

# **The Scheurer Way**

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# Behavior Standards // R.E.S.P.E.C.T.

- Promotes the vision, mission and values of Scheurer
- These standards were developed by Scheurer team members who work throughout the organization.
- We ask all employees to commit to and model these behaviors allowing us to provide the very BEST care to our patients, our community and each other.



 THE **SCHEURER** WAY

**RESPECT**

# **Recognize Your Peers**

- Respect Teammates
  - Show consideration by treating everyone as important
  - No harmful conversations
  - Treat fairly regardless of a persons title
- Provide positive feedback to teammates for their quality of work



# Banning Blame

- Eliminate blaming communication by removing “we vs. they” statements
- Lead by example: Be the first to admit mistakes and take responsibility for them
- Work together: Avoid negative communication about others

# Why Do We Ban Blame?

- Great way to build a positive work environment
- Build stronger relationships between departments
- We can not build up coworkers if we continue to blame them for everything that goes wrong

# How Do We Ban Blame?

## **Words to lose**

- You need to calm down.
- This won't hurt at all.
- It's not my job.
- We are short staffed.
- It's not so bad.

## **Words to choose**

- Let me understand your concerns.
- You may have some discomfort.
- Let me get someone to help you.
- I will be with you as soon as I can.
- This must be difficult.



# Managing Up

- By speaking positively of each other, we are reassuring our patients that we trust each other.
- Our patients will then trust our team and feel like they are receiving safe care.

# Why Do We Manage Up?

- Managing up transfers a patient's trust from one caregiver to another to decrease anxiety.
- Provides an opportunity to communicate positive information about other caregivers or services.
- A happy patient will come back.
- It's the right thing to do!

# How Do We Manage Up?

- Managing up is simply positioning others in a positive light.
- The opportunities to manage up are endless.



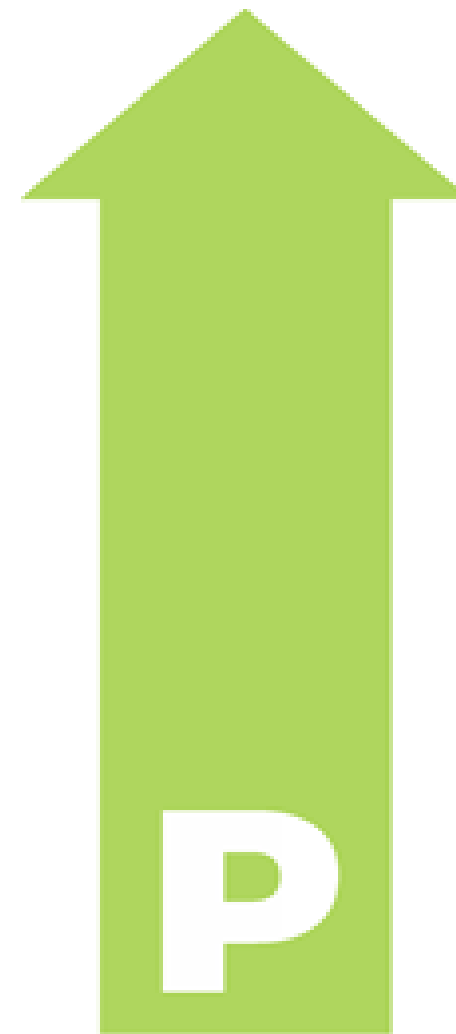
*Hello*



*Explain*



*Listen*



*Pass it on!*

# Hello

- Knock upon entering a room
- Introduce yourself and your role
- Hi in the hallway

# **Explain & Express**

- Explain procedure/task being performed and anyone additional that will be involved.
- Communicate unexpected delays and apologize for any inconvenience.
- Express gratitude for choosing Scheurer.

# Listen

- Encourage patients/customers to express what is important to them.
- Let them have a voice in their care.
- Listen to any cares and concerns they have.
- Involve the patient and family members.

# **Pass it on**

- Communication is key.
- Set aside personal differences and communicate professionally.
- If needed, involve the addition interdisciplinary team members.
- Remember, all information received is important to pass on.



