

PERFORMANCE STANDARDS

— TOTAL CARE FOR OUR PATIENTS —

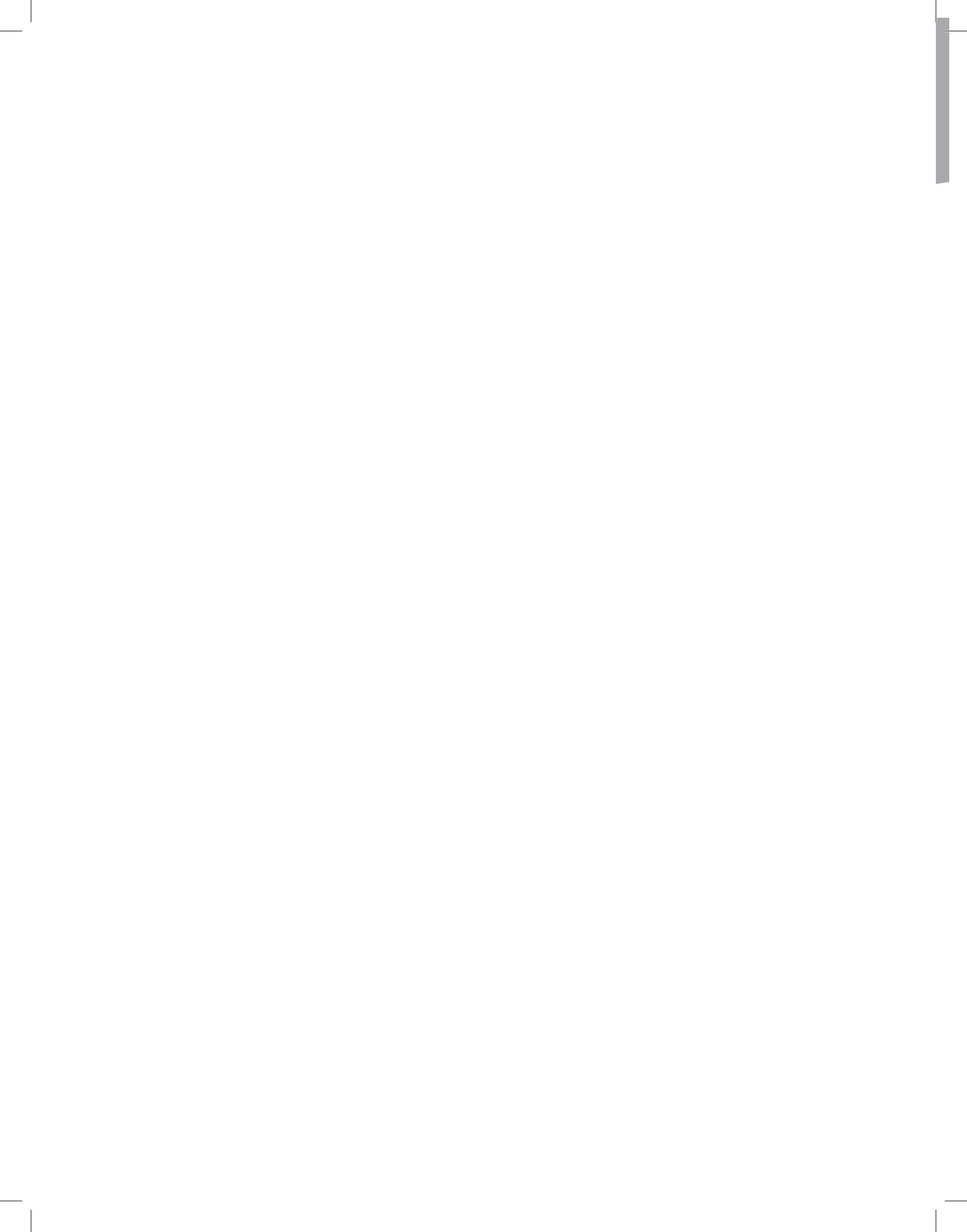


**MOUNT
GRAHAM** 
REGIONAL MEDICAL CENTER

PERFORMANCE STANDARDS

————— TOTAL CARE FOR OUR PATIENTS —————





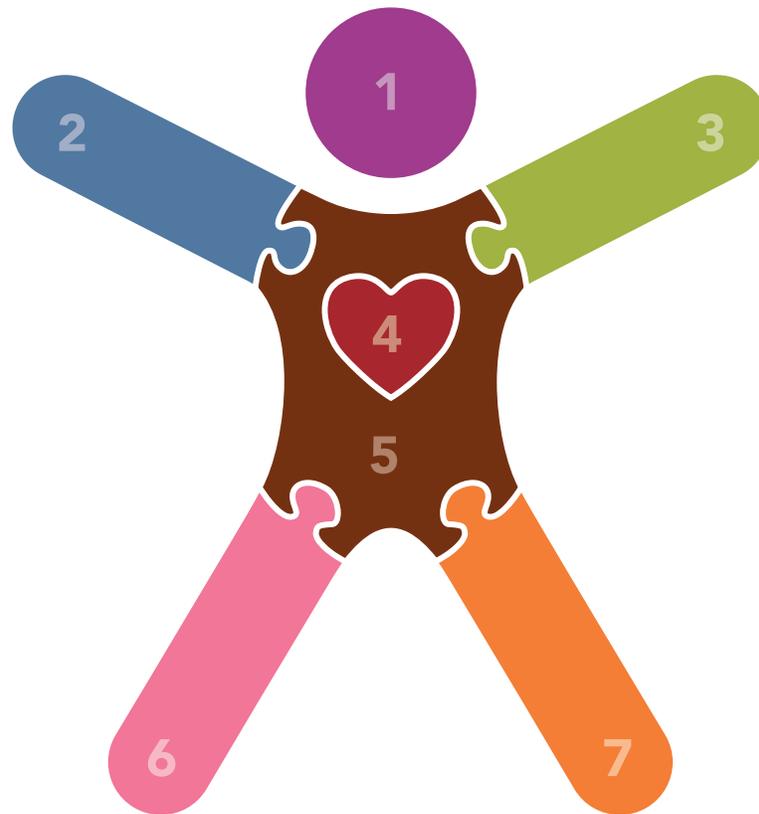
OUR STANDARDS



. . . these are Mt. Graham Regional Medical Center's chosen performance standards. Performance standards help drive our hospital toward excellence. The Studer Group, a service and leadership company, uses the "pillars" metaphor with regard to performance standards. Basically, the hospital is like a building. In order for the building to remain standing it must be supported by pillars. If we, as an organization, live and execute our performance standards, we will "stand" as an organization. Conversely, if we allow a standard or standards to deteriorate, we will fall.

Performance standards are observable behaviors and actions which explain how the job is to be done, plus the results that are expected for satisfactory job performance. You can see by the list of our performance standards that something more than technical expertise is involved. Certain behaviors, like attitude and compassion, also figure into the performance standard mix. As we strive to incorporate these standards and strengthen our "pillars", greater success as an organization will be ours.

TOTAL CARE



EXCELLENCE

Excellence is about commitment.



ATTITUDE

Our attitude defines who we are.



COMMUNICATION

Communication is the life blood of any organization.



COMPASSION

