CONTENTS
Mission, Vision, Values ................................................................. 2
& Customer Service Credo

Applying HRO Tools and Tones
All Communication and Interactions ........................................... 3

Dimensions of Care Checklists
Physician Communication Tools .................................................. 3
Nurse Communication .................................................................. 4
Responsiveness of Staff ............................................................... 4
Pain Management ......................................................................... 4
Communication about Medications ............................................. 5
Hospital Environment: Quiet ...................................................... 5
Hospital Environment: Clean ...................................................... 5

Department Specific Checklists
Auxiliary ....................................................................................... 6
Endoscopy ..................................................................................... 7
Nutrition Services ......................................................................... 8
Outpatient Surgery/Receiving ...................................................... 9
Post-anesthesia Care Unit ............................................................ 10
Pharmacy ....................................................................................... 11
Phlebotomy & Lab ......................................................................... 12
Radiology ....................................................................................... 13
Registration & Admitting ............................................................. 14
Respiratory ................................................................................... 15
Security ........................................................................................ 16
Therapy ........................................................................................ 17
AULTMAN’S MISSION, VISION, VALUES & CUSTOMER SERVICE CREDO

Mission
Leading Our Community to Improved Health

Vision
Aultman Health Foundation will be the leading health system in designing products and services for the communities we serve.
- Delivering the highest quality.
- Achieving service excellence.
- Offering a competitive price.
- Innovating toward disease prevention and wellness.

Values
Recognize and respect the unique talents of every Aultman team member.
Exceed patient, enrollee and student expectations.
Success through teamwork.
Promote a highly reliable organization.
Educate our community.
Cost-effective management of resources.
Trust, integrity and compassion in all relationships.

Customer Service Credo
Service ... The Aultman Way
At Aultman, we are committed to improving your health.
We will respect you as an individual and pledge excellent care and service provided by a well-trained, compassionate and friendly team of health care professionals. In Aultman's healing environment, we aspire to fulfill your physical, emotional and spiritual needs.

Service Recovery – Making it Right
Listen, empathize, apologize and thank an unhappy customer for their feedback; ask what you can do to improve the issue.
APPLYING HRO TOOLS AND TONES CHECKLIST

All Communication and Interactions

☐ Pay attention to the tone of your voice, eye contact and facial expressions.

☐ Utilize appropriate phone etiquette:
  ○ Always answer the phone by saying “Aultman” and your unit or department name, your first name and “how may I help you?” (e.g. “Aultman 5 North – this is Becky. How may I help you?” or “Aultman Orrville Emergency Department – this is Brian. How may I help you?”)

☐ Practice empathy and active listening skills.

☐ Smile, say hello and introduce yourself in face-to-face encounters.

☐ Provide an opportunity for others to ask questions.

☐ Be aware of your audience, and explain things in a way that can be easily understood.

DIMENSIONS OF CARE CHECKLISTS

Physician Communication Tools

☐ Smile and introduce yourself.

☐ Shake hands with the patient (if appropriate).

☐ Call them by their surname and not their first name.

☐ Acknowledge everyone in the room.

☐ Sit, if possible, when talking to patients. Even if you don’t spend more time with the patient, studies show that the patient’s perception is that you did.

☐ If standing, do not cross your arms - doing so gives the perception that you are not open to what the patient and family are saying.

☐ Look at the patient and family when they speak to you.

☐ Speak to the patient and family as if you are speaking to your spouse and children.

☐ Tell them that you are part of a team that is here to get the patient better.

☐ Explain the plan of care to patients and family.

☐ Ask the patient and family to repeat-back the plan of care to assess and assure understanding.

☐ Ask the patient if there is anything else that he or she needs.

☐ Thank the patient at the end of the encounter for the opportunity to meet with and care for him/her.

☐ Communicate with other physicians and together, communicate a consistent message to the patient.
Utilize the whiteboard for inpatients.
  - Write your name and specialty.
  - Other communication (as allowed by HIPAA).
Follow the Aultman physician code of conduct.


**Nurse Communication**

- Upon entering a patient room, smile, say hello and introduce yourself.
- Pay attention to the tone of your voice, eye contact and facial expressions.
- Practice empathy and a nonjudgmental attitude.
- Explain what you’re doing as you care for the patient.
- Commit to educating the patient in a way he/she can understand; utilize teach-back.
- Include family and/or caregivers in all communications.
- Utilize whiteboards as communication tools.
- Upon leaving a patient room, ask the patient if there is anything else he or she needs.
- Introduce the next staff member when your shift is over.

**Responsiveness of Staff**

- Answer call lights promptly and follow through with the patient request(s).
- Upon entering a patient room, smile, say hello and introduce yourself.
- Allow patient time to ask questions; be respectful and empathetic to all concerns.
- Upon leaving a patient room, ask the patient if there is anything else he or she needs.