 THE **SCHEURER** WAY

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# **Encourage Communication**

- Support a free exchange of ideas, opinions and information



# AIDET

- **Acknowledge**
  - Make eye contact, smile and say hello to co-workers and customers
- **Introduce**
  - Wear name badge visibly and verbalize name and responsibility
- **Duration**
  - Provide time frames for follow-up or next steps in service and updates
- **Explain**
  - Actively listen and explain things in an understandable manner
- **Thank**
  - Recognize, praise and thank our customers and teammates



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# **Strengthen Responsibility**

- Perform expected job duties productively and efficiently.
- Be accountable, professional, trustworthy and honest.
- Attend and participate in department and organization meetings.
- Adhere to the dress code and display excellent personal hygiene.
- Arrive ready to work on time in accordance to the attendance policy.



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# **Professional Communication**

- Check Scheurer emails at least once per shift.
- Refrain from texting during a meeting or while in the hallway.
- When discussing patient care, choose a private area to protect their information.

# Telephone Etiquette





# Why Telephone Etiquette?

- The first impression of our hospital, clinic or department is likely an interaction on the telephone.
- This will allow the customer calling Scheurer to feel we are competent, confident and highly skilled people who want to care for them.

# What Do I Say?

- Answer phone within three rings.
- Refrain from chewing gum, eating or typing while on the phone.
- Introduce oneself by name and department with a smile.
- Ask for approval before placing caller on hold and provide number to caller before transferring.
- You are the first voice our customer hears.
- Close the loop/conversation.



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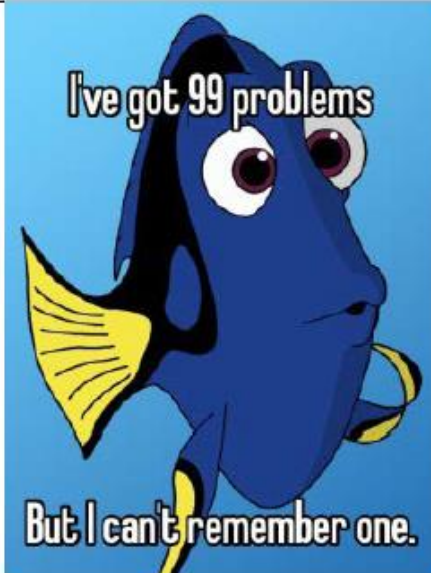

# **Emphasize Putting Customer First**

- Treat everyone as if they are the most important person in our organization.
- Customers are everyone from coworkers to patients/residents.
- Allow the other right of way when entering or exiting doorways.
- Anticipate customers' needs whenever possible.
  - Ask if there is anything else that might be needed before leaving room.

# **Emphasize Putting Customer First**

- Acknowledge everyone with care, compassion and empathy.
- Respect customer privacy and treat them with dignity.
- Ensure customers understand directions by using teach back.

**“Tell me and I forget. Teach me and I remember.  
Involve me and I learn.” -Benjamin Franklin**

How you feel after talking to your patient	What your patient heard	What your patient remembers	How you look when you hear what your patient did instead of your instructions
			

# What Is Teach Back?

- A method for ensuring understanding in a non-shaming way.
- Asking patients to explain in their own words what they need to know or do.
- An indication of how well you communicated information
  - Not a “test” of the patient/learner
- A chance to check understanding and if necessary, re-explain and check again.
- An evidenced-based approach to improving patient-provider communication and patient health outcomes.

# 10 Key Elements of Using Teach Back Effectively:

1. Use a caring tone of voice and attitude.
2. Display comfortable body language and make eye contact.
3. Use plain language.
4. Ask the patient to explain back, using their own words.
5. Use non-shaming, open-ended questions.



# 10 Key Elements of Using Teach Back Effectively:

6. Avoid questions that can be answered with a simple "yes" or "no."
7. Emphasize that the responsibility to explain clearly is on you, the provider.
8. If the patient is not able to teach back correctly, explain again and re-check.
9. Use reader-friendly print materials to support learning.
10. Document use of, and the patient response to, teach back

# What Do We Gain From Teach Back?

- Helps prevent gaps in understanding.
- Reduced medication errors after hospital discharges
- Learners become more engaged in self-managing their care.
- Healthcare providers could more easily identify when people did not understand.
- Promotes conversation and leads to greater rapport and trust.



