

Voice of the Customer, Professionalism, & Standards of Performance



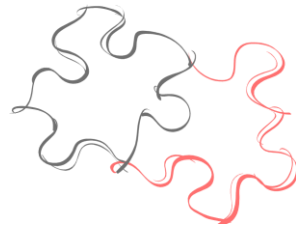
University of Mississippi Medical Center

Objectives

TO...

- recognize who the customer is
- discover how our customers experience our values
- identify the HCAHPS survey and determine how it impacts our work
- discuss professionalism and standards of performance
- identify ways employees can meet and exceed standards of performance

How do we capture the VOICE OF THE CUSTOMER?



Customer Care Connection

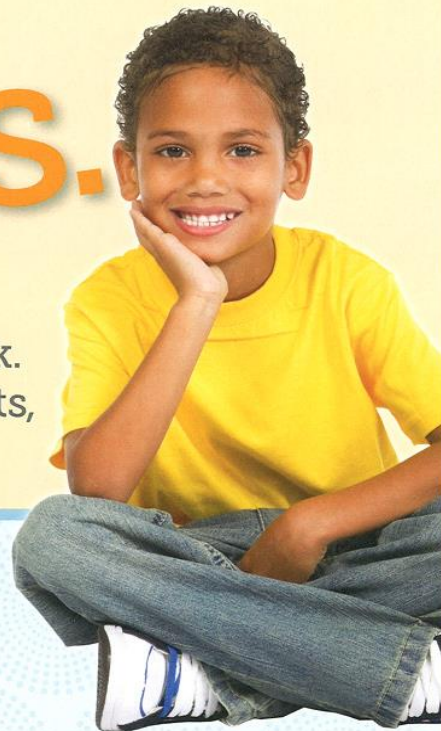
We Care for Kids.

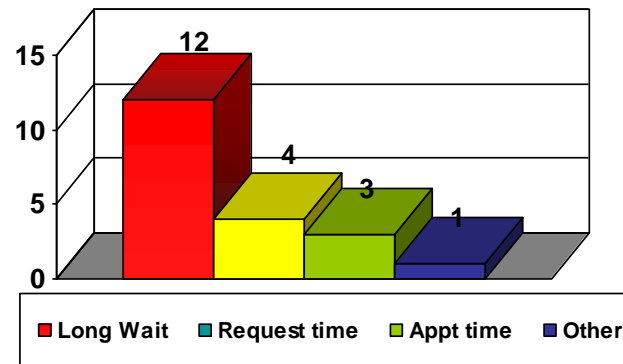
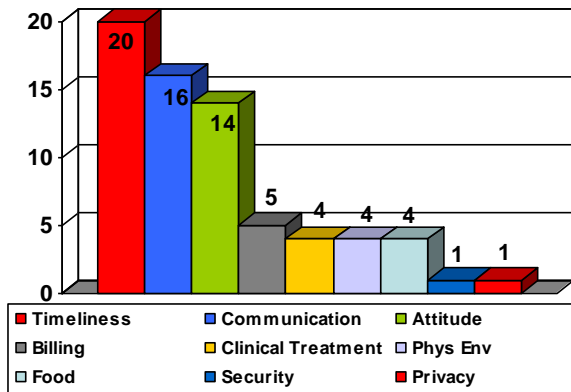
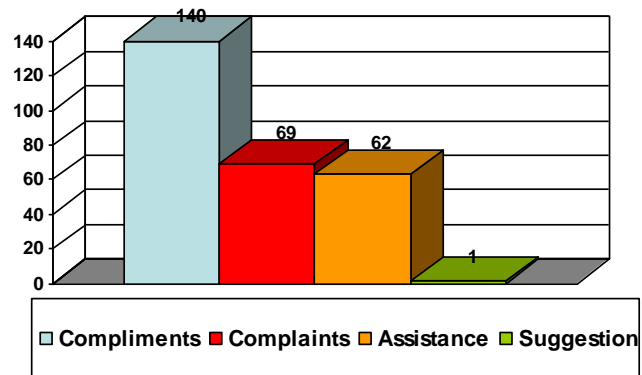
And we care about what you think.
Your ideas could help future patients,
so please share them with us.



