Objective ................................................. .61
Composition ........................................... .61
Key Actions ............................................. .61
Process ................................................... .62
  • Targets
  • First Month Targets ............................... .64
  • Second Month Targets ......................... .64
  • Third Month Targets ............................. .64
  • Second Quarter Targets ....................... .64
  • During the remainder of the first year ....... .64
  • First Year Accomplishments .................. .64
Samples and Tools ................................. .65
  • Sample 1: 90-Day Work Plan for the Standards Team ....... .65
  • Sample 2: Standards Exercise .................. .66
  • Sample 3: Standards of Performance .......... .67
  • Sample 4: Standards of Performance .......... .68
  • Sample 5: Examples Standards Categories ... .70
  • Sample 6: Example of Standards ............... .71
  • Sample 7: Example of a Standards Roll Out Letter .... .75
  • Sample 8: Standard of the Month Example .... .76
Objective
This team’s job is to create and to broadcast clear standards of behavior so that everyone in
the organization knows and understands the actions the organization expects an employee to
model. Their mission is twofold: To 1. Develop and 2. Integrate into the hospital’s culture the
standards that will support service excellence. The Standards team is responsible for
“connecting the dots” — helping everyone to understand that his or her individual behavior
has an impact on patient care and that each employee is responsible for the hospital’s
success.

Composition
The team should be a cross-section of about ten hospital employees, including physicians.
Because the Standards will touch the lives of all employees by establishing the behaviors that
will be expected of everyone, it is important that representatives of the entire hospital
workforce are included. If employees feel they had a voice in the development of the
Standards, they will view the Standards as practical and valuable, as opposed to viewing the
Standards as the latest management tool.

Members of the Standards team must be employees who are ethical and respected. Regardless
of their position at the hospital, they must be people who are perceived by their peers as
workers who value the mission of the hospital and care about the patients. Team members
should have a strong work ethic and be able to articulate their ideas. They must also be
expressions of the behavior the Standards describe; they must “walk the talk.” All members of
this team should be aware of their responsibility to express through their actions the values
that they develop.

Key Actions
- Meet weekly until Standards are fully implemented, then as needed
- Define standards of behavior that will achieve the vision and mission of the hospital
- Develop a commitment statement that lists preferred hospital behaviors for all
  employees to sign
- Create an ongoing awareness of standards and the relationship between standards and
  optimal patient care
- Work with HR on incorporating these standards into both the hiring process and
  evaluations
- Work with HR to ensure that a corrective action policy is in place to support the
  standards and compliance with them
- Help individual leaders to roll out the standards and help them train their employees
  to link individual behavior to hospital excellence
Process

1. Start with the mission or value statement. The mission and value statements represent what your organization is trying to achieve. The Standards will chart the manner in which employees will accomplish this. An example of this process of evolving standards is shown in Sample 1, A 90-Day Work Plan.

2. Review the mission/value statement, and then brainstorm, first with the team members’ departments and then with each other, the behaviors that will make the mission statement a reality. One device that might help start this process is in Sample 2, Standards Exercise. Gather the results and compile them into similar groupings.

3. Developing these standards of behavior as a team ensures that they are realistic; we value standards developed by our peers because we feel they understand the reality of our working world. All employees should feel represented on the team so that everyone feels that the final product can be used as a real life tool for improvement. Be aware your team represents the entire workforce as you translate core values into specific behaviors; the Standards need to be both workable and applicable for everyone.

4. Draft Standards with the aid of the resources already in existence. Effective standards will reflect behaviors already exhibited by caring professionals; so some of the team’s ideas will be based on observation of exemplary employees. Another important resource for Standards development is the policies already in place that people may not be aware of or may not understand. Applicable documents might include dress codes, guides to how to answer the phone, plans for service recovery. Gather these documents together and review them. Drill down these directives to the core values they represent, and then build out specific behaviors based on each value. One function of the Standards is that they solidify the standards the hospital may already have been endorsing into one place, so that these values can be endorsed and publicized. Look at Samples 3, 4, 5, and 6 for ideas and examples of what other organizations developed.

