

*“What you do speaks so loudly that  
I cannot hear what you say.”*

RALPH WALDO EMERSON



# I will

- Create a great first impression;**
- Protect the privacy of our patients;**
- Value diversity and treat all people with respect;**
- Communicate with compassion and courtesy;**
- Maintain a safe, quiet and clean environment;**
- Take action when things go wrong;**



**Because I am Yale-New Haven.**

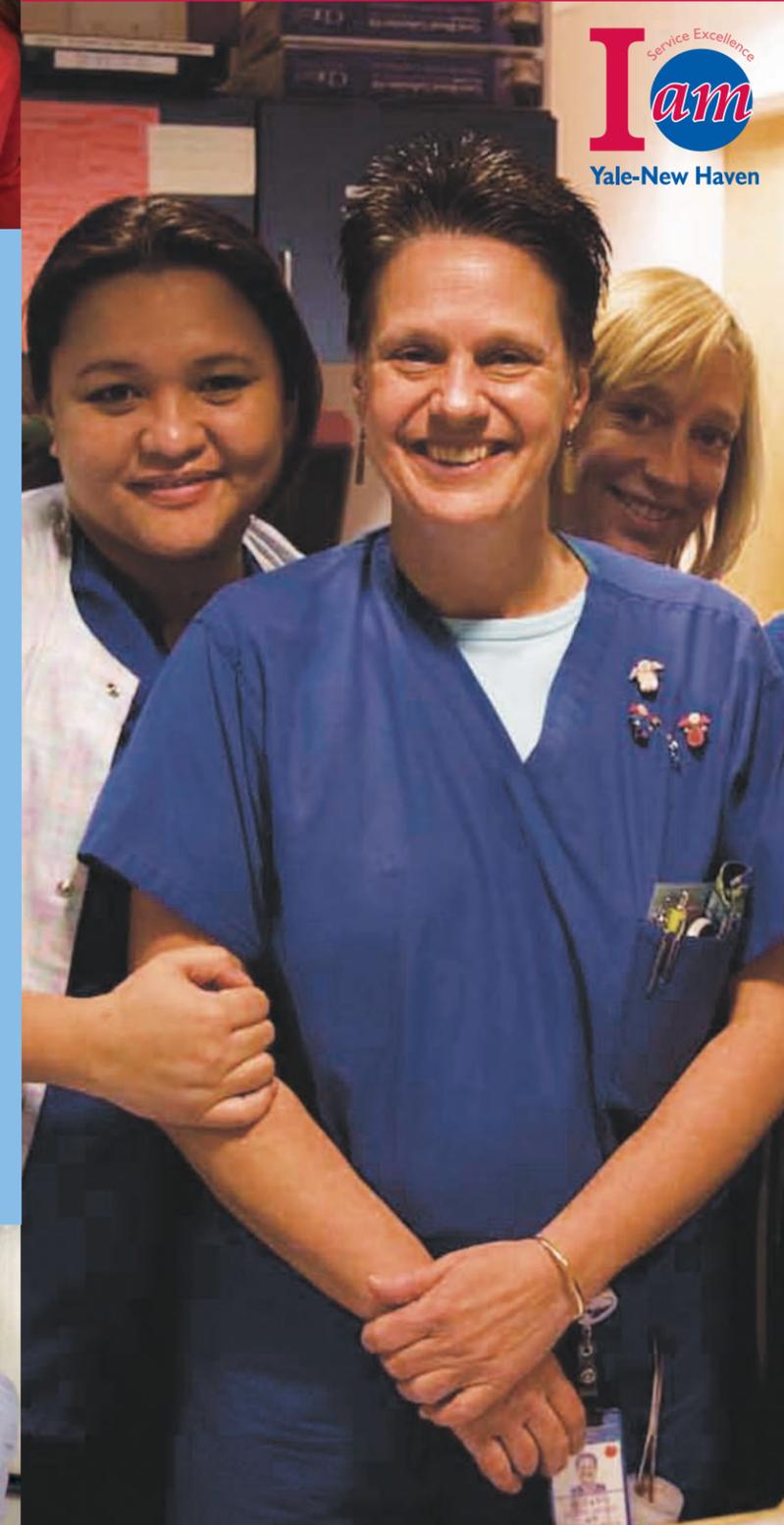


## Yale-New Haven Hospital Patient Rights and Responsibilities

*Patients at Yale-New Haven Hospital  
have the right to expect:*

- CARE** that is patient and family centered, safe, high quality, respectful and considerate of your personal spiritual, cultural and religious beliefs and values.
- INFORMATION** that is understandable and complete, including health status, treatment and care options, and who is responsible for your care.
- PARTICIPATION** in decisions about your care, treatment and services.
- RESPECT** for your wishes, including those outlined in an advance directive.
- CONFIDENTIALITY** and privacy in all matters.
- COMMITMENT** to your safety and security, including freedom from abuse and neglect.
- ASSESSMENT** and management of pain.
- RESPONSE** to requests for assistance, concerns and complaints.