Call 601-815-0123

Any time, day or night.





AWARDS

Appreciating Winning Attitudes and Rewarding Deserving Staff

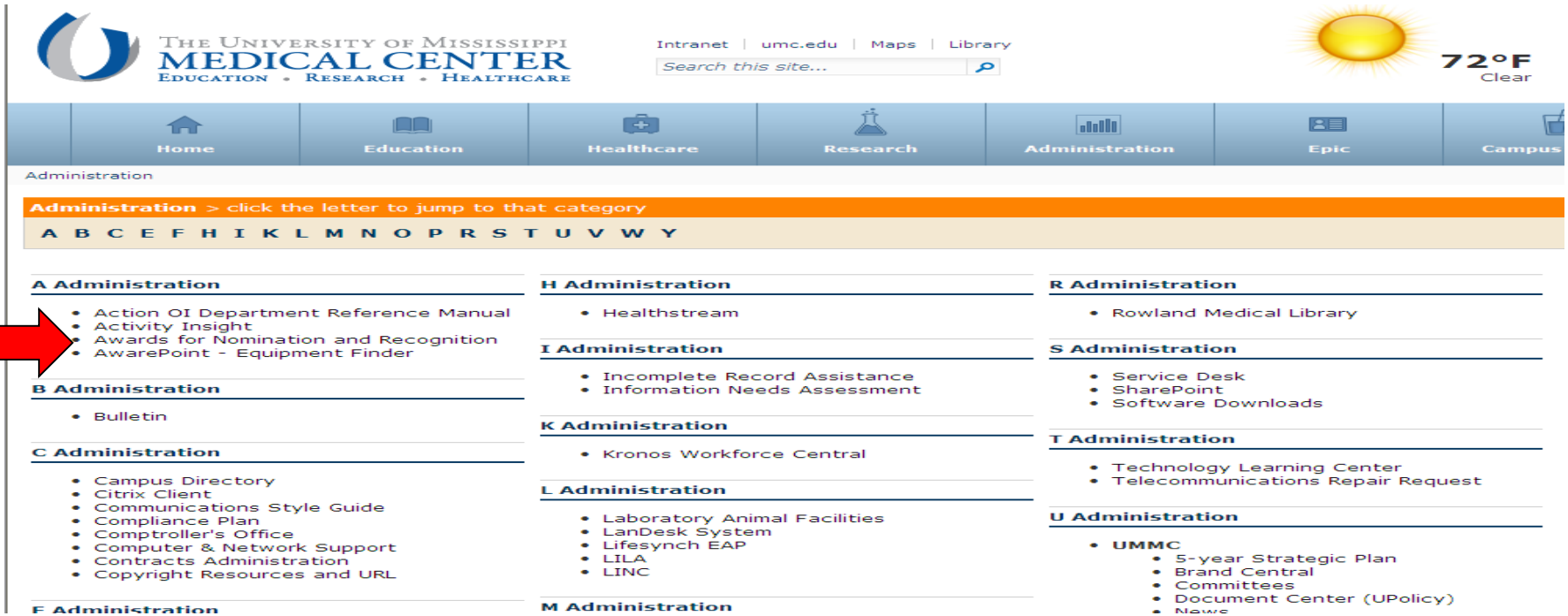


*Managers will receive copy
of all compliments
submitted for their staff.*

*Several avenues are used to
recognize employees.*

AWARDS Team

- The AWARDS link is located under Administration > Awards for Nomination and Recognition
- This site will provide staff with one location for the virtual suggestion box and the AWARDS site.