5. Standards describe desired behaviors and clearly define the expectations of the hospital. Strong standards will not only clarify expectations for existing employees, they will let prospective employees accurately evaluate whether or not they can fit with the hospital's culture. As the team develops the Standards, they should try to define the work process that would be ideal, describing how the work would flow, contributing responsibilities, and the outcomes of the ideal state. The ideal state would focus on providing:

   - Exactly what the customer needs—defect free
   - Care customized to each individual patient, delivered one request at a time
   - Care on demand, exactly as requested
   - Immediate response to request, problems, or changes
   - No waste of time, effort, energy, materials, dollars, or any other resource
   - A safe environment, physically, emotionally, and professionally for all patients, customers, coworkers, and physicians.
Studer Group Guide: Standards may be easier to tackle if you break them down into areas of concern. Some common areas of values are:

- Caring and courtesy/responsiveness
- Accountability
- Teamwork
- Communication
- Customer service
- Appearance
- Attitude

Remember, though, that these are values, not standards. Effective Standards are SPECIFIC and OBSERVABLE.

Always ask, “What does it look like?” The answer is your Standard. In other words, “Good attitude” is not specific or observable. What does it look like? How do we know an employee has a “good attitude”? “Makes eye contact with patients and coworkers” is a specific and observable behavior; an effective Standard.

6. When the team has drafted the Standards, they can host employee focus groups for input and suggestions before forwarding them to the senior leaders and the CEO for review.

7. After the Standards have been developed and approved, the Standards team is responsible for presenting these Standards. How the Standards are rolled out will affect how they are received. If the rollout is casual and low key, the perception may be that Standards are not an important part of creating a culture of excellence. If the rollout is inclusive of everyone, endorsed by management, and presented with fanfare, the perception will be that these are valuable tools that need to be understood and lived in the hospital. See Samples 7 and 8 for ideas on how to effectively present Standards.

8. Reinforce the Standards. The Standards must become a visible part of the hospital culture. The team should consider every opportunity for communicating the standards and educating employees how the standards can be expressed in actions. Having a Standard of the Month, as in Sample 8, helps reinforce behaviors associated with each standard. Signs in the cafeteria, pledge cards for wallets, postings in elevators are all ways of bringing the Standards to everyone’s attention and increasing awareness. Always “connect the dots” between the Standards and quality patient care, or the Standards will seem coercive instead of supportive. Emphasize that Standards are important for every area of the facility. (See an example of Standards for an Outpatient or medical group under Patient Satisfaction Teams: Medical Group/Outpatient Section.)
First Month Targets

- Review and benchmark other organizations’ “Standards of Behavior.”
- Review patient satisfaction data to help identify needed areas for Standards.
- Develop a draft copy of your “Standards,” making certain they are SPECIFIC AND OBSERVABLE.
- Circulate the draft through each department for employee input.
- Combine input and develop a team-approved list of Standards.
- Send team’s list to Steering Committee Senior Leaders for approval.

Second Month Targets

- Plan employee event around the CEO and the senior leaders BEING THE FIRST TO SIGN signing the “Standards of Behavior.”
- Make revisions to the DRAFT Standards.
- Create statement for all employees to sign, indicating their endorsement of the “Standards of Behavior.” *(See Sample 7)*
- Make individual Standards pledge cards for each employee to sign and carry.
- Develop a policy to require all new hires to sign the “Standards of Behavior” prior to completing a job application.

Third Month Targets

- Present the CEO/Steering Team signing event.
- Participate in the rollout of the Standards at the Employee Forums and activities.
- Start planning a “Standards Week” during which all employees will read, sign, and publicize the new Standards. Develop a “Standard of the month” schedule and advertise one standard monthly. Plan how to reward or recognize those who live the designated Standard.
- Before the end of the fourth month, present “Standards Week.”

Second Quarter Targets

- Begin to roll out the “Standard of the Month,” as shown in Sample 8.
- Create and implement fun learning activities to reinforce the Standard.
- Reward and recognize employees who exhibit the Standard.
- Ask each department manager to introduce and reinforce the Standards to their employees and answer questions.

During the remainder of the first year

- Continue to roll out a Standard for each month.
- Reinforce and recognize the “living” of the Standard.
- Continue to emphasize through fun and creative activities the importance of the Standards to excellent patient care.
- Ensure that all employees and prospective employees have signed the Standards pledge.
- Ensure that Standards are visible throughout the hospital.

First Year Accomplishments

- Employees express in their actions the behaviors outlined in the Standards.
- Every employee can identify the relationship between the Standards and excellent patient care.
- Select a new team leader and begin to rotate new members onto the team.
- Celebrate team’s accomplishments and generate excitement for the coming year.
Samples and Tools
Following are Samples of Standards and ideas for their reinforcement that hospitals have used and found effective.

