



LMH Employee and Volunteer Standards of Performance

ATTITUDE: At Lodi Memorial Hospital we believe that we are here to serve our customers. Our mission as a community-based health system is to meet the needs of our customers by providing excellent and quality care, health education and support services in a compassionate and cost effective manner. Our customer's most basic expectation is to be treated with courtesy and dignity, and we pledge to meet that expectation. Our manners, appearances and expressions will convey concern for and willingness to serve our customers. Remember, everyone is a customer.

APPEARANCE: Our appearance represents the Lodi Memorial Hospital organization. Therefore, our grooming and dress will reflect our respect for our customers. While we are on duty, we will first consider our customers' expectations in how we present ourselves. We will take pride in our facility and do our part to maintain an uncluttered and litter-free workplace.

COMMUNICATION: The goal of communication is understanding. We must be committed to listening attentively to our customers and co-workers in order to fully understand their needs. Close attention should be given to both verbal and nonverbal messages. Our messages to customers should be delivered with courtesy, clarity and care. We must speak in terms that can be easily understood to avoid confusing customers.

SENSE OF OWNERSHIP: Every Lodi Memorial Hospital employee and volunteer must possess a sense of ownership towards his or her job. This means taking pride in our work, feeling responsible for the outcomes of our efforts, and recognizing our work as a reflection of ourselves. Take pride in this organization as if you owned it. We treat our patients as family, the community as our partner, our co-workers as our friends and the hospital as our home.

COMMITMENT TO CO-WORKERS: At Lodi Memorial Hospital, we are linked to one another by a common purpose; serving our patients and our community. Our co-workers, therefore, are our teammates. They deserve our respect. Without their contributions, none of us could perform our jobs. Just as we rely on our fellow employees and volunteers, they rely upon us. Each of us has obligations to our co-workers.

PROMPT RESPONSE: Employees and volunteers will respond promptly to all requests for assistance from customers in a way that demonstrates the care, courtesy and respect our customers deserve.

PRIVACY/CONFIDENTIALITY: Employees and volunteers will ensure our customers' right to privacy and modesty by creating and maintaining a secure and trusting environment. When entrusted with customers' affairs, employees and volunteers will treat all information as confidential. Discussion of these matters will be restricted to situations where the information is necessary to meet the customers' needs. Employees and volunteers should not conduct conversations in areas where others may overhear confidential information. Employees and volunteers should pay special attention to conversations in areas such as passageways, elevators, nursing units, waiting areas and the cafeteria. Our concern for patient privacy will help promote peace of mind, security, and confidence and lessen their anxiety.

CUSTOMER WAITING: At Lodi Memorial Hospital we recognize that our customers' time is valuable. We strive to provide our customers with prompt service, always keeping them informed of delays and making them feel comfortable while they wait.

PUBLIC BEHAVIOR: Our behavior and manners in public can create a favorable impression on our patients, visitors and co-workers. All employees and volunteers must be aware of their surroundings and wear their badges at all times.

SAFETY AWARENESS: Safety must be the responsibility of all Lodi Memorial Hospital employees and volunteers to ensure an accident-free environment. "Think safe, act safe, be safe and stay safe" is the safety awareness creed.