The screenshot displays the University of Mississippi Medical Center Intranet. At the top, the logo and name 'THE UNIVERSITY OF MISSISSIPPI MEDICAL CENTER' are visible, along with navigation links for Intranet, umc.edu, Maps, and Library. A search bar is also present. The main navigation bar includes links for Home, Education, Healthcare, Research, Administration, Epic, and Campus. Below this, a sub-navigation bar for 'Administration' is shown, with a prompt to 'click the letter to jump to that category'. A list of letters (A through Y) is provided for navigation. The 'A Administration' section is expanded, showing a list of links: Action OI Department Reference Manual, Activity Insight, Awards for Nomination and Recognition, and AwarePoint - Equipment Finder. A red arrow points to the 'Awards for Nomination and Recognition' link. Other sections like 'B Administration', 'C Administration', 'F Administration', 'H Administration', 'I Administration', 'K Administration', 'L Administration', 'M Administration', 'R Administration', 'S Administration', 'T Administration', and 'U Administration' are also visible, each with their respective links.

Administration > click the letter to jump to that category
A B C E F H I K L M N O P R S T U V W Y

A Administration

- Action OI Department Reference Manual
- Activity Insight
- Awards for Nomination and Recognition
- AwarePoint - Equipment Finder

B Administration

- Bulletin

C Administration

- Campus Directory
- Citrix Client
- Communications Style Guide
- Compliance Plan
- Comptroller's Office
- Computer & Network Support
- Contracts Administration
- Copyright Resources and URL

F Administration

H Administration

- Healthstream

I Administration

- Incomplete Record Assistance
- Information Needs Assessment

K Administration

- Kronos Workforce Central

L Administration

- Laboratory Animal Facilities
- LanDesk System
- Lifesynch EAP
- LILA
- LINC

M Administration

R Administration

- Rowland Medical Library

S Administration

- Service Desk
- SharePoint
- Software Downloads

T Administration

- Technology Learning Center
- Telecommunications Repair Request

U Administration

- UMMC
 - 5-year Strategic Plan
 - Brand Central
 - Committees
 - Document Center (UPolicy)
 - News

AWARDS Web Page

- By selecting the green plus icon, staff can enter an AWARDS nomination or compliment.

AWARDS Nominations and Bright Ideas

Administration

Virtual Suggestion Box AWARDS Nominations Bright Ideas

My AWARDS Nominations

Below you will find AWARDS Nominations you have submitted.

- To add a new nomination click the Add button
- You can track the progress of previously submitted nominations in the Status column.

Add nomination

Click on the column headers to sort. Type in the textboxes below each column to filter by text.

Nominee	Nominee Area/Group	Nomination Type	Above and Beyond	Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Julie Smith		Person		complete (blog)
Constance Suber		Person		complete (blog)

- Staff will be prompted to select the category of the submission. There are 5 categories. **Person, Group, Daisy Award, Children's Champion, or Good Catch.**

Compliment for Above Job Expectation

- Staff are asked if this is an act that was above the job expectation, or is this a compliment for a job well done.
- The AWARDS team and managers receive submissions.
- Compliments will be directed to a blog for all staff to view. The employee and manager receive an email notifying them they have been complimented. The email links them to the site.

Recognition Items

- A kit of supplies will be provided to supervisors to use at their discretion. The tool kit will contain the following:
 - Thank you notes
 - U-shine cards to be used in our food service areas in 1 and 5 point values.
 - Certain branded items will be available for off campus locations not able to utilize u-shine cards.
- If a manager runs out of the above items, they may request additional material from their HR Business Partner by completing a usage log.

Patient Rights



University of Mississippi Medical Center

Have you ever been a patient?