Sample 1: 90-Day Work Plan for the Standards Team

<table>
<thead>
<tr>
<th>Week</th>
<th>Milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Opening Meeting: Welcome and Introductions. Establish ground rules and buddy list. Review preliminary timeline set by leader. Review “What is a Standard” and brainstorm to create a working list. Homework: Analyze tools and policies in place. Bring to next meeting.</td>
</tr>
<tr>
<td>Week 2</td>
<td>Ground rules reviewed. Place the Brainstorm list into the five value statements. Review system tools and policies. Create a parking lot for issues. Homework: Edit list and note the link to our value statements.</td>
</tr>
<tr>
<td>Week 3</td>
<td>Begin to discuss formatting for presentation. Continue to work the list of standards. Assign values to buddy teams for “intent statements”</td>
</tr>
<tr>
<td>Week 4</td>
<td>Begin to write our statements into action statements. Reinforce definable and measurable!</td>
</tr>
<tr>
<td>Week 5</td>
<td>Teams present intent statements and introductory action statements.</td>
</tr>
<tr>
<td>Week 6</td>
<td>Prepare for leadership development update. Decision: No more than 15 action statements for each value. Keep patient care and excellence in focus. Review timeline for the next 6 weeks. Clearly list work to be completed with the end in sight!!!!</td>
</tr>
<tr>
<td>Week 7</td>
<td>Near final drafts of standards are due. Begin to plan the focus groups to test the standards with. Assign a “printing” sub group for investigation of expenses and format options.</td>
</tr>
<tr>
<td>Week 8</td>
<td>Continue to edit the standards. Focus on content idea vs. wording preferences. Assign communications liaison.</td>
</tr>
<tr>
<td>Week 9</td>
<td>Continue to edit the standards with close attention to detail, sentence structure and tense. Give thought to a roll out theme.</td>
</tr>
<tr>
<td>Week 10</td>
<td>Brainstorm roll out themes. Begin to plan communication for communication team. Review printing work to date. Edit standards. On near final draft, obtain CEO approval. Edit and send to team for last look.</td>
</tr>
<tr>
<td>Week 11</td>
<td>Finalize printing format and expenses within budget. Formalize roll out. Assign homework for roll out</td>
</tr>
<tr>
<td>Week 12</td>
<td>Present to leadership and organization. Begin planning “Standard of the month”</td>
</tr>
</tbody>
</table>
Sample 2: Standards Exercise

STANDARDS EXERCISE
What are the characteristics of a “star performer?”

Overview: Creating a culture of service excellence is the foundation for success at our facility. Our goals are to meet and exceed the expectations of our employees, patients, physicians and community. Every employee has a role and is key to the overall success. The purpose of this exercise is to highlight behaviors that are consistently identified in top performing employees.

Objectives:
- To identify those personality traits that are characteristic of top-performing employees
- To identify behaviors that separate the ‘good’ employees from the ‘great’ employees
- To identify “service behaviors” that are consistent with achieving a culture of service excellence

Process:
- Break into your individual work groups
- Appoint a facilitator (spokesperson), record keeper and time keeper
- Brainstorm traits common in those people you enjoy working with the most (i.e., kind, respectful, smart). List these on one side of a flipchart
- Identify service behaviors that are consistent with these traits. List them on the flipchart.

<table>
<thead>
<tr>
<th>Personality traits</th>
<th>Service Behaviors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respectful</td>
<td>Treats all employees with courtesy regardless of position</td>
</tr>
<tr>
<td>Competent</td>
<td>Attends all department meetings, employee forums and educational in-services</td>
</tr>
</tbody>
</table>

Ideas to spark your creativity:
- Think about the people you most enjoy working with
- Think about those people you don’t enjoy working with and why
- Think about behavioral characteristics the top performers have in common
- Think about those people you would like dealing with your family member-why?
HOSPITAL A

GUEST RELATIONS GUIDELINES

We will be courteous on the telephone:
- Answer the telephone within three rings.
- Screen calls with the phrase, “May I say who’s calling?”
- Use the caller’s name if you know it.
- Use a tone of voice that is alert, pleasant, distinct and expressive.
- Don’t eat, drink, chew gum or smoke while you’re talking on the telephone.
- Avoid phrases like “OK”, “Yeah”, “Hold on”, “Honey”, “See ya.”

