

Your Compass

Non-employee Resources and Responsibilities



University of Mississippi Medical Center

Drug Free Environment

- UMMC is required as mandated by the Anti-Drug Abuse Act of 1988 to maintain a drug-free workplace
- Non-employees are expected to arrive in a condition free of the influence of tobacco, alcohol and drugs while they are on the property and to refrain from their use, possession or sale on UMMC property

Tobacco Treatment

- ACT Center Tobacco Treatment Program helps people quit using tobacco and stay quit using a proven, evidence-based approach.
- **Treatment involves:**
 - 1 Intake Session, to determine if this is the best program for you, and give you the opportunity to ask questions;
 - 6 Treatment Sessions, to get you the help you need, including developing skills to quit and stay quit; and
 - Follow-up Sessions, to increase your chances of staying quit permanently.
- **ALL COUNSELING AND MEDICATIONS ARE FREE TO MISSISSIPPI RESIDENTS**
- The ACT Center's main site is at the Jackson Medical Mall Thad Cochran Center. This clinic is open Monday through Friday from 8:00 am - 5:00 pm. Their contact number is 601.815.1180.
- Evening clinic hours are available as well.

Confidentiality

As an academic medical center, UMMC has a strong commitment to ensuring the confidentiality of all aspects of our business. Examples of confidential materials are the following:

- Patient medical and financial records
- Employee Records
- Student Records
- Financial and operating data of UMMC
- Any other information considered private or sensitive in nature and considered confidential
- Computer passwords are also considered confidential and are not to be shared with anyone

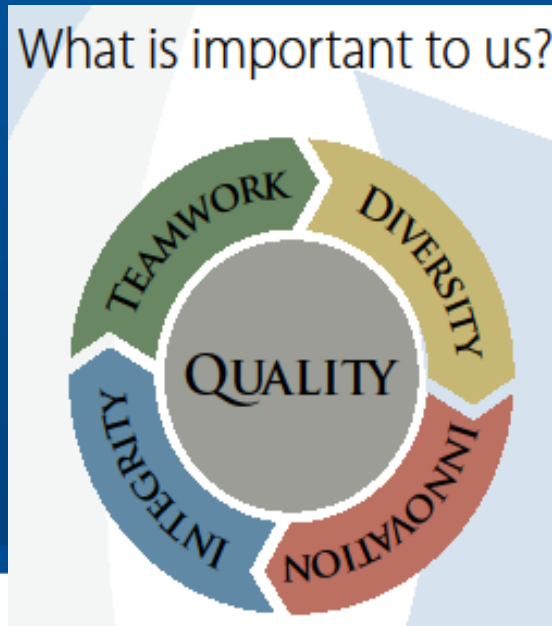
Any violations of this policy will result in disciplinary action up to and including dismissal.

UMMC: A Culture of Respect



[UMMC: A Culture of Respect](#)

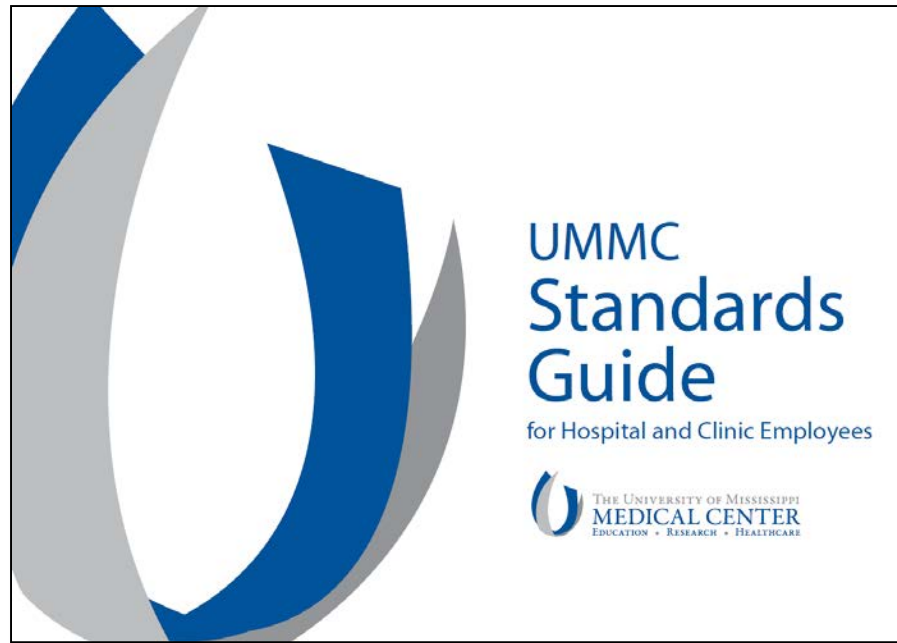
Standards Guide



University of Mississippi Medical Center

What is the UMMC Standards Guide?