- Do you think you had certain rights when you were a patient?
 - The right to considerate, respectful care and recognition of personal dignity
 - The right to accept or refuse medical or surgical treatment
 - The right to personal and informational privacy, within the law
 - The right to make complaints regarding hospital services, which will not impact access to care
 - The right to be informed of hospital rules and regulations

Patient Rights

- Also include:
 - The right to participate in decisions involving the plan of care
 - The right to discuss ethical care issues and a consultation with the Ethics Committee
 - The right to be informed of adverse events resulting in injuries incurred during the course of clinical care
 - The right to pain management
 - The right to interpretation services



HCAHPS Patient Experience Survey



PRESS GANEY®

What is HCAHPS?

- Hospital Consumer Assessment of Healthcare Providers and Systems
 - A random sample of discharged patients receive a survey through the mail and email about how often different aspects of care were provided
 - The HCAHPS portion of the survey contains 22 questions, with additional Press Ganey questions assessing the patient's care
 - Patients receive surveys specific to their type of care (i.e., ICU stay, delivery of baby and surgical care)
 - Pediatric patients and ED patients receive a similar survey

Why Is HCAHPS Important?

- The HCAHPS questions are the same ones many people ask their family and friends when they have to choose a hospital.
- Information about other patients' experience of care is widely requested and understandable by patients.
- We are sharing the information because we hope consumers and patients will use the HCAHPS information as one of the many factors that go into making important health care decisions.
- Survey about patients' experience of their hospital care will be publicly available at the Web site *Hospital Compare* (<http://www.HospitalCompare.hhs.gov>).



PRESS GANEY®

Were YOU...

- Courteous/friendly
- Professional
- Quick to respond
- An effective communicator



PRESS GANEY®

Did WE offer...

- A clean environment
- Quality food service

Would our customer...

- *Recommend us to others?*
- *Return for future services?*

How do we benefit from
our customers' feedback?

The Voice of the Customer

"I recently visited a family member in your hospital and thought you may like to know how the visit went. I live in Atlanta, and work at one of the top teaching hospitals in the nation; so I know a lot about great customer service. However, my family and I received no assistance from your staff while we wandered the halls looking for the customer service desk to inquire about our loved one's room location. Apparently, we entered the hospital from the basement (which clearly stated "Hospital Entrance" from the parking deck) and we tried to follow the signs to the lobby. We passed approximately 12 employees, a few of which looked as if they wanted to offer assistance but they didn't say a word to us. Even with us standing by five employees next to an elevator in the basement, not one of them offered assistance as we stood there looking at the map and debating which way we needed to go. We finally came upon the information receptionist and she gave us great directions to the correct floor.

I must say I was very amazed at the lack of initiative by the employees to offer assistance. I know your administrative staff would be disappointed to know that not all of the employees are exemplifying your values of offering great customer service. And being a nurse myself, I know how busy the staff can be during the day, trying to make sure all of their tasks are completed. This, however, was not the case during my visit. By the elevator in the basement, two were reading the paper and three were laughing and talking together; along one corridor, two were involved in intimate conversation; in another corridor, two were pushing large carts of laundry; in yet another corridor three were sitting, talking about their shift.

This was my first visit to your facility, and it clearly was not the best. As I said before, I thought you should be aware. Thank you for your time today."

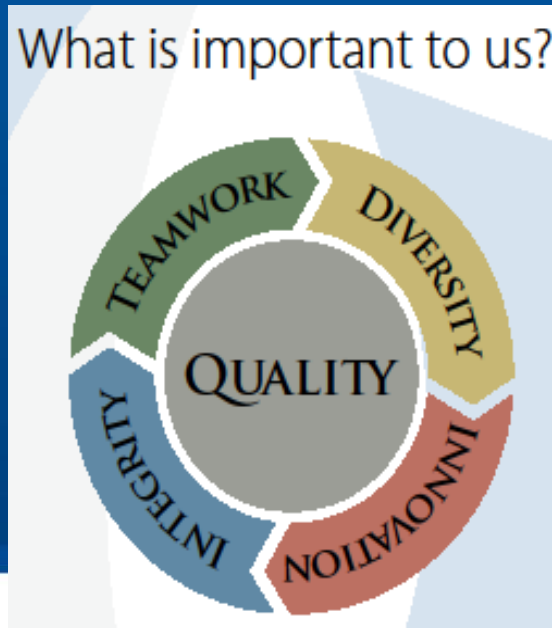
GREAT Service means...