We will make a positive first impression:
- Make eye contact with the person.
- Speak first with a friendly greeting.
- Ask an open-ended question, such as “How may I be of help to you?”
- Use the person’s name as soon as you have heard it or as it is written.
- Sense the person’s feeling.
- Don’t criticize a visitor.

We will care for our patients in a kind and professional manner:
- Maintain eye contact with the patient.
- Be courteous and friendly in speaking and in “body language.”
- Introduce yourself to the patient and tell him your job title.
- Keep the patient’s care confidential. Don’t discuss his care in public places, such as elevators.
- Tell the patient what care and services to expect. Give the patients the opportunity to consent to or refuse the care or activity.
Sample 4: Standards of Performance

**HOSPITAL B**

**Positive ATTITUDE**
Hospital B is committed to providing excellent service to our customers. Every customer will be greeted with positive eye contact and an appropriate smile. We will always welcome our customers with a friendly and positive attitude, projecting our commitment to excellence. All customers will be greeted in an appropriate manner. This standard applies equally to all employees in their interactions internally and externally to all customers.

**PRIVACY/CONFIDENTIALITY**
Hospital B is committed to promoting an awareness of the importance of our customer/patient’s right to privacy, dignity and modesty by creating and maintaining a secure and trusting environment. Any and all conversations, which contain patient information, will be conducted with discretion. We will continue to educate and reinforce our “Mum’s the Word” campaign with all our employees and physicians.

**Excellent PHONE ETIQUETTE**
Hospital B is committed to ensuring that all customers receive the same high level of excellence in telephone courtesy within all departments. The phones will be answered in a friendly manner, giving your name, department and pleasantry at all times. All staff will be required to answer departmental telephones within three (3) rings. We will not put customers on hold without asking and receiving an answer of approval first. Callers on hold will be acknowledged every thirty seconds. Whenever possible voice mail will not be utilized during normal business hours of operation. After normal business hours an alternative phone number will be used or means of reaching a person in an emergency situation will be noted on the recording. All voice mail messages will be returned within 24 hours or the next business day.

**Professional APPEARANCE**
Our appearance reflects the competent, professional and approachable attitude of all our staff. Employee’s attire will always be tasteful, discrete and professional. Employees will adhere to departmental uniform codes, if applicable. Otherwise clothing befitting professionals will be the standard. All staff will have their photo identification badges at eye level, to help identify them and assist in providing information and support to our patients/customers. Our working environments will be well maintained, clean and uncluttered. It is all of the staff’s responsibility to ensure the cleanliness and safety of public corridors and the outside grounds.

**Providing Direction: CUSTOMER ACKNOWLEDGEMENT**
We will actively listen when customers ask for directions and for help accessing our services either by telephone or when they visit our campus. We will be courteous, friendly and helpful when responding to those needs. Customers will be treated with personalized attention.

**Customer EDUCATION and INFORMATION**
We will provide our patients/customers with the comprehensive information they need to make positive, personal healthcare choices. We will educate and inform our patients to maximize healthy living, to practice proactive disease prevention, to encourage disease screening, and when necessary, to understand diagnostic and therapeutic interventions.
Timely CALL LIGHT Responses
To ensure any staff member that recognizes the call light meets patient needs in a timely, positive and caring manner. We will visit patients hourly to assess and respond to needs and prior to exiting a patient's room we will ask if there is anything more we can do for them. Call lights will be acknowledged, within five (5) minutes.

MINIMAL CUSTOMER WAITING
From the moment our customers enter Hospital B, we will provide them with prompt and courteous service. All staff will be advised that customer waiting will not exceed 15 minutes. If the wait is longer than 15 minutes, patients will receive communication regarding the cause of the delay. If the delay is greater than 30 minutes, we will offer some type of alternative. If a delay in service is noted prior to the customer's arrival, a call will be placed to the customer to adjust the arrival time for services. We will always thank our customers for allowing Hospital B to serve them.

Educational Objective

☐ Clearly Met  ☐ Needs Further Clarification

My signature below indicates that I have been given a copy of the Standards of Performance. I will try to uphold these eight standards to the best of my ability.