- It is a document that outlines the professional expectations that UMMC has for all of its employees, volunteers and affiliated students.



What is so important about having those standards?

- Sets expectations for accountability and behavior
- Serves as guiding principles for our road to excellence
- Aligns our behaviors with our goals and values so that we can improve how we do what we do

Standards of Performance

QUALITY – *We will consistently meet and exceed customer expectations through a well-trained, motivated and well-equipped workforce.*

I will:

- Do the right thing at the right time in the right way.
- Ask if I don't know.
- Make sure that I follow up.
- Acquire the right skills and knowledge to achieve exceptional performance.
- Inspire confidence among our patients, their families and my co-workers.
- Anticipate others' needs.
- Ensure patients have a safe experience with us.
- Model professionalism through my attitude, aptitude, attendance, appearance and attention to others.

INTEGRITY – *We will treat all in an open, fair, honest and ethical manner.*

I will:

- Do what I say I will do.
- Take ownership of situations.
- Assure confidentiality and privacy.
- Demonstrate zero tolerance for rudeness.
- Never disagree in front of patients and family members.
- Communicate honestly and ethically using appropriate channels of communication.

INNOVATION – *We will improve the healthcare system by recognizing, rewarding and encouraging employee creativity.*

I will:

- Commit to go above and beyond what is expected.
- Explore new resources.
- Seek new ways to accomplish the work.
- Encourage and acknowledge the expression of new ideas.
- Find ways to reduce waste, rework and redundancy.
- Challenge processes.

DIVERSITY – *We will foster intellectual, racial, social and cultural diversity.*

I will:

- Seek first to understand.
- Be respectful of individual differences.
- Value different opinions and different points of view.
- Learn about cultural differences and how it impacts my work.

TEAMWORK – *We will support each other and promote collaboration.*

I will:

- Avoid making excuses and blaming others.
- Acknowledge and recognize the successes of others.
- Work with others to achieve our goals.
- Model team behavior.

The 5 A's of Professionalism

A*ttitude*
Does my behavior represent our Standards of Performance?

A*ptitude*
Do I have the skills that I need to excel at my job?

A*ttendance*
Do I arrive on time and am I ready to perform my duties?

A*ttention*
Do I attend to the needs of patients, families, visitors and co-workers?

A*pppearance*
Do I represent myself according to the expectations of UMMC?

Attend to others by:

Using the AIDET Model

Acknowledge the customer

- Smile, make eye contact and greet in a pleasant manner.

Introduce yourself

- State your name and role at the hospital.
- Highlight the skill and expertise of yourself and other team members.

Duration

- Give the customer an expectation of time.
- Inform the customer of the amount of time the procedure/process will take.

Explanation

- Keep the customer informed by explaining all processes and procedures.
- Assist customers by setting clear expectations of what will occur.

Thank the customer

- Consistently thank customers for their time and for choosing UMMC.
- Ask the customer if they have any questions or if there is anything else you can do for them.

Showing Consideration

- Communicate with patients' families in private areas.
- Maintain confidentiality of patient information.
- Say "Please" and "Thank you."
- When someone thanks you, say, "It's my pleasure."
- Provide assistance.

Showing Concern

- Anticipate possible problems.
- Acknowledge that there is a problem.
- Apologize that the person's expectations were not met.
- Explain what you can do to help.
- If there is a long wait say, "I realize that it may take some time before you are seen. Is there anything I can do for you?"

Inspiring Confidence

- Help problem solve.
- Avoid the blame game.
- Know where to go for answers.
- Assure the customer that we will provide the care they deserve.
- Ask if they need more assistance.

