



# Loring Hospital

## Standards of Conduct

Loring Hospital



*Your Family Health Center*

An Affiliate of  UnityPoint Health

## LORING HOSPITAL'S MISSION STATEMENT

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*"Loring Hospital is committed to providing exceptional healthcare in an environment of trust and compassion."*



## Dear Loring Hospital Staff,

I want to thank you for being a part of the Loring Hospital team and for the dedication and compassion you show every day. In order for us to achieve our mission of being *committed to providing exceptional healthcare in an environment of trust and compassion*, we need everyone to strive to achieve the best outcome every day, everywhere.

Loring Hospital has been a proud part of the community since 1951. While we have evolved over the years, one thing has remained consistent—and that is our steadfast commitment to ensuring patients receive high quality personalized care. Each person on the team plays an integral role in ensuring this continues into the future.

We must work together to make sure our patients' experiences at Loring Hospital are the best they can be. We need a commitment from everyone to provide exceptional care with a personal touch to our patients, their family members and loved ones each and every day.

My focus is simple: to provide a culture where everyone is motivated to provide quality care with a dedication to service excellence...everywhere, every day.

I offer you my best wishes as being a part of the team. Together, we will continue to provide exceptional services to everyone, every day, everywhere—ensuring Loring remains the hospital of choice for patients and staff.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Martin". The signature is fluid and cursive, with a large initial "B" and a stylized "M".

Brian D. Martin

Chief Executive Officer

## RESPECT

- Dignity
- Open Minded
- Value Others
- Courtesy

### Respect Means:

- I will treat everyone with kindness and consideration; rudeness is NEVER allowed.
- I will honor the privacy of our patients, guests, and co-workers.
- I will recognize and respect different cultures, viewpoints, and beliefs.
- I will not gossip, yell, swear, or make fun of anyone.
- I will not talk about our patients or co-workers in public areas.

## COMMUNICATION

- Caring
- Conflict Resolution
- AIDET
- Check-Back

### Communication Means:

- I will pleasantly greet and acknowledge all guests, and co-workers whether communication is face to face, by email or by telephone.
- I will use face to face communication to resolve conflicts using the appropriate chain of command.
- I will use Acknowledgement, Introduction, Duration, Explanation, and Thank you with all communication.
- I will confirm that information conveyed is understood by the receiver as intended.

# Standards of Conduct

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## ACCOUNTABILITY

- Ownership
- Responsibility
- Safety
- Excellence

### **Accountability Means:**

- I will show pride in my work place environment.
- I will work with commitment, duty, dependability, and reliability.
- I will take safety seriously, know the correct actions to take in emergencies and participate in all safety drills.
- I will strive for the highest degree of excellence in our work by providing quality care and being champions of continuous improvement.

## INTEGRITY

- Honesty
- Loyalty
- Trustworthiness
- 3 C's: Caring, Committing, Collaboration

### **Integrity Means:**

- I will routinely practice an “Attitude of Gratitude.”
- I will be loyal to all co-workers and organizations.
- I will honor co-workers, patients, and guests to establish a trusting relationship.
- I will recognize and support the skills of my co-workers in need, practicing the 3 C's of caring, committing, and collaborating.

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# Just Culture

ASSUME GOODNESS  
CHOOSE JOY  
PROCEED WITH GRACE

## THREE DUTIES OF A LORING HOSPITAL EMPLOYEE

- The duty to do no harm
- The duty to produce an outcome
- The duty to follow policies and procedures



## AIDET

HOW WE MAKE PATIENTS FEEL  
WELCOME AND WANTED

**ACKNOWLEDGE** *Greet customers through eye contact, a smile and friendly hello.*

**INTRODUCE** *Share your name, and what you do to put patients at ease.*

**DURATION** *Explain the time frame of procedures, the anticipated duration of waits and update patients if the timing changes.*

**EXPLANATION** *Explain procedures and processes to patients so they understand their care. Offer to answer concerns or questions, resolve any complaints.*

**THANK** *Take time to thank patients for making Loring Hospital their choice and allowing you to care for them.*

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# Customer Service Recovery

*All employees will participate in service recovery and will be held accountable for providing timely and effective service recovery.*

*Employees should refrain from discussing fault or blame with the customer.*

*What to say when talking with a customer about their concerns.*

- *I'm sorry this happened.*
- *I'm glad you told me about it.*
- *What can I do to make things better?*



*"Best outcome for every patient every time."*



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