**Pain Management**

- Complete a prompt assessment and reassessment of pain.
- Educate patient on anticipated pain specific to a procedure or surgery.
- Set realistic pain goals and expectations with the patient.
- Utilize whiteboard to document the patient’s perception of pain, prescribed pain medication and time of next dosage.
- Educate the patient on what to expect with medication and its side effects.
- Practice empathy and a nonjudgmental attitude.
**Communication about Medications**

- Physician should be the first person to tell a patient the plan for medication; include the “what” and the “why.”
- During every medication pass, communicate the following:
  - Name of medication.
  - Disease, condition or symptoms it treats.
  - Common side effects associated with medication.
- Allow patients to take medications on their home schedule as long as they don’t interfere with new meds.
- Educate the patient in a way he/she understands; utilize teach-back.
- Include pharmacist name and IP number on whiteboard so the patient or family can call with questions.

**Hospital Environment: Quiet**

- Offer sleep aids, white noise, etc. to all patients.
- Nurses’ station should be quiet and free of excess chatter and laughing.

**Hospital Environment: Clean**

- Upon entering the room, smile, say hello and introduce yourself.
- Verify with the patient that it is a good time to disinfect the room.
- At this time, explain briefly why EVS is in the room.
- Disinfect bathroom, patient room and flooring.
- Proper use of proper equipment:
  - Blue rags-bathroom
  - Green rags-patient room
- Microfiber mop and correctly filled bucket for floors.
- Trash emptied on every shift (or twice on days).
- Provide hotel services phone number to patient.
- Before leaving, ask if there is anything else the patient needs.
- If the patient isn’t in the room, leave the room card.
- Thank the patient for choosing Aultman.
AUXILIARY

- Invest in the entrance of a patient/guest/visitor.
- Smile, say hello, introduce yourself.
- Make eye contact.
- Ask “how may I help you?” Be kind and use a gentle tone in giving necessary information.
  - If unable to answer a question, ask registration staff for assistance.
- If a wheelchair is needed, offer to get one.
- Explain process:
  - If a visitor/guest, give directions or if available, escort customer to desired location.
  - If a patient, ask that he/she sign in and have a seat. Tell the patient registration will be with him/her shortly.
  - Remember to reduce noise and keep waiting area neat and tidy.
  - Invest in the exit of a patient/guest/visitor.
- Smile and say “have a wonderful day.”
- Make eye contact.
- Provide opportunity for patient/guest/visitor to ask questions.
ENDOSCOPY

- Patients will be greeted off the elevator by a kind and conscientious staff member.
- Staff will introduce themselves and their role in the delivery of care.
- Staff will present themselves in a calm and nonrushed demeanor.
- Staff will answer questions and provide explanations. They will seek out the answers if they do not know the answer.
- Any delays will be communicated in a timely manner by the staff.
- Patients will be offered assistance with changing clothes, transferring and using the bathroom.
- Staff will ensure the comfort of the patient and family/responsible person during their stay.
- Staff will communicate to the patient and family/responsible person what to expect during their stay and once they go home.
- Correct charges and charting will be entered into the EMR to ensure appropriate billing and documentation.
- Staff will go over all discharge instructions, medications, signs and symptoms of bleeding and infection, and when to call the physician.
- Staff will ask the patient and family/responsible person if they have any questions before they go home.
- The patient will be thanked for using our facility and allowing AOH to assist with his/her care.
- Thank you cards, signed by the staff assigned to their care, will be sent to patients.
- Patients will be contacted the next day to ensure that they have no complications and have had all their questions answered. They will be asked to fill out the survey that should arrive a few weeks after their visit.
NUTRITION SERVICES

☐ Knock on the door and state, “food service, may I enter?”
☐ Wait for a response and enter the room.
☐ Upon entering the patient room, smile, say hello and introduce yourself.
☐ Inform the patient you have the meal tray.
☐ Look at the patient’s wristband for two patient identifiers (name and D.O.B.).
☐ Set meal on tray stand close/near to patient so he/she can reach it.
☐ Before leaving the room, ask patient if he/she needs anything opened or if there is anything else he/she needs.
☐ Thank the patient for choosing Aultman
OUTPATIENT SURGERY/RECEIVING

☐ Patients will be greeted by a friendly and helpful volunteer at the front desk in the surgical waiting area.

☐ The volunteer (patient liaison) will take the family member/responsible person’s name and contact phone number.

☐ The volunteer will notify the surgery or PAT staff of the patient’s arrival.

☐ The family members/responsible persons will be offered beverages while they wait.

☐ Staff will introduce themselves to the patient and all family members/responsible persons.

☐ The staff will verify the patient’s identity and instruct the patient on his/her next step.

☐ Staff will practice with empathy and a nonjudgmental attitude.

