

# Pocketbook <sup>of</sup> Excellence



[www.mercycq.com](http://www.mercycq.com)

**MERCY HEALTH** and **AGED CARE**  
Central Queensland Limited





**MERCY HEALTH AND AGED CARE CENTRAL QUEENSLAND LIMITED**

**MACKAY**

Mater Hospital  
Mater Day Unit

**ROCKHAMPTON**

Mater Hospital  
Mercy Food Service  
Mercy Linen Service

**MERCY AGED CARE SERVICES**

Bethany  
Leinster Place  
McAuley Place  
The Range Village  
Mercy Day Therapy Centre  
Mercy Day Respite Centre

**YEPPON**

Mater Yeppoon

**GLADSTONE**

Mater Gladstone

**BUNDABERG**

Mater Hospital

**VISION** - *Caring for you for life*

Providing excellence of care for those we serve.

**PHILOSOPHY**

At Mercy Health and Aged Care Central Queensland Limited, deep trust in the mercy and compassion of God is the foundation of our Catholic philosophy.

Catherine AcAuley's legacy of care and service for all in need is the inspiration for our work. We believe in, and witness to, the dignity of the human person and the value and quality of human life in all stages of its existence.

We believe in excellence in the provision of care wherever the need arises.

We believe in upholding the teachings of the Gospel and the Catholic Church on the crucial health and welfare issues of our time.

We believe in providing our services with excellence, justice, compassion, integrity and respect for each individual, regardless of race, gender, creed or socio-economic status.

**MISSION**

To continue the healing ministry of Jesus Christ by providing a high standard of holistic health care consistent with community need.

**10 STANDARDS OF EXCELLENCE**

**Standard 1.**

Present a Professional Image

**Standard 2.**

Communicate Effectively

**Standard 3.**

Maintain Privacy and Confidentiality

**Standard 4.**

Anticipate Needs; Demonstrate Initiative and Strive to Exceed Expectations

**Standard 5.**

Be an Ambassador for Your Facility

**Standard 6.**

Be a Team Player

**Standard 7.**

Know Your Facility

**Standard 8.**

Assume Responsibility for Cleanliness

**Standard 9.**

Take Ownership of Complaints

**Standard 10.**

Celebrate Success

Pg

1

1

2

3

3

4

5

5

6

6



## Standard 1.

### Present a Professional Image

How you look and act gives others a “first impression.” You never have a second chance to make that first impression. When people see you, they take that impression home with them. Always present yourself in a professional way by how you dress and how you act.

#### To Present a Professional Image, employees should endeavour to:

- Dress conservatively and neatly - follow the facility’s grooming standards.
- Ensure attire is clean and neatly pressed.
- Avoid extreme hairstyles and inappropriate jewellery.
- Maintain good personal hygiene.
- Be careful about what you say and where you say it; professionalism always comes first.
- Remember, your actions may speak louder than words; be professional.
- Look in the mirror, what do you see? Are you dressed for work?

## Standard 2.

### Communicate Effectively

Effective communication provides meaningful information, both written and verbal, in a respectful, clear, concise and positive manner. Effective verbal communication is typically a result of:

- (1) Direct eye contact.
- (2) Attentive, active listening.
- (3) Asking questions to understand meaning.
- (4) Avoiding use of slang, jargon or “shop talk”.
- (5) Being sensitive to the needs of others.
- (6) Satisfaction on the part of all participants.

#### To Communicate Effectively, employees should endeavour to:

- Answer telephone calls as promptly as possible.
- Answer calls by greeting the caller, using the department name and identifying yourself.
- Use a tone of voice that communicates a willingness to assist.
- Assist callers in locating the correct individual or department.
- Ask permission whenever placing the caller on hold.

- Verify all information when taking a message.
- Deliver all messages in a timely manner.
- Identify yourself and your department when placing a call.
- Be respectful of the person answering the telephone.
- Return calls within the time frame stated.
- Strive to communicate clear written messages, which are respectful in tone and free of emotion.

## Standard 3.

### Maintain Privacy and Confidentiality

The care and treatment of patients/residents is highly personal, and all information concerning medical or personal problems must be kept strictly confidential. This means that information is discussed only as necessary.

#### In order to Maintain Privacy and Confidentiality, employees should endeavour to:

- Share information with others only as it relates to care delivery.
- Knock before entering a patient’s / resident’s room.
- Ensure that patients/residents are appropriately covered when in public areas or when their room doors remain open.
- Discuss care information in private areas only (i.e. not in cafeteria, elevators, hallways etc.).
- Protect all written information (e.g. medical records, test results, flow sheets, computer screens/printouts etc.) from the view of those not providing care for the patient.
- Maintain confidentiality of written and verbal communication regarding work-related activities e.g. minutes of meetings, peer evaluations, specific department information, etc.) as appropriate or as specified by your supervisor.
- Stop rumours before they get started. Know the facts.
- Know the facility policies regarding confidentiality.



## Standard 4.

### Anticipate Needs, Demonstrate Initiative and Strive to Exceed Expectations

Anticipating needs is the skill of understanding what patients/residents and their families as well as fellow employees may need and want. It goes beyond timeliness and anticipation because it requires a ‘tuning-in’ to the human needs of those around you.

