

Be knowledgeable and prepared to provide information on available resources to patients or coworkers in need of support.

- Utilize existing support systems, such as Chaplaincy Services, Social Services, Care Management, EAP or Hospice, who can assess and offer appropriate emotional support.
- "Would you like to speak with someone from our Case Management Department?"
- "Our chaplain would welcome the opportunity to speak with you."
- "Did you know our EAP program offers free counseling sessions for coworkers?"

Model a strong work ethic and safe patient environment.

- Maximize your time and work efficiently and effectively.
- Speak up for safety and quality concerns even if it makes you uncomfortable.
- Share your knowledge and explain your actions.
- Be an engaged coworker.
- Look for ways to go the extra mile.
- My time at work is valuable. Keep personal phone calls, emails, texting to a minimum.
- In person: "I am in a meeting now; I can meet with you afterward."
- In email: "I don't have an answer for you right now, but I will follow up with you by ____."
- "I'm concerned that something is not right; I'm calling a time-out."
- "Let me explain what I am about to do..."
- "I'm finished with my tasks. How can I help you?"
- "I will stay until the job is done."
- "Is there anything else I can do for you? I have the time."
- "I'll take care of personal matters on my break."

Be a welcoming owner.

- Welcome and show gratitude to every patient, family, and visitor.
- Walk people to their destination.
- Take the initiative and follow up with patients, families, and coworkers. Don't rely on the phrase, "Call me if you need me."
- Let your verbal and non-verbal communication be positive.
- Take ownership of a situation. Find the answer if you don't know it and follow through.
- "Thank you for choosing CHI St. Vincent."
- "It looks like you need help finding something. Let me show you the way."
- "I wanted to check back with you to see if"
- "Your nurse is with another patient. I am here to help!"
- "Here is the information you asked for Mr. Smith, I'm happy I was able to look this up for you"

Take ownership of patient safety, quality improvement and environmental issues.

- Resolve or report any unsafe situation or circumstance immediately.
- Adhere to the quality bundles.
- Be part of the solution.
- Hold yourself and others accountable to expected behaviors.
- Never blame others or make excuses.
- "I have a safety concern. I need to notify the doctor."
- "I noticed that you didn't scan your patient's armband prior to giving medications, could you help me understand why that important safety step was missed?"
- "For your safety, I am going to put the rails up on your bed."
- "I noticed that we are not consistently changing the central line dressings for our patients. Let's work together to figure out why and propose a solution to our nurse manager."



A great place to work, practice medicine and deliver excellent and compassionate care.

onespiritblog.com/values



Imagine better health.SM



Reverence | Integrity | Compassion | Excellence

Reverence

Respect the CHI St. Vincent spiritual mission.

- Be mindful of morning and evening prayers. Stop if possible and bow your head.
- Provide comfort to our patients based upon their individual preference.
- Listen, pray or request a visit from a chaplain.
- "Let me call one of our chaplains to provide you spiritual and emotional support"
- "Do I have your permission to pray with you?"
- "Is there anyone I could contact that supports your spiritual life or would be a comfort to you?"

The torch has been passed to you – Be the mission.

Always greet and welcome everyone with a smile, eye contact, and a friendly greeting.

- If someone is within conversational distance to you, say "Hello/Hi/Good morning".
- If they are not, make sure you are delivering welcoming body language such as a smile, eye contact or a wave.
- "Hello or Hi"
- "Good morning or Good afternoon"
- "Welcome to CHI St. Vincent!"
- "How are you doing today?"



Looks like



Sounds like



Treat everyone as a valued individual.



Demonstrate professional courtesy and compassion to those you serve in verbal, written and telephone interactions.

Give your full attention to those you serve. Be present

Use good eye contact and attentive listening.
Ensure your body language shows “I’m listening”.
(For example, lean in.)



“Please” “Certainly, I would be glad to”
“Thank you” “It’s my pleasure”
“I’m happy to” “Your needs are very important to us”

*Respect the dignity of all persons.
Never judge or label anyone.*

Speak positively of CHI St. Vincent, its team members and coworkers.



