



Service Excellence Standards

Standards for:

St. Joseph Mercy Ann Arbor

St. Joseph Mercy Chelsea

St. Joseph Mercy Livingston

St. Mary Mercy Livonia

MISSION, CORE VALUES

Mission

We, CHE Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

Core Values

Reverence
Commitment to Those Who are Poor
Justice
Stewardship
Integrity



GUIDING BEHAVIORS

Guiding Behaviors

We support each other in serving our patients and communities

We communicate openly, honestly, respectfully and directly

We are fully present

We are all accountable

We trust and assume goodness in intentions

We are continuous learners



Welcoming ENVIRONMENT & TEAMWORK



Attitude/Courtesy/Respect

- We treat all our customers and colleagues with respect and compassion regardless of age, gender, sexual orientation, culture, religion, physical, social or economic status.
- We are always courteous and never rude.
- We strive to exceed our customers' and colleagues' expectations.
- We make it safe to have open and honest dialogue.
- We always assume the best and speak positively about our organization and team members in and outside of the workplace.
- We listen first and then respond.
- We value the diversity of our customers and colleagues respecting differences in a non-judgmental way.
- We ensure that technology does not interfere when interacting with customers and colleagues.

Commitment to Each Other

- We value each other as individuals.
- We seek to learn and are open to new ideas and change.
- We welcome and mentor new and reassigned team members.
- We ask for, welcome and give feedback to each other in a timely, direct and constructive manner.
- We are on time, prepared and begin and end meetings promptly.
- We are empowered to own and solve problems.
- We act with honesty and integrity, taking responsibility for our actions.

COMMUNICATION



Greeting

- We smile, make eye contact, introduce ourself and explain our role to customers and colleagues.
- We ask our customers how they would like to be addressed.
- Before ending a conversation with our customer, we always ask, "Is there anything else I can do?"

Phone Calls

- We use courtesy when on the telephone:
 - Answer within 2-3 rings with a smile in our voice.
 - Identify ourselves, our department and for outside calls our location.
 - Ask permission and wait for a response before placing a caller on hold, transferring, or using speakerphone.
 - End all phone conversations with a courteous "goodbye" or "thank you for calling".
- Update our personal voicemail greeting whenever we change routine.
- Check messages frequently and return calls promptly.

Confidentiality and Privacy

- We provide privacy and dignity for all patients.
- We secure confidential information and we don't discuss confidential information in public areas.
- We respect the patient's right to choose with whom his or her health information is shared.

Elevator Courtesy

- We will wait for individuals in the elevator to exit safely before we enter, allowing customers to enter before staff. We will wait for another elevator when appropriate.
- We will not crowd customers on the elevator and always face patients toward the entrance.

COMMUNICATION

continued

Responsiveness and Wait Time

- We provide a comfortable atmosphere for waiting customers, and offer comfort measures as appropriate.
- We anticipate others' needs before they ask.
- We explain to the customer what to expect, update them regularly, and communicate changes or delays immediately.
- We apologize for any delays and thank guests for being patient.

Wayfinding

- We look for customers who seem confused or need direction and personally assist them to their destinations.
- We ask all strangers in work areas to identify themselves, determine their needs, and then assist them appropriately.
- We gesture with an open hand to guide our customers to locations.

POSITIVE IMPRESSIONS



Personal Appearance

- We adhere to the dress code, and maintain a professional appearance and demeanor.
- We wear hospital ID badges at collar level with name and title visible.
- We maintain a fragrance-free environment.

Environmental

- We promote a quiet environment.
- We take ownership for keeping our environment clean.
- We eat and drink only in designated areas.
- We put equipment away and store it properly.
- We create a safe work environment and "speak up" whenever we have a safety concern.

SERVICE RECOVERY



- We always assume a solution can be reached.
- We are all empowered to address complaints. If we cannot solve a problem, we engage the appropriate individual(s) to assist the customer.
- We offer personal help and take action even if rules, regulations or policies seem to stand in the way.
- We never make excuses or place blame when handling complaints.
- We listen attentively when speaking with an upset customer. We lower our voice, make eye contact and use extreme courtesy.
- We use Service Recovery tools appropriately.

A4 Approach

Acknowledge the situation:

“I can see how this has been a difficult situation for you Mr. Smith.”

Apologize for the situation:

“I am so sorry that you have not had a good experience.”

Ask:

“How can we make this situation better for you?”

Act:

“This is what I will/can do. Are you comfortable with this?” Then set follow-up expectations.

A special thank you to those colleagues whose photos are included in the Service Excellence Standards.

DISCOVER REMARKABLE

We appreciate each and every one of our customers and believe it is an honor to serve them. We know our customers have a choice in care and we are grateful they chose us.

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