Giving Directions

- Be aware of people who appear to need assistance.
 - Approach them, smile, and say, "How may I assist you? I have the time."
- Avoid pointing the way when possible.
- Ensure that people get where they need to go.
 - Escort people to their destination.
 - Find someone who will escort them to their destination.

Professional Appearance

Professional appearance matters very much to our organization – to our patients, their families, and to other employees. Our attention to established policy expresses our commitment to the organization and to the services we provide. People pay attention to how UMMC employees present themselves.

Appearance



No ID badge

Untucked under T-shirt

Don't



ID badge appropriately displayed

Tucked under T-shirt

Do



No ID badge

T-shirt

Sleeve rolled

Untied shoes

Don't



Appropriate uniform

Do



T-shirt

Undesignated scrub color

Don't



Appropriate scrubs uniform

Do



Large earrings (larger than 1.5 inches)

Sleeveless shirt

ID badge inappropriately displayed

Skirt length

Flip flops

Don't



Appropriate earrings

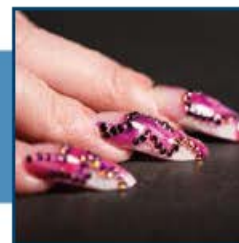
ID badge appropriately displayed

Skirt no higher than 2" above top of knee and no longer than ankles

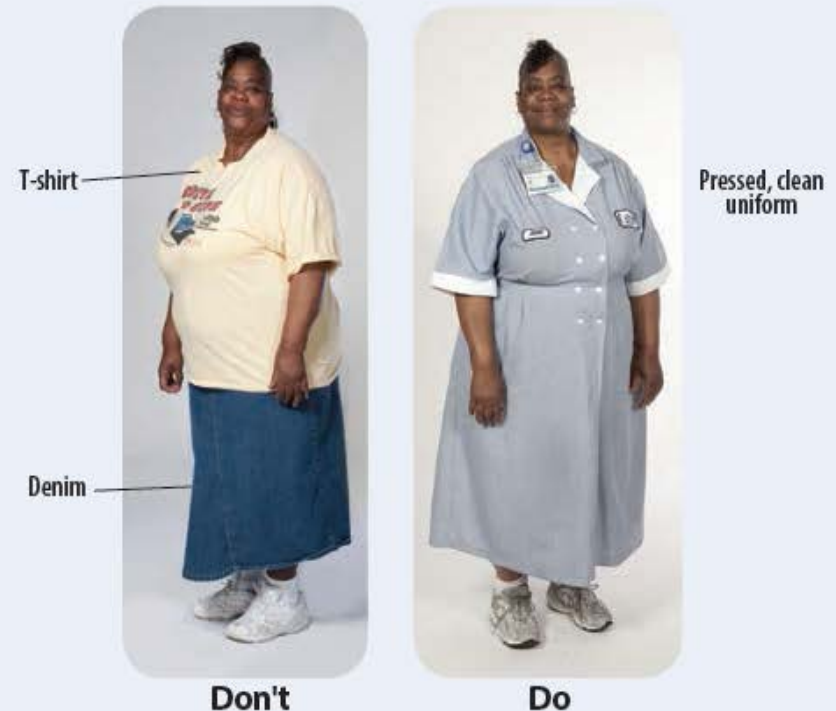
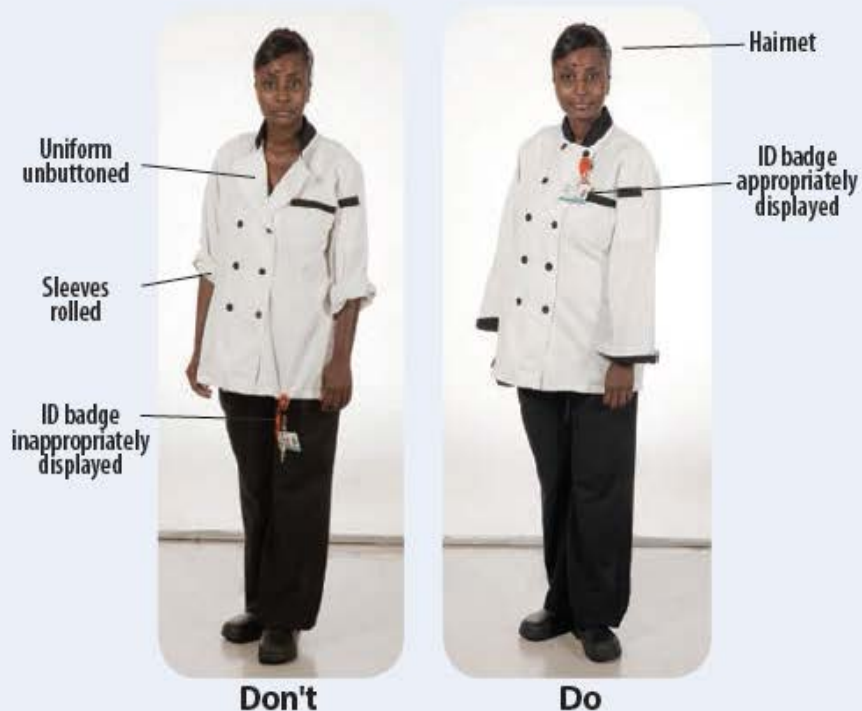
Appropriate dress shoes