Name: _______________________________________________

Date: _____________________

Department: _________________________________

One copy to the employee/Second copy signed and filed with HR
Sample 5: Examples Standards Categories

**ATTITUDE IS EVERYTHING:** Create a Lasting Impression

**THANK SOMEBODY:** Reward & Recognition

**MAKE WORDS WORK:** Talk, Listen and Learn

**ALL FOR ONE, ONE FOR ALL:** Teamwork

**MAKE IT BETTER:** Service Recovery

**THINK SAFE, BE SAFE:** Safety at Work

**LOOK SHARP - BE SHARP:** Appearance Speaks

**KEEP IN TOUCH:** Ease Waiting Times

**IT’S A PRIVATE MATTER:** Confidentiality

**TO “E” OR NOT TO “E”:** E-mail manners

**VIVA LA DIFFERENCE:** Diversity

**GET SMART:** Increasing Skills and competence
Sample 6: Example of Standards

1. WE ARE PROUD OF OUR ASSOCIATION WITH ABC Organization AND THE MISSION TO SERVE OUR COMMUNITY.
I am ABC Organization

- I am the reputation of ABC Organization in our community.
- I promote a positive image of ABC Organization in our community.
- I listen to communication given to me about ABC Organization, follow up with the appropriate person or department and respond back to the originator of the communication. I provide feedback and closure.
- While I value diversity of opinion, I support organizational decision 100% in my communication and actions.

2. WE PREVENT AND RESOLVE ISSUES TO MAINTAIN CUSTOMER CONFIDENCE
R Resolve issues

- I use our established problem solving method A-L-E-R-T to resolve customer complaints.
  … Apologise. “I’m sorry this happened...”
  … Listen with understanding. “Help me understand your problem.”
  … Empathize. Put myself in the customer’s shoes. How would I feel in this situation?
  … Respond to resolve the customer’s problem. Use my empowerment.
  … Tell someone to make sure the problem doesn’t happen again.
- I use our established Service Recovery Norms to recover from customer complaints and problems in the short term. I use our service line PI focus to fix problems long term.
- I solve problems and focus on the process, not the individual.

3. WE SEEK TO UNDERSTAND AND EXCEED OUR CUSTOMERS’ SERVICE EXPECTATIONS
E Exceed expectations

- I anticipate my customer’s needs, deliver the service that each expects, and offer services before they are requested.
- I provide extra comfort and reassurance to exceed my customers’ expectations.
- I encourage questions and act appropriately with each person. I actively seek information by asking questions rather than making assumptions.
- I use the ABC Organization Approach
  - Be considerate and thoughtful. I pay attention to my customer’s body language and respond pro-actively.
  - Make eye contact with the person who is approaching me or vice versa.
• Smile. Remember, a smile is contagious!

• Greet customers warmly as I walk throughout the facility.

• Be hospitable; look for people who may need assistance or may look lost as I walk through the corridors.

• Introduce myself by name and responsibility. For example. “Hello, my name is Marie. I’m a nursing assistant.”

• Ask the person their name and ask permission to call them by name. 
... If I’m not sure what the person needs, I ask: “How may I help you?”
... If it is clear what the person needs I say, “Let me help you...”

• I adjust my posture to be at eye level with the person I have encountered. I bend down or escort the person to a chair and sit myself when appropriate.

• Give the person 100% of my attention. They deserve it! I deserve it! Show patience.

• Listen. I may be able to resolve a 10 minute issue in 2 minutes by giving my FULL attention.

• Use my judgment. I determine if this is a situation I can handle, or if it needs to be referred. I make the referral and escort the person to the proper person/ location or wait until someone arrives to escort them.

• I will escort a person to their destination when appropriate. If I can’t escort, I will give specific directions.

• I say “Thank You”. I remember that I may be the First Impression – I will make it a good one!

4. WE CONSIDER INDIVIDUAL CUSTOMER NEEDS AND PROVIDE SERVICE WITH RESPECT, COMPASSION AND INTEGRITY.

Service excellence

• I use behaviors and procedures that promote peace of mind and dignity for our customers. 
... I provide appropriate attire for patients/residents in every situation.

• I explain information to all customers with patience and use words they understand.

• I respond to customers in a timely manner.

• I display patience and concern when communicating about time to my customers.

• I inform customers of time until service and offer them options.

• I update customers if the situation changes.

• I make customers comfortable while they are waiting.

• I build into my conversations phrases customers love to hear: “I can help you...” “I’d be happy to...” “Yes” ... “My pleasure”...

• I remember that most of my message is communicated non-verbally by voice tone and body language.
5. WE DEMONSTRATE PRIDE IN THE PROFESSIONALISM OF OUR PERSONAL APPEARANCE AND IN THE APPEARANCE OF OUR FACILITY.

