take them to a private area
- ❖ Remain open-minded and listen to each others' points of view



Competence: *We take pride in our highly competent staff and volunteers.*

Standard for Excellence

Pursue Professional Growth and Development:

Supporting Behaviors

- ❖ Continuously learn and develop expertise in your respective area
- ❖ Strive for excellence in your role every day
- ❖ Align professional growth with agency mission, vision, values and goals
- ❖ Take responsibility for your individual learning needs



Standard for Excellence

Improve the Patient/Family Experience:

Supporting Behaviors

- ❖ Think ahead - what might the patient and family need in the next few days
- ❖ Be mindful of the situations patients and families are dealing with
- ❖ Be empathetic by recognizing customer's feelings
- ❖ Educate the family to care for the patient with confidence



Standard for Excellence

Practice Technology Etiquette:

Supporting Behaviors

- ❖ Do not type, text or email anything you would not say in person
- ❖ Always transfer a call to another person with a greeting; develop a protocol for transferring calls
- ❖ Turn cell phone off or on vibrate while in a meeting or with a patient
- ❖ Be mindful of your speech when talking on the phone: smile when you talk; don't mumble, speak slowly and clearly
- ❖ Be respectful of agency-provided tools such as laptops, cell phones, etc

Competence:

Standard for Excellence **Exhibit Professionalism:**

Supporting Behaviors

- ❖ Use social titles and last names unless otherwise requested (Please call me John instead of Mr. Smith)
- ❖ Introduce yourself to customers by name and title/discipline
- ❖ Take responsibility for your mistakes; address them and move on
- ❖ Dress and act appropriately for your role
- ❖ Exhibit professional office etiquette; use your manners
- ❖ Be aware of your surroundings - are you casually chatting in someone else's workspace?



Community: *Community support provides the foundation which allows us to meet the needs of our patients and families.*

Standard for Excellence

Build relationships in our community:



Supporting Behaviors

- ❖ Seek and respond to opportunities that will establish or strengthen community relationships
- ❖ Cultivate and nurture new and current community relationships
- ❖ Participate in various community organizations, boards and advisory councils, in order to maintain relationships with community leaders
- ❖ Involve faith community and human service agency people in hospice-related activities

Standard for Excellence

Be an Advocate for Hospice:

Supporting Behaviors

- ❖ Seek and respond to opportunities to provide education and information about Hospice and Hospice services
- ❖ Mention Hospice services at every appropriate opportunity in the community
- ❖ Help dispel myths about hospice care - have a mythbusters training in your department
- ❖ Encourage healthcare professionals to refer earlier and more often when appropriate
- ❖ Wear name badge and/or hospice logo apparel proudly in public
- ❖ Be willing to contact local, state and federal representatives regarding hospice legislation
- ❖ Seek to be good stewards of community funds, resources and support



Community:

Standard for Excellence **Embrace Diversity:**

Supporting Behaviors

- ❖ Seek to understand and engage diverse cultures and communities
- ❖ Take every opportunity to include diverse or underserved populations
- ❖ Seek input from diverse populations regarding their needs related to end of life care education
- ❖ Refrain from making assumptions about different cultures and ethnic groups
- ❖ Appreciate the diversity of our staff and volunteers



Standard for Excellence **Support Agency Events:**

Supporting Behaviors

- ❖ Promote and participate in agency events and activities (e.g. posters in windows, brochures, yard signs, etc.)



- ❖ Demonstrate the “Spirit of Service” by actively participating in agency events (planning committees, volunteering, etc.)
- ❖ Recruit friends, family members and associates to participate in agency events

Creativity: *Creativity is tapping the brilliance in ourselves and others in order to generate new ideas.*

Standard for Excellence
Express initiative and drive:

Supporting Behaviors

- ❖ Recognize and anticipate needs
- ❖ Seek, share and support new ideas
- ❖ Think outside the box and applaud others who do so
- ❖ Be knowledgeable of resources in HPCC and the community
- ❖ Honor your commitments- do what you say you are going to do



Standard for Excellence
Practice collaboration within and across departments and communities:

Supporting Behaviors

- ❖ Understand the role of each department and how it fits into the overall mission of HPCC
- ❖ Know how to refer patients, families and clients to other departments or resources as needed.
- ❖ Work together to brainstorm and problem solve
- ❖ Share your skills and what you can bring to the table
- ❖ Display common courtesy
- ❖ Address issues directly with each other in a timely and appropriate manner



Creativity:

Standard for Excellence

Recommend and support ideas for improvement projects:

Supporting Behaviors

- ❖ Take ownership
- ❖ Make your ideas heard
- ❖ Recognize the individual expertise of all team members
- ❖ Be willing to be involved/be a part of the improvement process
- ❖ Give credit to all who are involved
- ❖ Don't be afraid of change
- ❖ Draw on your past experiences to suggest new ideas and solutions



Standard for Excellence

Be open to new ideas:

Supporting Behaviors

- ❖ Keep up with developments in your discipline
- ❖ Be a good listener



- ❖ Bring new ideas to the table
- ❖ Don't be afraid to make suggestions: *not all new ideas are a winner but unexpressed ideas aren't even in the race*
- ❖ Be open to the cultural differences of others
- ❖ Identify underserved populations
- ❖ Be willing to try a new process, even if it's not 'how we've always done it'
- ❖ Collaborate, collaborate, collaborate