A Compassionate gesture to a patient, a visitor or a fellow co-worker can be the difference between a positive or a negative experience.



PROFESSIONALISM

Professionalism is the standard by which every organization is judged.



RESPECT

Respect is a staple of any successful relationship.



ACCOUNTABILITY

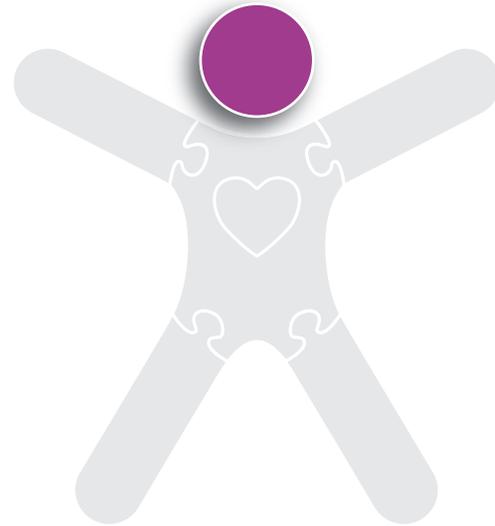
Holding people to Account for their actions is the only way to guarantee an organization is living up to its Mission, Vision and Values.



EXCELLENCE is about commitment.

At MGRMC, we will:

- Make every patient and visitor's satisfaction a top priority.
- Go beyond the minimum required.
- Do all that is required to ensure a safe and secure environment within our hospital.
- Demand 100% effort from ourselves in everything we do while accepting nothing less from those we work with.



“We are what we repeatedly do.
Excellence, then, is not an act, but a habit.”

Aristotle



ATTITUDE



Our **ATTITUDE** defines who we are.

At MGRMC, we will:

- Recognize that our attitude is an expression to others of our character and integrity.
- Recognize that the attitude we carry as we approach our day to day tasks will inevitably drive our behavior.
- Have a pleasant attitude that underscores our principles of caring and compassion towards those we serve.
- Have a pleasant attitude that underscores our principles of caring and compassion towards those we serve.

“The last of the human freedoms
is to choose one’s attitude.”

Victor Frankl



COMMUNICATION is the life blood of any organization.