**P Professionalism**

- I look professional and adhere to the dress code.
- I take pride in my personal appearance.
- I view my appearance through my customer’s eyes.
- My appearance communicates to each customer, “I respect you and myself.”
- I check my appearance throughout my shift and refresh my appearance as needed.

- I care for my equipment and my environment.
  - I preserve the cleanliness of my immediate work environment and throughout the Facility.
  - I keep my work area neat and uncluttered.
  - I pick up trash whenever I encounter it, inside and outside the facility.
  - I take responsibility to maintain a safe environment in my department and throughout the facility and grounds.
  - I take care of and maintain hospital equipment and resources.
  - I notify the appropriate person or department as soon as I am aware that equipment needs fixing or professional maintenance, whether it is my job or not.

6. WE IMPROVE THE PROCESSES THAT DELIVER SERVICE TO OUR CUSTOMERS.

**E Enhance performance**

- I identify and eliminate service problems.
- I continuously improve what I do, professionally and personally.
- I “raise the bar” on service performance.

7. WE GUARANTEE CONFIDENTIALITY AND RESPECT ALL ASPECTS OF CUSTOMER PRIVACY.

**C Confidentiality**

- I follow procedures to ensure privacy.
- I focus on confidentiality and only speak about customers with appropriate individuals.
- I do not discuss any information inappropriately.
- I respect our customer’s privacy and view the patient’s/resident’s room or treatment area as their personal space. I knock before entering a room and identify myself by name and department. I communicate what I am doing.
- I coach in private, commend in public.
8. WE PARTNER TOGETHER TO ENHANCE THE QUALITY OF SERVICE WE DELIVER TO OUR CUSTOMERS.

T Teamwork

- Each individual provides a unique and essential contribution towards extraordinary service to all who interact with ABC Organization.
- I encourage and support behavior that is partner building.
- I serve as a team member to exceed customer’s needs. I am patient with others and prioritize my work around patient / resident / customer needs.
- I communicate with others in an open, appropriate, and timely manner.
- I value and respect others and I demonstrate that in my work each day.
- I appreciate the diversity of background, gender, ideas and other differences people bring to my team and daily work efforts.
- I recognize the diversity present in each situation and use it to enhance our communication, understanding, and decision making.
- I treat others with dignity.
- Daily, I acknowledge and recognize the contributions of others in my work environment and throughout our Health System.
- I look for opportunities to celebrate and recognize teamwork.
- I share appropriate information freely as a tool to enhance the service provided.
Dear Leadership Team:

After many months of study, personal reflection and spirited discussion, the Standards Team is pleased and excited to provide you with our Standards of Performance and the behaviors supporting them.

It is extremely important that you know this final product represents input from numerous sources, including, Patient Satisfaction Scores, Priority Index Indicators, Employee Opinion Survey Results, Leadership Retreat Information, comments from our co-workers, patients and community, and our own experiences as employees and patients at our organization. From conceptual brainstorming to specific words, every step in this process was taken with a sense of commitment to our patients, our hospital, our community and each other.

We truly believe our organization is not about brick and mortar; rather, it is the foundational pillars of People, Service, Quality, Cost, and Growth. Each of these five pillars plays an important part in our success as a healthcare organization. Our team has concentrated its efforts toward strengthening our Pillar of Service. In doing so, we believe every life we touch will benefit and all other pillars will grow stronger. Our commitment to demonstrating the identified behaviors reflects our belief that Quality of Caring is as important as Quality of Care.

Respectfully,

Your Standards Team
JUNE STANDARD OF THE MONTH
SAFETY AWARENESS

Our motto is:
Safety is everyone’s business . . . make it yours!
BE AWARE!

June is not only bursting out all over, but together with National Safety month, it is also our very own Standard of the Month for Safety Awareness!

All across our system, awareness of Safety issues will be heightened, and together as a team we can all strive to make a statement about our commitment to Safety to complement our devotion to Patient and Employee Satisfaction.

Please post this calendar of events for all to participate and ENJOY!

**WEEK #1:**
The door decorating and storyboard competition will last throughout June and be aware that the judges are already out looking for the magnificent prize winners!

**WEEK #2:**
Crossword Puzzles

**WEEK #3:**
On June 23rd will be the best ever Safety Fair with huge numbers of folk concocting plans to make this event memorable. This can only be with your support!

**WEEK #4:**
The final week of June is your week and again be aware the lookers will be out! Our combined goal is to make us in Safety Awareness and Accident prevention!