## Service Excellence Pledge Standards



*“Excellence is to do  
a common thing in  
an uncommon way.”*

BOOKER T. WASHINGTON



*“Perfection is not  
attainable, but if we  
chase perfection we  
can catch excellence.”*

VINCE LOMBARDI



*“Attitude is a little thing that  
makes a big difference.”*

WINSTON CHURCHILL

### Important phone numbers

- Emergency, **911**
- Hospital Information, **688-4242**
- Interpreter Services, **688-7523**
- Page Operator, **688-3111**
- Patient Assistance Line, **688-2333**
- Patient Relations, **688-3430**
- Office of Privacy and Corporate Compliance, **688-8416**
- Security, **688-2500**
- Service Response Center, **688-9000**

## Service Excellence Pledge Standards

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impression;**

**Protect the privacy of  
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**Value diversity and treat all  
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**Communicate with  
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**Maintain a safe, quiet and  
clean environment;**

**Take action when things  
go wrong;**



**Because I am  
Yale-New Haven.**

### I will create a great first impression

#### I will...

- Smile, make eye contact and greet patients, visitors, colleagues and other customers.
- Introduce myself by name, identify my role and ask if a patient or visitor needs help – in person or on the phone.
- Always wear my YNHH I.D. badge so that it can be easily seen.
- Offer directions to people who appear lost or confused, or walk them to their destination, if possible.
- Present myself in a clean, professional manner, following the standards of appearance for my position.
- Be aware of my non-verbal communication (gestures, facial expressions, body language).
- Not use cell phones or non-work related electronic devices in the presence of patients, visitors, colleagues or other customers.
- Not have personal conversations in the presence of patients or others.
- Not eat, drink or chew gum in public or patient areas.
- Not smell of smoking products, perfume, cologne or other fragrances.

### I will communicate with compassion and courtesy.

#### I will...

- Ask how a patient or family member would like to be called (Mr., Mrs., Ms., first name, etc.) and use that name in each conversation.
- Remain calm and keep my posture and expression relaxed.
- Anticipate complaints by “reading” body language and listening for unspoken concerns.
- Explain who, what, when, where, why and how.
- Use simple, clear and appropriate language; avoid jargon.
- Let patients and customers know what to expect.
- Be positive when I “hand off” a patient or customer to another person.
- Notify patients and other customers about updates, time frames and changes in a situation.
- Apologize when there are delays or if things do not go as expected.
- Keep appointments and promptly answer phone calls, call bells and emails.
- Ignore gossip and give truthful, informed answers.

### I will protect the privacy of our patients.

#### I will...

- Ask permission before entering a patient’s room or area, when possible.
- Close doors or curtains or use other methods to safeguard medical discussions.
- Seek a quiet, private place for respectful dialogue.
- Get the patient’s permission to discuss his or her condition in the presence of family members or visitors.
- Not discuss patients or hospital business in elevators or public areas, or within sight or earshot of others.
- Protect patients’ medical information by keeping information secure, creating passwords and proper storage.
- Properly discard or destroy patient health information.

### I will maintain a safe, quiet, and clean environment.

#### I will...

- Wash my hands frequently and follow isolation precautions (wearing gloves, gowns and masks).
- Keep my work area neat and clean.
- Report dirty, inoperable, unsafe conditions or equipment to the Service Response Center (688-9000).
- Keep hallways and other pathways free of clutter.
- Call Protective Services (688-2500) if there is a suspicious person or activity.
- Speak in low tones and avoid unnecessary noise.
- Turn down lights in the evening.
- Keep cell phones and beepers on vibrate mode.
- Safeguard patients’ safety, health and personal belongings. Call Patient Relations at 688-3430 to report or help find lost items.
- Get flu, hepatitis or other appropriate vaccines.
- Understand and follow the Joint Commission and Department of Public Health regulations and document everything that should be documented.

### I will value diversity and treat all people with respect.

#### I will...

- Interact in a positive, cooperative way with patients, visitors, co-workers and customers.
- Make others feel included and respected.
- Be sensitive about other cultures, races, rituals and religions.
- Speak directly to patients and family members; not about them.
- Not speak negatively about patients, families, colleagues or other customers.
- Make sure patients and family members can communicate in their own language.
- Praise publicly; offer constructive feedback or resolve disagreements privately.
- Thank people for their patience and understanding.
- Not judge, assume or generalize based on age, sex, race, culture or appearance.
- Respect patients’ rights.

### I will take action when things go wrong.

#### I will...

- **LISTEN, ACKNOWLEDGE, SYMPATHIZE AND THANK (LAST).**
- **LISTEN** attentively, ask questions to gain a full understanding of the situation, and not interrupt.
- **ACKNOWLEDGE** what the person is going through, express empathy, remain calm and neutral and avoid excuses.
- **SYMPATHIZE**, offer a sincere apology and refrain from blaming.
- **THANK** the person for the feedback and the opportunity to improve; explain how I will resolve the issue or that I will direct it to someone in a better position to do so.
- Involve the patient or family member in the solution and give them options if possible.
- If appropriate, give the upset patient or family member a small token of apology.
- Call for help when necessary.
- Make my supervisor aware of problems or call Patient Relations (688-3430) if I have not been able to resolve a problem.