

Behavioral Expectations

UK HealthCare’s Behavioral Expectations are the tenets around which the commitment to service excellence can be organized. These commitments prescribe our interactions with our patients and everyone we come into contact with during our work day and the actions we will take to provide excellent customer service. By following these commitments, we will promote a positive image of UK HealthCare as a preferred patient care provider and workplace of choice.

	Needs Improvement rating in this behavioral expectation may be exemplified by:	Meets Expectations rating in this behavioral expectation may be exemplified by:	Exceeds Expectations rating in this behavioral expectation may be exemplified by:
Customer Centered	<ul style="list-style-type: none"> • Discusses frustrations with other units or persons in public areas. • Fails to demonstrate integrity and professionalism at all times. • Uses obscenities, profanities, and derogatory or abusive remarks. 	<ul style="list-style-type: none"> • Honors patient rights to confidentiality and modesty. • Demonstrates value and respect for patients and other customers by honoring diversity in all interactions, by acknowledging their perceptions, preferences, and differences. • Provides helpful and caring assistance. • Anticipates and is sensitive to patients and customers with special needs. 	<ul style="list-style-type: none"> • Find ways for unit and team to make outstanding first impressions. • Helps prevent others from discussing frustrations in public areas. • Encourages others to project a positive-attitude. • Finds ways to better meet special needs of patients and customers.
Service Focused	<ul style="list-style-type: none"> • Fails to provide expeditious, courteous and flexible service. • Uses negative tone and facial expressions. • Fails to explain delays and apologize for any inconvenience. • Does not communicate clearly plans of care to patients and family members. • Fails to use a sense of urgency on matters brought to attention. Fails to involve appropriate people in resolving matters. • Fails to honor and protect individual and organizational confidentiality. 	<ul style="list-style-type: none"> • Provides expeditious, courteous, and flexible service. • Demonstrates sensitivity to diversity, patient and customer life experiences, circumstances and emotions when assessing needs and communicating information. • Provides positive, professional and prompt responses • Explains delays, provides estimated wait times and apologizes for any inconvenience. • Takes action to resolve matters brought to attention. Involves the appropriate person to achieve a resolution. 	<ul style="list-style-type: none"> • Promotes expeditious, courteous, and flexible service as a standard. • Is a model for positive and professional verbal and non-verbal communication. • Explains delays, provides estimated wait times, apologizes for inconvenience, and inquires about other needs. • Can anticipate matters before they occur. Involves appropriate people to prevent problems.

Quality Driven	<ul style="list-style-type: none"> • Fails to demonstrate a sense of responsibility for customer safety, health, privacy and welfare. • Fails to address conflicts and issues in a respectful manner. • Fails to write legibly and effectively for safe communication. • Ignores efforts to improve processes. 	<ul style="list-style-type: none"> • Makes the customer's safety, health, privacy and welfare the first priority. • Addresses conflicts and issues in a respectful way. • Writes legibly for safe and effective communication. • Takes initiative for continual process improvement. 	<ul style="list-style-type: none"> • Effectively and respectfully advocates customer safety, health, privacy and welfare. • Is a model for addressing conflicts and issues in a respectful way. • Is a leader in continual process improvement efforts. • Demonstrates exceptional level of effective written communication.
Resource Wise	<ul style="list-style-type: none"> • Shows lack of understanding of UK Ethical Principles and Code of Conduct. • Fails to work with others to achieve a professional work environment. • Wastes or misuses resources. • Shows lack of regards for the time of others. 	<ul style="list-style-type: none"> • Complies with UK Ethical Principles and Code of Conduct. • Keeps all public areas clean. • Works with co-workers to achieve a professional environment. • Uses resources wisely. • Values the time of other with appropriate sense of urgency. 	<ul style="list-style-type: none"> • Leads efforts to maintain clean public areas. • Leads efforts to achieve a professional work environment. • Finds ways to help others save and use time wisely throughout the department.
Growth Oriented	<ul style="list-style-type: none"> • Fails to offer positive reinforcement, ignores or denigrates accomplishments of others, fails to provide resources. • Fails to use new and safer ways to deliver or improve patient and family experience. • Complains about working environment without offering ways to improve it. 	<ul style="list-style-type: none"> • Promotes the services available at UK HealthCare to meet patient care needs. • Offers positive reinforcement, recognizes accomplishments, and provides resources. • Mentors and assists employees in developing exceptional skills. • Constantly looks for new or safer ways to deliver or improve the patient and family experience. • Constantly looks for ways to improve the working environment. 	<ul style="list-style-type: none"> • Consistently promotes services available ay UK HealthCare to meet patient needs. • Continually offers positive reinforcement, celebrates accomplishments of others, and identifies and provides resources. • Leads efforts to mentor and assist employees in their development. • Finds new ways to deliver or improve the patient and family experience. • Actively works to improve the working environment.