

A large, multi-story brick hospital building at dusk. The sky is a deep blue. The building has a prominent sign on its left side that reads "North Kansas City Hospital". The building's facade is a mix of red brick and dark blue panels. Many windows are lit up, and some are visible on the lower levels of the building.

North
Kansas City
Hospital

Behavior Expectations



*Where your care
is personal.*

Behavior Expectations

- Caring Communication/Interpersonal Relationships
- Teamwork
- Quality Customer Care
- Ownership/Accountability
- Engagement

Caring Communication/Interpersonal Relationships

I actively initiate and participate in meaningful interactions with every person and respect individual differences while maintaining a professional and positive attitude.

This includes:

- Speaking in a professional, courteous, calm and efficient way
- Being responsible for my emotions so I can work through disagreements and conflicts in a positive manner
- Actively listening to others without interrupting
- Using positive body language
- Being polite and respectful to others in words and actions
- Being loyal to people who are not present, not gossiping and speaking positively about NKCH and coworkers



Caring Communication/Interpersonal Relationships

- Participating in conversations when appropriate and seeking feedback and ideas from others
- Acknowledging and greeting others
- Making an extra effort to keep customers informed
- Treating patients, visitors and coworkers in a polite, respectful and empathic manner



Teamwork

I am an individual contributor and a team member, and I understand the importance of working together as a team.

This includes:

- Working with others to solve problems and achieve goals
- Showing a willingness and ability to compromise and be flexible
- Responding promptly to requests for information
- Treating everyone without prejudice or bias, respecting different opinions and keeping problems impersonal



Quality Customer Care

I strive to provide the best customer service to every person I encounter.

This includes:

- Contributing to a positive work environment through interactions with co-workers, guests and patients
- Anticipating the needs of others and responding quickly to requests
- Using actions and words that support the overall goals of the organization
- Being approachable and responsive to customers and others
- Making an extra effort to keep customers informed



Ownership/Accountability

I take the initiative to identify department needs, resolve issues promptly and complete assignments in a timely manner. This includes:

- Demonstrating a willingness to go beyond my formal job description
- Recognizing areas for self-improvement
- Making it a point to stay informed
- Completing work within agreed timelines
- Using time, resources and supplies in a cost-efficient way
- Being flexible to changes in priorities and the work environment
- Completing department/hospital-wide competencies and requirements on time



Engagement

While at work, I am physically and mentally present and engaged with my team, which allows me to perform at the highest level possible. I adhere to my department's attendance and time-keeping policies.

This includes:

- Arriving to work when scheduled and reporting to the assigned work area on time and ready to work
- Following department attendance policies, including proper use of the time clock, time off requests, reporting absences properly and following the established work schedule
- Arriving to meetings on time, being prepared and actively participating
- Attending mandatory meetings or in-services as required by my department or the hospital



A photograph of the North Kansas City Hospital building at dusk. The building is a multi-story structure with a brick facade on the left and a modern glass and metal facade on the right. The sky is a deep blue. A large sign on the brick part of the building reads "North Kansas City Hospital".

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Patient Satisfaction HCAHPS



*Where your care
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HCAHPS

- **Hospital Consumer Assessment of Healthcare Providers and Systems**
 - First national, standardized, publicly reported survey of patients' perspectives of hospital care
- **Sponsored by Centers for Medicare & Medicaid Services (CMS)**
 - A federal agency, within the United States Department of Health and Human Services, that administers the Medicare Program and implements the Affordable Care Act (ACA).



HCHAPS SURVEY

During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left.

When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

When I left the hospital, I clearly understood the purpose for taking each of my medications.

During this hospital stay, how often were your room and bathroom kept clean?

Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

During this hospital stay, how often did doctors treat you with courtesy and respect?

During this hospital stay, how often did doctors listen carefully to you?

During this hospital stay, how often did doctors explain things in a way you could understand?

During this hospital stay, how often did nurses treat you with courtesy and respect?

During this hospital stay, how often did nurses listen to you?

During this hospital stay, how often did nurses explain things in a way you could understand?

During this hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?

During your hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?

Using any number from 0 to 10 where 0 is the worst hospital possible, what number would you use to rate this hospital during your stay?

During this hospital stay, how often was your pain well controlled?

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?

During this hospital stay, how often was the area around your room quiet at night?

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

Would you recommend this hospital to your friends and family?

Composites/categories:

- 1) Overall Rating
- 2) Willingness to Recommend
- 3) Communication
 - Meds
 - w/ Nurses
 - w/ Physicians
- 4) Responsiveness of staff
- 5) Pain Management
- 6) Discharge Information
- 7) Cleanliness & Quietness

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