

El Camino Excellence Standards

I put patients first

- I respond to requests, questions and needs right away to provide a caring, safe, and efficient experience
- I keep patients informed about wait times, delays, other inconveniences
- I answer call lights within 5 rings
- I am available to support my team, willing to help when asked or when I see a need
- I am willing to go “the extra mile”
- I escort patients and visitors to their destination
- I participate in service recovery

I have the highest regard for privacy and safety

- I am sensitive to patients’ privacy in both public and private places
- I maintain confidentiality of medical information
- I follow all steps in the patient identification process
- I document accurately and right away so information is available to anyone who needs it
- I report errors or breaches in patient safety so that we can constantly improve systems and care

I follow good etiquette

- I use good manners; introduce myself; I say please and thank you
- I use my best telephone manners; answer telephones within three rings; acknowledge callers on hold; return all calls within 24 hours (internal and external calls)
- I park only in employee parking areas, respecting the areas designated for patients & visitors
- I keep the work area and break room clean
- I take special pride in the appearance of the hospital

I have a pleasant and positive attitude

- I make patients, visitors and employees feel welcome at El Camino Hospital
- I greet people with a warm and friendly smile
- I make everyone’s hospital experience as comfortable and convenient as possible
- I convey a sense of confidence, calm and reassurance
- I treat co-workers with courtesy, dignity and respect
- I respect and recognize others’ contributions
- I share knowledge and information with my co-workers so that everyone has a chance to be successful

I am sensitive and empathetic

- I take the time to listen well and make eye contact
- I give positive, non-judgmental feedback
- I am sensitive to all ages and cultures
- I treat others as I would like to be treated

I will consistently perform these and other behaviors that demonstrate these standards as an important part of the service I provide to patients, families, visitors and the healthcare team.

Signed: _____

Date: _____

