

### Examples of “Managing-Up”:

“Hello, Mrs. Smith. I’m leaving for the day. Ken is going to be taking my place. I actually just shared with Ken all of your important information. Ken is a registered nurse who I’ve worked with for over five years. I hear nice compliments about him from his patients.”

“Hello, Mrs. Smith. I see this afternoon you’re going down to the radiology department. Radiology has state-of-the-art technology and an excellent staff. They’re aware you’re coming down and are well prepared for you.”

“Mrs. Smith, I see Dr. Hernandez is your physician. He’s an excellent doctor. He’s very good at listening and answering patient questions. You’re fortunate to have him as your physician.”

### I will always use EJGH Telephone Standards.

- I will answer all phone calls by the 3rd to 5th ring.
- I will answer all outside phone calls in the following manner:
  - “East Jefferson General Hospital”
  - “Department name”
  - “This is (my name)”
  - “May I help you?”
- Before placing anyone on hold, I will ask permission and wait for a response.
  - I will use the caller’s name when possible, or use Ma’am or Sir.
  - I will listen and ask questions to clarify information.
  - I will thank the caller for calling, holding, or for criticism.
- When transferring callers, I will inform the receiving department of the transfer and the reason for the call before hanging up.

### The 5 R’s of Apology

The 5 R’s of Apology are based on the book, *Healing Words: The Power of Apology in Medicine, Second Edition* by Michael S. Woods, M.D.

1. **Recognition:** Know when an apology is in order.
2. **Regret:** Respond empathetically.
3. **Responsibility:** Own up to what’s happened.
4. **Remedy:** Make it right.
5. **Remain Engaged:** Be there for your patient.

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East Jefferson General Hospital

4200 Houma Boulevard • Metairie • Louisiana • 70006

# Volunteer Standards

Issued by:

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East Jefferson General Hospital

# Every Job Generates Harmony

East Jefferson General Hospital's Guiding Principles of Behavior:

- I will treat every patient as I want to be treated when I'm a patient.
- I will treat every guest or visitor as I want to be treated when I'm a guest or visitor.
- I will treat every team member as I want to be treated as a team member.

*In addition to our Guiding Principles of Behavior, there are three categories of Behavioral Standards: **Courtesy & Respect, Team Work, and Communication***

## COURTESY & RESPECT

**I will treat everyone (team members, volunteers, physicians, patients and guests) with courtesy and respect, both onstage and offstage.**

**Onstage** is any open or public area where conversations may be overheard or where I can be seen by patients and guests. These areas may include: the cafeteria, elevators, hallways, nursing stations, patient rooms, or conference rooms where patients or guests are present.

**Offstage** is any private area where conversations are not overheard. These areas may include: private break rooms or offices with doors closed.

**I will be respectful of everyone's privacy.**

- I will knock on doors and **PAUSE**, waiting for a response, before entering.
- I will utilize privacy curtains.
- I will ask permission prior to performing patient care tasks.
- I will not gossip or discuss patients or sensitive information in public areas. I must remember that walls and elevators are not sound proof.
- I will be mindful of onstage and offstage conversations.

**I will be aware of my environment.**

- I will be aware of the onstage and offstage behavior demonstrated by myself and others.
- I will use a lower tone of voice for all onstage communications.
- I will only turn lights on in a patient's room as necessary and with permission.
- I will not use an electronic device in an unauthorized manner. This includes: not using personal electronic devices onstage or using my work device inappropriately.
- I will not visit unauthorized Internet sites.
- I will always keep my personal electronic device on vibrate (non-audible alert) while on duty, and I will leave my device in a secure offstage area when possible (i.e. locked desk, locker, etc.)
- I will take pride in EJGH by promptly cleaning litter, debris, and spills when I see them.
- I will strive to maintain a safe environment for our patients, their families and our team members.
- I will always embody the "EJ Look" while at work. I will ensure my appearance is neat, clean, tidy and professional at all times.
- My name badge must be worn above the waist and should be visible at all times.

**I will assist anyone to find his or her way.**

- If I cannot be of assistance, I will find or call someone who can help.

## TEAM WORK

**I will always work with a spirit of cooperation and collaboration.**

- I will always welcome new volunteers and team members to the hospital. I will be a team player and will avoid comments like "That's not my job" or "We're short staffed" so as to avoid fostering negativity or placing a burden on our patients. Instead, I will strive to be positive and inspiring.

**As a member of the East Jefferson Team I will be accountable for my actions.**

- I will complete all mandatory requirements on time.
- I will be a good steward of my time, arriving for my shift on time and being productive while on duty.
- I will be a good steward of hospital resources, avoiding waste.
- I will adhere to processes that lead to responsible utilization of our resources.
- I will use the oldest supplies first, paying attention to expiration dates.
- I will always be aware of supply inventory, avoiding overstock situations.

As a member of the EJ team, I will stay updated on current events and changes within the organization. I can do this by: visiting Team Talk, reviewing departmental and hospital communication boards, and attending departmental meetings. I will not hesitate to discuss any concerns with my supervisory team. It is my responsibility to stay updated on changes and to participate in discussions during meetings and/or work groups. I will be flexible and supportive of change.

## COMMUNICATION

**I will always use the AIDET principle.**

**A**cknowledge: I will greet the patient.

**I**ntroduction: I will introduce myself.

**D**uration: I will provide a duration estimate of my process, if applicable.

**E**xplain: I will answer questions and explain processes.

**T**hank You: I will remember to thank the patient for choosing EJGH.

**I will always communicate in a professional and thoughtful manner.**

- I will use a professional and pleasant tone of voice. I will speak clearly, slowly, and not use slang.
- I will keep interactions positive and avoid engaging in backstabbing, gossiping, or non-verbal insinuations that may demean others or diminish the value of another person or department. I will always listen intently to those speaking to me, and I will never speak negatively in front of patients or guests.
- I will be aware of my body language and non-verbal cues during face-to-face interactions. I will make eye contact and avoid negative cues such as: frequently looking at watch, pointing fingers, rolling eyes, crossing arms, or turning away from speaker.
- I will "manage-up" other volunteers, team members, physicians, and departments by highlighting their credentials, positive attributes, and years of experience.