- ***Anticipating** the needs and wants of our customers- all compliments and concerns are gold to us! **(Show concern)***
- ***Acknowledging** customer concerns, suggestions, compliments or comments. **(Show consideration)***
- ***Apologizing** to our customers and thank customers for bringing the concern to our attention when appropriate **(Show concern)***
- ***Amending** the concern by connecting the “problem with the people” who can resolve the issue efficiently and effectively. **(Inspiring confidence)***

Ethics Advisory Committee

- **Ethics Education**
- **Ethics Policies**
- **Ethics Consultation**
To place a consult: Call Social Work at 815-2800

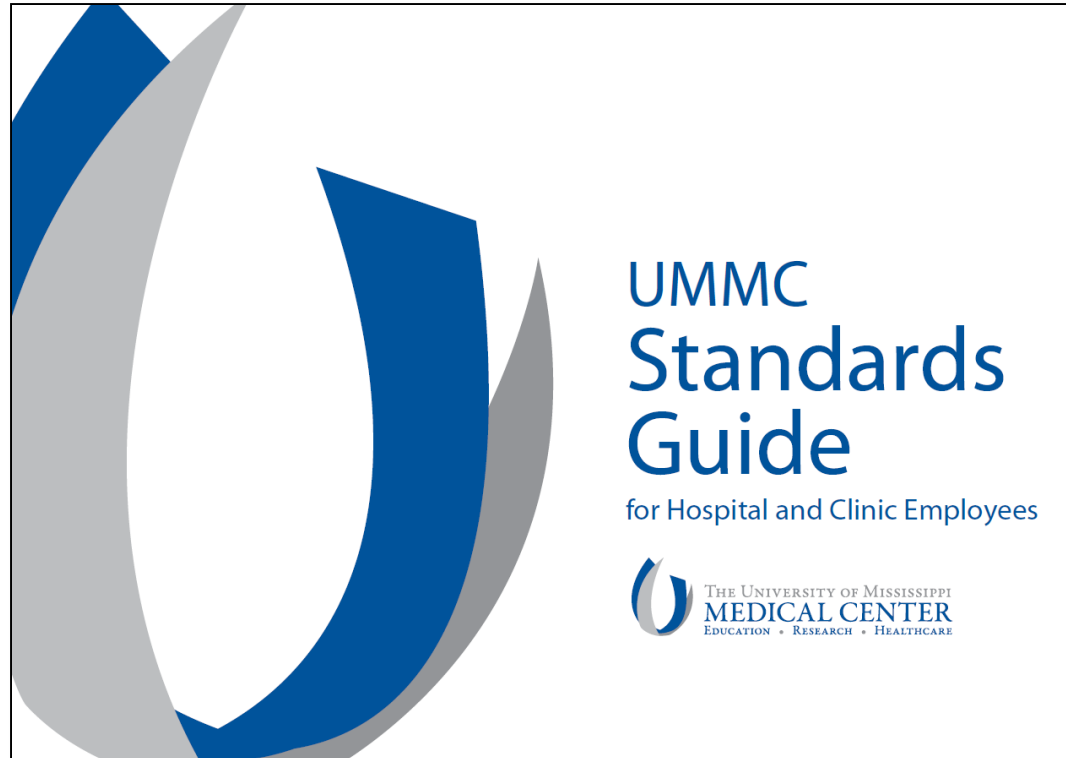
Standards Guide



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.



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 so that we can improve how we do what we do

Who is responsible for assuring we support and model these standards?

- We are all responsible (i.e., peer to peer accountability, leadership accountability, rounding, etc.)

UMMC Standards Guide

Please review the UMMC Standards Guide on the Non-Employee Orientation website.