Give thanks and appreciation to others.
Celebrate your coworker’s accomplishments.
Use the Thumper rule: “If you don’t have anything nice to say, don’t say anything at all.”



“I love that our organization helps the poor and vulnerable.”
“Our team really works together to make a difference. #LivingOurMission”

Respect cultural differences and honor individual preferences.



Recognize the value of a diverse workforce, remaining open to new points of view, ideas and talents.
Respect our patient’s and coworker’s rights toward personal spirituality and diversity.



“Help me understand what’s important to you.”
“What do you think?”
“Do you have any cultural or spiritual preferences that I need to be aware of?”



Looks like



Sounds like

Be honest.



Don’t over-promise or build false hope.
When you give your word, keep your word; let your “Yes” mean “Yes,” and your “No” mean “No”.
If it’s not right, don’t do it. If it’s not true, don’t say it.



“Your mother’s condition is very critical. We will continue to provide excellent care and keep you informed of any changes.”
“I will return every hour to check on you.”
(and make sure you do!)

“I don’t have that information but I will find the answer for you.”

Show respect for each other by keeping commitments and managing each other up.



Talk up your teammates as well as coworkers from other shifts and departments.
Let others know that you respect and appreciate them by being on time for meetings and by following through on commitments to patients and coworkers.



“Mrs. Smith, our nurses on the evening shift are very caring and will be watching your blood pressure very closely so you can feel safe.”
“You are important to us, but we have to delay. We have an emergency that we must immediately address.”

Be a good steward of our resources



Be aware of expiration dates; avoid unnecessary expense.
Print only when necessary.
Take only the supplies you need – don’t stockpile.
Turn out lights and/or TVs when those resources are not being used.



“I noticed that the milk was going to expire in two days so I moved it to the front so we would use it first”
“Before you order more pens, let me look in my desk, I may have some to spare.”

Resolve conflicts respectfully, directly and promptly with the individual(s) involved.



Be aware of your body language.
When we have fallen below expectations, use the H-E-A-R-T Service Recovery Model (Hear, Empathize, Apologize, Reassure, Thank)
Remember the H means hear the guest’s concern. Do not attempt to rationalize or blame others. Rather apologize and seek resolution utilizing HEART.
Work as a team to improve the process of care that results in better patient outcomes.



“Mary, we’ve been struggling with each other. I want to make things right between us and for the good of our team. When can we talk about this?”
Respect is also sharing feedback with one another to elevate everyone’s skill and presentation. Talk with, not about coworkers.

Hear – “I’m here to listen and help. Please tell me what happened.”

Empathize – “I would be angry too if....”

Apologize – “I am very sorry....”

Reassure – “I may not be the person involved but I represent CHI St. Vincent and I am going to be with you through this process....”

Thank – “Thank you for bringing this to my attention.”

Don’t say “I’ve called Lab three times, I don’t know why your results aren’t back.”

Say instead “I’ve checked with the Lab and I’ve asked them to call as soon as they are ready. They are working hard for you...”

Hear
Empathize
Apologize
Reassure
Thank

Be sensitive and address the concerns and needs of patients, family members, coworkers, volunteers and other customers.



Express empathy and willingness to help find a solution.
Stay visible and accessible.
Give thanks and appreciation.
Demonstrate teamwork.
Avoid expressions or words that show inconvenience (eye-rolling, sighing, frowning).
Do not attempt to rationalize or blame others.



“I’m sorry for the delay, I will help reschedule”
“I appreciate your help”
“You sound very frustrated and I’m sorry. I will work to get this resolved.”
“Thank you”

Be an active listener and communicate professionally.



Remain engaged in the conversation.
Do not multi-task.
Refrain from using phone or any device that may be distracting.
Listen with eyes, ears, and heart.
Use appropriate body language (such as smiling, showing concern or empathy), identify self and wear name badge.



“You have my full attention”
“I really want to hear what you have to say”
“Let me see if I understand what you are saying”
“Hi, my name is Melanie and I’m your nurse today”
“Is there anything about your diagnosis, tests or plan of care that we need to discuss again?”