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# **Communicating Questions, Concerns and Complaints**

- Talk to your immediate leader
- If you are not comfortable with your leader or not an adequate response, talk with another member of leadership or Human Resources
- Still have questions, contact Corporate Compliance Officer
- Call Concern Hotline 989.453.4468 (4HOT)
- Concern tab on Scheurer intranet portal
- Complete paper concern/suggestion form and forward it to Quality Improvement

# Occurrence Reports

- Everyone has a responsibility to keep each other, our patients, residents and visitors safe.
- When an event does not go as anticipated, such as slips, trips, falls, bruises, skin tears, medication errors, equipment failure, or adverse reactions to treatment, "near misses or great catches" and sentinel events should ALL be reported

# Where Do I Find Occurrence Reports?

- Go to Scheurer portal page find “Occurrence Form” on the top banner.
- Print and fill out with details of the occurrence.
- Forward completed reports to supervisor.

# How Are Occurrence Reports Used?

- Data from occurrence reports are tracked for quality assurance purposes.
- They bring problems to light in a non-threatening way.
- They alert leadership of the potential need for further attention or investigation.
- Can be a catalyst for changing practice or procedure.

# What Are Great Catches And Sentinel Events?

- Great Catches or Near Misses
  - When an event or situation could of resulted in an accident, injury or illness but was averted by either chance or timely intervention and did not result in any harm or injury.
- Sentinel Events or Never Events
  - Is a patient safety event that results in death, permanent harm or severe temporary harm with intervention required to sustain life.
  - Our last sentinel event was on July 19, 2019.



# Scheurer Check-In

- Why do we have Scheurer Check-In? Because every patient deserves our best!
- Twice a week huddle of leaders and guests that takes less than 15 minutes on Mondays and Thursday to discuss and identify safety issues from the previous week or anticipated issues for the upcoming days.
- Why? To promote transparency and increase awareness of safety issues throughout Scheurer.



# Service Recovery

- Whose job is it?
- How do we do it?

# Service Recovery

- When a customer shares a concern with you, take responsibility for acting on the concern.
- Listen with empathy
  - Validate their feelings
  - Put yourself in their shoes
  - Hear them out
  - Ask questions to clarify and summarize key points to ensure your understanding
- Apologize
  - Be sincere
  - Maintain emotions by remaining calm
  - Do not place blame

# Service Recovery

- Resolve the concern whenever possible.
  - State the specific steps you are taking to resolve the issues
  - Follow-up and make sure the customer leaves satisfied
  - Thank the customer for sharing their concern
- If you are unable to resolve the concern, what next?
  - Let the customer know that you are unable resolve the concern and who will be contacting them from leadership to help resolve the concern
  - Notify your leader or the department leader of the concern

# Things To Remember About Service Recovery

- Important to remember there will have been a chain of events that lead up to each and every customer having a concern and them to act the way they are acting.
- Knowing this will help you remain objective and solution-focused when the customer comes to you for help.



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# Teamwork and Excellence

- Take time to recognize my coworker's accomplishments and hard work that makes Scheurer the best place to work, practice medicine and receive care.
- Provide common courtesies (say "please" and "thank you", etc.)
- It is an expectation that we walk our customers to their destinations if assistance is needed.
- Welcome new employees to Scheurer.

# **Teamwork and Excellence**

- Go above and beyond to provide the best Scheurer experience for everyone.
- Take initiative to promote teamwork in accomplishing mutual goals.
- Promote up other coworkers and departments.
- Demonstrate the mission, vision and values of the organization on a daily basis.



# Scheurer Shout Outs!



RECIPIENT NAME \_\_\_\_\_

You have received a Shout Out for being an inspiration to all!

☐ **R.E.S.P.E.C.T.**

You were demonstrating our Guiding Values and RESPECT Standards of Behavior

☐ **THE SCHEURER WAY**

You were a positive example of The Scheurer Way culture

☐ **MANAGING UP** | Talking up a teammate in front of a customer

☐ **BANNING BLAME** | Stopping negative conversation and the blaming of others

☐ **TEAMWORK**

You were helping others or performing tasks above and beyond of your job description

PLEASE EXPLAIN WHY YOU ARE RECOGNIZING THIS TEAMMATE

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**Be the reason someone  
feels welcome, seen,  
heard, valued, loved, and  
supported.**



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