☐ Staff will explain what they are doing as they care for the patient. Be sure to explain to patients that you will be repeating questions other team members have asked because patient safety is a priority.

☐ Commit to educating patients in a way they can understand. Thoroughly explain the procedure and surgical process.

☐ Include family members/responsible persons in all communication and education.

☐ Allow patients to ask questions. Be respectful and empathetic to questions and concerns. If you do not know the answer, inform the patient and explain that you will find out the correct answer.

☐ Before leaving the patient’s side, ask if there is anything else he/she needs (warm blanket, head of bed adjusted, etc.).

☐ All delays need communicated in a timely manner throughout the entire perioperative process.

☐ Create a soothing environment by dimming the lights, playing relaxing music or offering warm blankets.

☐ The nurses’ station should be quiet and free of excess talking and laughing.

☐ Correct charges and charting will be entered into the EMR to ensure correct billing and documentation.

☐ The patient will be thanked for using our facility and allowing AOH to assist with his/her care.
POST-ANESTHESIA CARE UNIT

- Greet all patients with a smile, introduce yourself and your role in the patient’s care.
- Present yourself in a calm and nonrushed demeanor. Use the correct tone of voice, take time to answer questions and provide explanations. Be patient at all times.
- Communicate any delays in the PACU length of stay to the family/responsible person.
- Ensure the comfort of the patient by monitoring body temperature, light brightness and pain medication.
- Start the postoperative education as soon as possible by going over deep breathing and coughing, pain management and DVT prevention.
- Enter the correct acuity level in the EMR to ensure appropriate billing.
- Go over all necessary information with patient - discharge instructions, medications, signs of infection, what to expect once at home and when to call the surgeon.
- Ask the patient and family/responsible persons if they have any questions before going home.
- The patient will be thanked for using our facility and allowing AOH to assist with his/her care.
- Thank you cards will be sent to patients after being signed by the staff assigned to their care.
- Patients will be contacted the next day to ensure that they have no complications and have had all their questions answered.
- They will be asked to fill out the survey they should receive two weeks after their visit.
PHARMACY

Staff Pharmacists:

☐ Throughout the hallways, smile and say hello to all visitors and patients.
☐ Guide all visitors and patients to their destination if they are lost.
☐ Uphold the highest standards of the profession of pharmacy during all order-entry verification and dispensing of medication.
☐ Perform all tasks of dispensing in a safe and efficient manner to provide safe and timely medication therapy.
☐ Verify nonformulary patient home medications in order to not interrupt the patient's home medication therapy while admitted.
☐ Upon entering a patient room, smile, say hello, introduce yourself and state your medical role.
☐ Verify the patient with two patient identifiers.
☐ Commit to educating patients/caregivers in a way they can understand; utilize teach-back, written materials and demonstrations.
☐ Answer all questions the patient/caregiver may have pertaining to medications.
☐ Provide opportunities for questions before leaving a patient room.
☐ Be available to assist with obtaining a medication history for all patients if necessary. Exhaust all resources to gather the patient's home medication profile to ensure a safe and effective hospital stay.
☐ Speak up for safety and follow-up with prescribers or nurses to clarify any medication issues.
☐ Reduce noise and be aware of areas of conversation during trips to the floor.

Pharmacy Technicians:

☐ Throughout the hallways, smile and say hello to all visitors and patients.
☐ Guide all visitors and patients to their destination if they are lost.
☐ Uphold the highest standards of the profession of pharmacy during all order-entry verification and dispensing of medication.
☐ Perform all tasks of dispensing in a safe and efficient manner to provide safe and timely medication therapy.
☐ Reduce noise and be aware of areas of conversation during trips to the floor.
PHLEBOTOMY & LAB

☐ Upon entering a patient room, smile, say hello and introduce yourself.
☐ Verify patient identity by asking patient to state name and date of birth when possible.
☐ Perform hand hygiene in presence of the patient.
☐ Listen to the patient for concerns with draw site, limitations of use of arms/hands, allergies, etc.
☐ View surroundings for alerts such as high fall risk, allergies, lymphedema signs and equipment placement such as IV poles, tray tables and bed rails.
☐ Explain the procedure to the patient.
☐ Explain the reason to patient if returning for re-collect or timing of next draw.
☐ Label all specimens in the presence of the patient.
☐ Respect physician/patient interactions.
☐ Return equipment, i.e. bed rails and tray table, to former position prior to leaving room.
☐ Thank the patient for choosing Aultman Orrville Hospital.
RADIOLOGY

☐ Greet your patient with a smile. Say hello and ask them their preferred name; address the patient accordingly.

☐ Introduce yourself and explain your role in the patient’s care.

☐ Use two patient identifiers to verify you have the correct patient by asking him/her to state name and D.O.B.

☐ Use STAR as you begin the exam or task at hand.

☐ Perform hand hygiene in front of the patient.