At MGRMC, we will:

- Strive to have full transparency, when possible, between Administration, Management and Staff.
- Expect everyone to take responsibility for receiving information that has been communicated.
- Provide clear, concise and timely information to our patients.
- Exhibit positive body language when communicating. We will listen with our eyes and our ears.
- Provide any instruction, feedback or criticism with tact.

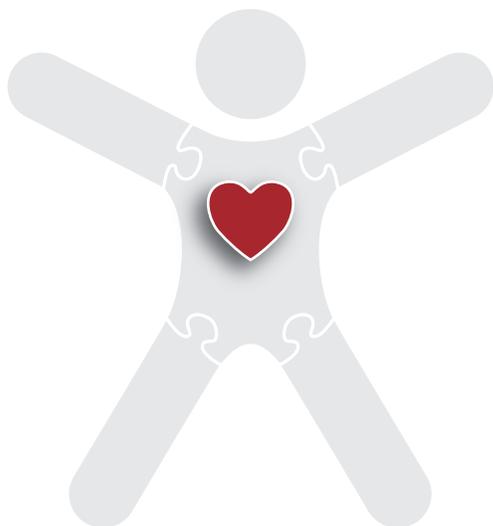


“Communication leads to community, that is, to understanding, intimacy and mutual valuing.”

Rollo May

4

COMPASSION



A **COMPASSIONATE** gesture to a patient, a visitor or a fellow co-worker can be the difference between a positive or a negative experience.

At MGRMC, we will:

- Approach our duties with a sense of compassion.
- Show empathy to those who are struggling.
- Provide comfort when comfort is needed.
- Recognize that every person, whether patient, visitor or co-worker, deserves the same treatment that we would want for ourselves.

“You can't live a perfect day without doing something for someone who will never be able to repay you.”

John Wooden



PROFESSIONALISM is the standard by which every organization is judged.

At MGRMC, we will:

- Be current in all educational aspects of our professions.
- Remain courteous at all times, especially in situations where discourteousness may seem the natural reaction.
- Exhibit the appearance, demeanor and grooming of one who belongs to a professional organization.
- Recognize the effect of our actions in front of non-staff members. What may be acceptable to an audience of co-workers, may not be acceptable to an audience of patients or visitors.

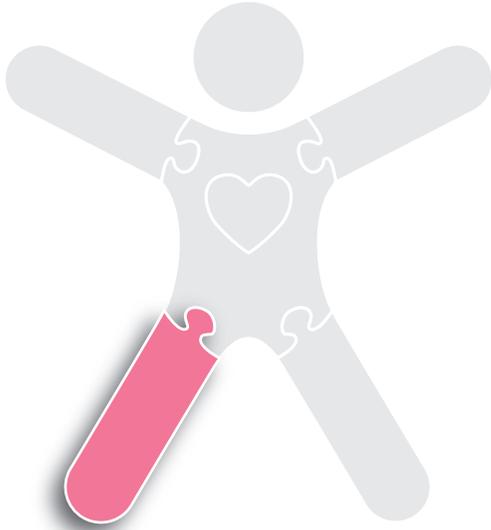


“Professionalism is knowing how to do it,
when to do it, and doing it.”

Frank Tyger



RESPECT



RESPECT is a staple of any successful relationship.

At MGRMC, we will:

- Recognize we are all one team in search of a common goal that will elude us if sought separately.
- Treat everyone (patients, visitors and co-workers) equally.
- Respect the privacy of others that we value for ourselves.
- Use hospital funds with prudence.

“Respect your fellow human beings, treat them fairly, disagree with them honestly, enjoy their friendship, explore your thoughts about one another candidly, work together for a common goal and help one another achieve it.”

Bill Bradley

ACCOUNTABILITY



HOLDING PEOPLE TO ACCOUNT for their actions is the only way to guarantee an organization is living up to its Mission, Vision and Values.

At MGRMC, we will:

- Take responsibility and ownership for assignments that are given.
- Respect an established organizational chain of command.
- Be reliable in all of our duties and expectations.
- Accept feedback and implement it.
- Always adhere to our 4A process for Service Recovery. (Anticipate, Acknowledge, Apologize and Amend)
- Expect to be held accountable to these Performance Standards.



“We are what we repeatedly do.
Excellence, then, is not an act, but a habit.”

Aristotle

SIGNATURE

As a Mt Graham Regional Medical Center employee, I personally commit to living the seven MGRMC Performance Standards that emphasize the importance of **TOTAL CARE FOR OUR PATIENTS**. I recognize that my adherence to these standards will be factored into my annual review. I will work directly with my direct supervisor to ensure that I have a clear definition of how these standards apply specifically to my work responsibilities and within my work group.

Name

Date



NOTES

TOTAL CARE



FOR OUR PATIENTS