Do

In the healthcare setting, nails should NOT be 1/4 inch past the tip of the finger.



Appearance



Slogan T-shirts, jackets and/or sweatshirts (including medical center apparel) are NOT acceptable.

Except for occasions with prior approval by UMMC Administration.



Sunglasses worn indoors

Shirt untucked

ID badge below waist



Don't

ID badge appropriately displayed

Shirt tucked with belt

Wrinkle-free khaki pants



Do

ID badge below waist

Blue jeans



Don't

ID badge appropriately displayed

Pressed pants



Do



Visible tattoos should be covered.

Appearance



Don't



Do



Don't



Do



All employees should be mindful of others' sensitivity to fragrances.

Etiquette

Anytime you are wearing an ID badge, you are a representative of UMMC. You are the public face to our customers.

Elevator Etiquette

We expect all staff, residents and students to employ these simple tips in order to improve customer satisfaction:

- **Patients and visitors come first** when boarding elevators.
- Reserve front elevators in the Adult Hospital for **patients and visitors**.
- Staff and visitors should **WAIT** for the next elevator when patients are being transported by stretcher or wheelchair.
- All staff, residents, and students should utilize staff elevators (where available).
- Staff should adhere to the **1, 2 RULE** - Use the stairs when traveling up **ONE** flight or down **TWO** flights of stairs.
- Allow persons to exit the elevator before entering.
- Hold the open-door button so others may step on.
- Maintain confidentiality and integrity - do not discuss patients, their care or work-related business on elevators.



Hallway Etiquette

- Cell phone usage, including texting, should be avoided.
- Make sure patients and visitors have the right of way. If a patient is being transported, in most cases, you should pause and allow the patient and transporter to pass.
- Do not crowd the hallways by walking in rows of three or more people. Keep group walk to a minimum.
- Halls should remain free of congestion.
- Inappropriate conversations, inappropriate language, horse play and other unprofessional behaviors are not permitted.
- If you see non-hazardous materials (i.e. cans, paper, etc.) on the floor, please pick it up. For all other materials, contact the appropriate personnel.
- Keep noise level to a minimum. Individuals should speak in conversational tone, not too loud or abrasive.

Business Telephone Etiquette

- Answer the phone within the first three rings.
- When answering the phone, smile, speak slowly, and offer a greeting, your department, your name and offer assistance.
Example: "Good morning, 12-North, this is Jane Doe, RN. How may I assist you?"
- Before placing a caller on hold, say, "May I place you on hold?"
- When transferring a call, tell the caller the number to which they will be transferred.



Cell Phone/Electronic Device Etiquette

- Cell phones should be on silent or vibrate.
- Blue tooth devices are not to be worn in work and public areas.
- Use a cell phone or electronic devices only if your job mandates, then use discreet ringtones and message alerts.
- Text messaging or e-mail conversations should not be done in work or public areas.
- No electronic devices with earphones, including but not limited to MP3 players, should be used in any work or public area.
- Only take and make personal calls while on break and away from work and public areas.
- While working, allow voicemail to record incoming calls for later listening.
- End an ongoing telephone call when a patient or visitor needs assistance.
- Don't use cell phones (including texting) during work while operating a vehicle.
- Adhere to all patient privacy rules and regulations.
- Safeguard confidential and sensitive information of any kind.