**To Anticipate Needs, Demonstrate Initiative and Strive to Exceed Expectations, employees should endeavour to:**

- Take the initiative to offer assistance to all.
- Suggest ways to improve the services we provide; never accept “good” as “good enough”.
- Focus on the “little things” that matter and that make a difference.
- Provide superior service by exceeding the expectations of patients/residents in a timely, dependable and accurate manner.
- Create an environment of satisfaction so that others will be told about positive experiences.
- Seek ways to be helpful and resolve problems; go out of your way to help another person.

- Explain procedures and activities in terms that are easily understood.
- Be knowledgeable, courteous and trustworthy.

- Remember that you represent your facility.
- Provide a high level of genuine, caring personal service.
- Wear your name tag proudly and prominently.

- Work with others in a co-operative manner to create a positive work environment.
- Contribute to success by applying their unique talents and knowledge.
- Provide “lateral service” for each other and among departments.
- Work in a climate of trust.
- Go the extra mile; always strive to do more than is expected.
- Demonstrate helpfulness to others at all levels in the organization.
- Practise open and honest communication.
- Express gratitude to fellow employees and let them know you enjoy working with them.
- Acknowledge that every employee makes a valuable contribution to the team.

## Standard 5.

### Be an Ambassador for Mercy Health and Aged Care

You never get a second chance to make a first impression. Be an ambassador both in and outside the facility. Take pride in the quality of service you provide.

**To Be An Ambassador For Mercy Health and Aged Care, employees should endeavour to:**

- Speak positively; avoid negative comments; consider effect of what is said and done.
- Make a point to brighten everyone’s day by smiling, maintaining positive eye contact and promoting a warm, friendly atmosphere.
- Promote your facility in a positive way to others in the community.
- Remain faithful to commitments; support the Mercy philosophy in all interactions and encourage others to share our values.

## Standard 6.

### Be a Team Player

**Together Everyone Accomplishes More.**

A team is a group of individuals that combine their resources to attain a mutual goal.

They are committed to the idea that working together is more beneficial than working alone.

**A member of the Health Services team** is a person who shares the mission of Mercy Health and Aged Care, trusts the other team members, is accountable to the team and shares responsibility for achieving the goals of the facility.

**To Be A Team Player, employees should endeavour to:**

- Feel a sense of ownership for their job and department because they are committed to the goals they help to establish.



## Standard 7.

### Know Your Facility

Knowledge of the entire campus and its services is essential to providing users with information they may need.

**To Truly Know Your Facility, employees should endeavour to:**

- Learn about services other than their own - where they are located and how to access them.
- Seek information if the answer is not known.
- Learn the Group's Mission and Philosophy.
- Keep updated on current health-care issues and where our Mercy Health and Aged Care fits into the picture.
- Know resources for handling situations that may occur beyond your area of responsibility.
- Escort visitors rather than pointing out directions to another area.

## Standard 8.

### Assume Responsibility for Cleanliness

A clean and clutter-free environment sets the tone for positive satisfaction. It is every employee's responsibility to maintain the appearance of the facility and campus.

**To Assume Responsibility for Cleanliness maintaining the appearance of the facility and campus, each employee should endeavour to:**

- Clean or call for assistance when any debris or spill observed.
- Assume personal responsibility for the cleanliness and organization of your work area as you would your home.
- Observe designated eating and smoking areas, and take responsibility to address effectively any violation of policy.
- Maintain an adequate amount of supplies and stores in appropriate areas.
- Discard garbage appropriately and return all cafeteria items immediately.
- Keep all areas free from clutter and address safety violations.

## Standard 9.

### Take Ownership of Complaints

Assuming ownership of complaints is the willingness to listen to concerns and then to act accordingly to satisfy the need. Complaints should be viewed as opportunities for improvement. By taking personal control, employees accept responsibility for improving the situation.

To Take Ownership of Complaints, employees should endeavour to:

- Listen to the complaint; give the person the opportunity to "vent" concerns, and listen carefully for important details.
- Repeat the complaint; acknowledge that you have heard the concern correctly.
- Thank the person for bringing the complaint to your attention and let him/her know that you will inform the appropriate personnel.
- Report all complaints to appropriate personnel as soon as possible.

## Standard 10.

### Celebrate Successes

Success in our Health and Aged Care Services comes in many forms: Being known in the community as the facility which give excellent care; being accredited by the Australian Council on Health Care Standards; meeting the Standards of the Commonwealth Department of Health and Family Services; being acknowledged by co-workers, physicians, patients/residents and families for the excellent service provided. Success is the fulfilment of our mission.

**To Celebrate Successes and contribute to the continued success of Mercy Health and Aged Care, employees should endeavour to:**

- Take pride in personal accomplishments and the accomplishments of others.
- Welcome and orient new employees to the Standards of Excellence.
- Hold one another accountable for meeting the Standards of Excellence.
- Provide suggestions and follow-up for continuous quality improvements.
- Encourage and support one another in order to obtain individual and team success.
- Encourage camaraderie among departments.
- Support Mission Awareness activities.  
"We should endeavour to do the ordinary things extraordinarily well."

Catherine McAuley  
(Foundress - Sisters of Mercy)