☐ Communicate the positive intent of your actions throughout the encounter.

☐ Provide the opportunity for the patient to ask questions.

☐ Maintain eye contact and proper body language as you listen to your patient with empathy and intent to understand.

☐ Protect the privacy of your patient.
  ☐ Interview them in the appropriate setting.
  ☐ Conversations must not be overheard.
  ☐ Written and digital information must be protected.

☐ Ensure the comfort of your patient by considering his/her body temperature and preserving his/her modesty.

☐ Inform the patient how test results are communicated.

☐ Notify patients and families if there is a delay; apologize and keep them updated throughout the wait.

☐ Introduce the next caregiver if performing a handoff.

☐ After the procedure, invite questions and concerns from the patient and family, and address them.

☐ Thank the patient for choosing Aultman Orrville Hospital for their health care needs.

☐ For outpatient exams, inform the patient of the potential to be surveyed and that some questions regarding nursing and physician interaction may not apply to this visit.

☐ Cross-monitor each other; peer coach to recognize the good works of your colleagues and offer a “lightest touch possible” suggestion if you observe an opportunity for improvement.
REGISTRATION & ADMITTING

☐ Invest in the beginning.
  ○ Smile and say hello.
  ○ Introduce yourself and your role.
  ○ Explain the process.

☐ Elicit the patient’s perspective.
  ○ Listen actively with empathy and intent to understand.
  ○ Make eye contact when the patient is explaining symptoms.
  ○ Communicate any delays.

☐ Demonstrate empathy.
  ○ “I’m sorry you feel so bad.”
  ○ Offer water, blankets (if appropriate), wheelchair or any assistance.
  ○ Apologize for delays.

☐ Invest in the end.
  ○ Provide opportunities for the patient to ask questions.
  ○ End every encounter with “I hope you feel better soon.”

Refer to EVERYONE as if they are your OWN FAMILY

☐ Pay Attention to Detail
☐ Communicate Clearly
☐ Cross Monitor
☐ Speak Up for Safety using ARCC
  – Ask a question
  – Request a change
  – I have a concern
  – Use chain of command
RESPIRATORY

☐ Respond to and verify new respiratory therapy orders promptly. Be punctual when providing care at scheduled at specific times.

☐ Upon entering a patient room, smile, say hello and introduce yourself.

☐ Verify the correct patient using two patient identifiers.

☐ Explain the purpose of your visit and type of therapy to be performed, including the family.

☐ Provide an opportunity for the patient to ask questions before administering treatment.

☐ Deliver the care in a professional and proper manner, communicating positive intent.

☐ Inform the patient of the next time he/she can expect to see a respiratory therapist.

☐ Upon leaving the room, ask the patient if there is anything else he/she needs.

☐ Thank the patient for choosing Aultman.
SECURITY

☐ Greet all patients and visitors promptly, with empathic enthusiasm as you help guide them to their destination.

☐ Greet all employees with a warm welcome, preferably by name or title.

☐ Offer assistance to patients who may be in need of a wheelchair upon arriving at the emergency department, as well as helping discharged patients into their vehicles upon departure.

☐ When approached by a customer when using the phone, acknowledge the customer immediately, and then provide him/her with your undivided attention as soon as possible.

☐ Communicate the arrival of all emergency department visitors to nursing staff as soon as possible.

☐ Inform visitors of available services and/or resources such as restroom locations, cafeteria/vending machines, etc.

☐ Facilitate television shows appropriate to all audiences, offer alternatives to customers with young children. Utilize coloring books when appropriate. Always ask the parent/guardian before presenting item(s) to any children.

☐ Provide vehicle assistance to patients/visitors who may be in need of vehicle assistance such as a jump start, tire change or vehicle unlock.

☐ Provide or offer assistance or escorts to vehicles when patrons depart property. Utilize umbrellas during inclement weather or offer to scrape snow/ice when applicable.
THERAPY

☐ Patients, visitors and individuals seeking help are greeted upon arrival and assisted to the appropriate area.

☐ Greet patients, introduce yourself and explain your role.

☐ Apologize for any delays.

☐ Communicate with patients and family members at eye level. Notice your tone and facial expressions.

☐ Express positive intent for uncomfortable procedures or exercises.

☐ Commit to education on an understandable level. Use teaching aides, demonstration and practice (teach-back). Provide pictures or written instructions for home programs. Include family members.

☐ Practice empathy and nonjudgmental attitude for difficult situations including when the patient is late, not feeling well, confused and/or anxious.

☐ Pay attention to noise level – keep treatment door closed if possible. Have sensitive conversations in a private room.

☐ Provide a call light and ensure the patient’s comfort before leaving the room.

☐ Invest in the end of the treatment – summarize expectations and progress, provide opportunity for questions and walk the patient to the desk for scheduling if necessary.