

## **University HealthCare Alliance (UHA): My Commitment to Care**

At University HealthCare Alliance, it is our responsibility to treat patients, families, guests and each other with courtesy, dignity, respect and professionalism. This document sets out specific expectations for every employee of University HealthCare Alliance. These behaviors are in addition to the roles and responsibilities set out in your job description and will be part of your annual and ongoing performance evaluations.

### **UHA Patient Experience Vision**

*Healing humanity through science and compassion, one patient at a time.*

### **The practice of C-I-CARE**

Practice C-I-CARE when interacting with patients, their families, visitors, or internal departments.

- Connect with the patient and family members by addressing them as Mr./Ms., or by the name that they prefer.
- Introduce yourself and your role.
- Communicate what you are going to do, how long it is going to take, and how it will impact the patient.
- Ask and anticipate patient and/or family needs, questions or concerns.
- Respond to patient and/or family questions and requests with immediacy.
- Exit courteously and/or with an explanation of what will come next (or when you will be back to check on them).

### **World Class Practices**

#### **Caring and Compassion**

- Have a positive attitude, as expressed in your words and deeds.
- Show genuine interest and concern for others.
- Respect individual and cultural differences.
- Protect patient/client confidential information.
- Offer to help visitors get to their destination.

#### **Teamwork**

- Treat all patients as your patients. Help when and where you can.
- Support your team members and be ready to help if required.
- Transfer trust – speak positively about other coworkers and departments when making hand-offs.
- Finish assignments on time and keep commitments.
- Do not initiate or participate in damaging, demeaning, and disrespectful conversations

#### **Communication**

- Conduct all interactions with a positive tone.
- Provide feedback in private and in a constructive manner.
- Practice attentive and active listening; be patient and hear people out.
- Apologize for problems, inconveniences, and delays in service. Avoid blaming other departments.
- Speak only in English or the patient's native language when you are with patients.

#### **Professionalism and Pride**

- Make eye contact and smile with patients, family, visitors, and co-workers. Offer a greeting.
- Maintain professional appearance while in the workplace. Adhere to organizational dress code standards. Keep name badges visible and forward-facing.
- Speak in moderate tones; be aware of the level of your voice in the hallways, elevators, work areas, and patient waiting/reception areas.
- Demonstrate pride in UHA by keeping work areas clean and safe.
- Limit personal communications to break times and in designated areas.