

Timeliness

Taking time, being present and available benefits our patients and families. Time is a valued resource. Delays are to be avoided. Timeliness begins with each of us.

1. Explain and offer a blameless apology for any delays in service.
2. Be present and ready to work at the designated start time.
3. Offer to help each other.
4. Answer call lights within 3 minutes.
5. Answer telephones within 3 rings.

Physical Comfort

We provide a supportive atmosphere for comfort and healing. We ensure relief and comfort from pain. We are present and attentive to the patient's basic needs and ensure that they are met.

1. Maximize comfort by providing adequate relief from pain.
2. Identify and minimize patient's fear and anxiety.
3. Minimize noise including personal conversations.
4. Keeping the environment clean is everyone's responsibility.

Safety

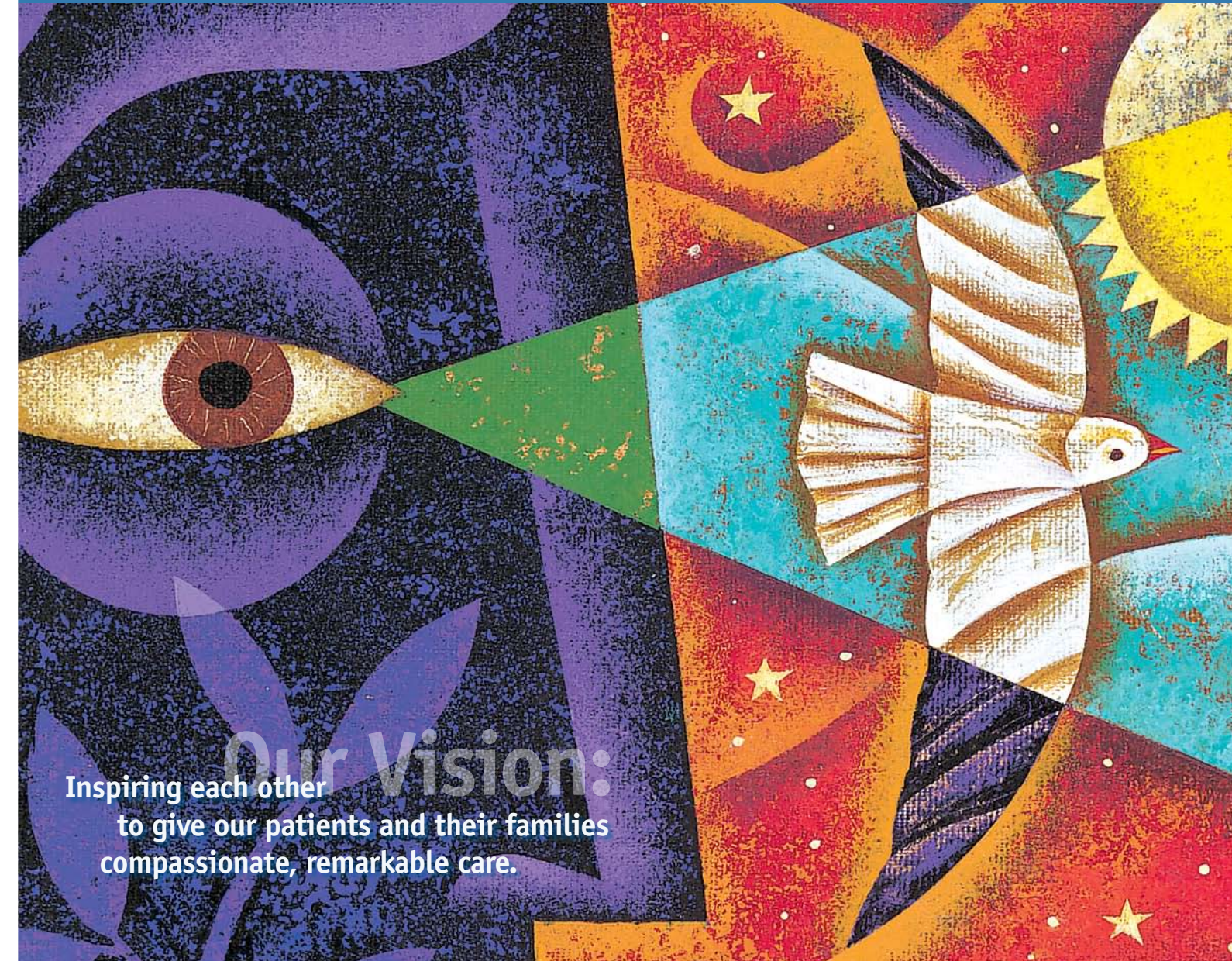
Safety is a priority. We will protect our patients, families, and staff from harm. Preventing patient falls is everyone's responsibility.

1. Take time for safety; don't rush.
2. Always properly check patient's identification.
3. Get the support you need to manage the safety of the patient and yourself.
4. Assist people to their destination when they require help.
5. Be aware of your surroundings; do not take any unnecessary chances.

Involvement of Family

We believe that family members are care partners and that they play a significant role in the patient experience. We understand that when the patient is in crisis, that the family is in crisis. We acknowledge and honor the family's need to be close.

1. Ask the patient who they consider to be their family.
2. Welcome the family.
3. Confirm with the patient how they would like their family to participate in their experience.
4. Educate and prepare families throughout the care process.
5. Keep families comfortable while they wait and keep them informed at least hourly during procedures.
6. Be aware of and offer resources to family.



North Memorial Service Commitments

“We are passionate about our patients and their families and believe they always come first. We believe that any interaction can be the defining moment in a patient’s experience.”

What are service commitments?

Service commitments are how we describe our expectations for employee behavior that ensures remarkable patient and family experiences. Service commitments do not represent a minimal level of performance. They define a level of excellence. They are based on the needs of patients and families and the shared values, beliefs, and vision of the organization and its staff. They flow from the heart of an organization. They help define a culture of service, which guides the way employees act and think about their jobs.

Why are they important?

Service commitments ensure that our employees consistently meet the needs of our patient and families. They help create a work environment that reaffirms the reason most people choose to work in health care – to have an opportunity to make a difference in other people’s lives. Service commitments lead to greater understanding of job expectations and promote accountability for employees.

How were they developed?

Service commitments need to reflect the perspective of the patient and their family. They should also belong to an organization and its employees. Gaining input from staff to develop the service commitments helps create a sense of ownership.

North Memorial used the collective wisdom of the staff to determine what it takes to create a remarkable patient and family experience. We asked hundreds of employees what each of us can **do** to create an experience that goes beyond their expectations. In addition, patients and families participated in focus groups. This feedback is the basis of our service commitments.

The service commitments:

- Have patients and families at the center. This ensures that the eight dimensions of care routinely occur to support a remarkable experience. These dimensions are: respect & dignity, information & communication, timeliness, physical comfort, coordination of care, smooth transitions, involvement of family and safety.
- Reflect the shared values, beliefs, and vision of the organization and its staff.
- Are written in measurable terms. When staff members meet or exceed the standards, the remarkable nature of the health care experience is visible to patients and families, the staff, the organization as a whole, and the community.
- Applies to all employees, physicians, volunteers, students and vendors regardless of position or practice location.

Respect and Dignity

Our focus is on the well-being of our patients, families, and staff. We treat others with courtesy, honor, and consideration. Kindness is expected in every interaction. We respect the patient’s autonomy and individuality. We acknowledge the beliefs and views of others.

1. Greet everyone with a smile.
2. Acknowledge the presence of patients/families and always introduce yourself.
3. Knock before entering patient space.

4. Use please and thank you.
5. Identify the one act of caring that would exceed a patient’s expectations.
6. Value diversity by focusing on the uniqueness of patients /families.
7. Maintain dignity by providing appropriate gowns and blankets. Respect the patient’s belongings.
8. Dress code will always be followed. Appearance will always be professional. Good hygiene is expected.

Coordination of Care

The essence of teamwork is accomplishing together what cannot be accomplished alone. We coordinate care through multidisciplinary collaboration to ensure the best outcomes for patients and their families. We will involve the patient/family in the plan of care. We will plan with the patient what they would like to accomplish each day.

1. Begin discharge planning on admission.
2. Anticipate patient/family needs.
3. Individualize care through small acts of kindness that meet the unique needs of patients and families.
4. Assure that the patient/family is aware of what is next.
5. Every patient is OUR patient. Statements such as, “It’s not my patient” or “It’s not my job” are never used.
6. Before leaving the patient, always ask, “Is there anything else I can do for you? I have the time.” Follow through with all requests.

Information/Communication

Every interaction with patients and families influences their experience. We are present and engaged, listen deeply and speak the truth compassionately without blame or judgment. We guard the patient’s private information. We always communicate with patients/families and coworkers in a confidential manner.

1. Wear ID badges so everyone can read them.
2. Validate the language patients and families understand.
3. Acknowledge the patients’ and families’ feelings and provide supportive care.
4. Seek and provide accurate information. Use information already collected to avoid asking the same questions.
5. Explain treatment or procedures in a way patients and families can understand.
6. Write legibly.
7. Answer the phone using your unit/area and your name.
8. Avoid putting patients/families and staff members on hold.
9. When transferring a call, communicate the destination phone number.
10. Upon discharge, thank the patient for choosing North Memorial.

Smooth Transition

Patients and families need guidance through the health care system. We work together and plan ahead to coordinate interventions and procedures across units, departments, and care facilities.

1. Always welcome the patient and family.
2. Always orient patients to their environment.
3. Minimize patient transfers.
4. Prepare patients and families for a different level of care.
5. Consistently utilize a standardized process when transitioning care.
6. Communicate the anticipated time of discharge.