

The MRHC Way

MISSION

The McAlester Regional Health Center consistently delivers high-quality, compassionate, and cost-effective healthcare experiences.

VISION

The McAlester Regional Health Center is the first choice for medical care in southeastern Oklahoma.

VALUES

Excellence

- Providing quality care, services, and facilities
- Delivering positive experiences

Compassion

- Caring for patients, staff, and community
- Listening to concerns and responding
- Treating others the way you want to be treated

Professionalism

- Delivering the highest standards of performance and appearance
- Paying attention to details – little things matter
- Empowering one another and working together for a greater good

Integrity

- Being ethical and honest
- Following the rules
- Being responsible and accountable for one's actions

STANDARDS OF BEHAVIOR

ATTITUDE

I am McAlester Regional Health Center. I believe that a culture of quality service is the heart of our organization. I recognize and respect our customers as unique individuals. I commit to treating every customer promptly and competently with courtesy, respect, and compassion. Therefore, I will...

- Have a sense of ownership. Provide the best possible care; demonstrate pride in your work.
- Exceed the customers' expectations.
- Use direct eye contact while introducing myself and addressing others.
- Speak highly of customers, other employees or departments, refraining from making excuses or blaming. Rudeness is never accepted.
- Acknowledge customers – immediately greet customers in the hallways in a friendly manner, with a warm attitude, and a smile. Never allow anyone to feel ignored. Value our customers' time always providing prompt service.
- Practice the "HEAT" method: Hear them out, Empathize, Apologize, and take action.
- Practice "Service Recovery" when someone is dissatisfied. Verbalize "I am so sorry, what can I do to help?"
- Recognize that our customers have a sense of urgency and show them that we value their time. Customers are not an interruption of our work – they are our reason for being here.
- Thank our customers for choosing McAlester Regional Health Center – routinely practice an "attitude of gratitude".

APPEARANCE

I am McAlester Regional Health Center. I strive to create a positive environment through my personal appearance and the appearance of the organization for which I work. Therefore, I will...

- Personal Appearance
 - Wear my identification badge, properly visible on the upper part of my body or on a lanyard, at all times while on duty.
 - Adhere to dress code policy. Always be well groomed, neat and appropriately dressed for my job.
- Facility Appearance
 - Pick up and dispose of litter properly. Return equipment to the proper place. Keep work areas clean.

RESPECT

I am McAlester Regional Health Center. I recognize we treat customers with the utmost respect, dignity, courtesy, and confidentiality. Therefore, I will...

- Treat customers as I would want my family to be treated
- Refrain from using profanity in the workplace.
- Introduce myself to customers and call them Mr. or Mrs. unless I know them well or have permission to call them by their first name.
- Respect the rights and privacy of all customers. Knock and pause before entering a patient's room.
- Keep noise levels low in work areas.
- Display kindness and offer help. Listen thoughtfully, empathetically, and respond appropriately.
- Be punctual in meeting a customer's requests and needs. Recognize and respect differing cultures, viewpoints and beliefs.
- Make sure patient information is kept confidential. Never discuss patients and their care in public areas such as elevators and hallways. Refrain from personal conversations among employees within earshot of customers.
- Customer Waiting
 - Educate families and provide a comfortable atmosphere for waiting. Keep customers informed frequently when there is a delay. Apologize if a wait occurs. Always thank the customer.
 - Update family members periodically while a patient is undergoing a procedure.
- Treat Colleagues (employees, physicians, other departments, volunteers) as professionals deserving courtesy, honesty and respect. Recognize we each have an area of expertise.
- Be courteous, honest and thoughtful in our interactions. Greet everyone. Manage up, speaking well of each other, colleagues and medical staff. Refrain from participating in gossip.
- Recognize and support the skills of individuals as well as team member's work.
- Arrive to work and meetings on time.
- Welcome new employees.
- Willingly accept additional responsibilities. I will not say "It's not my job". Offer assistance whenever possible.
- Show respect for colleagues by openly addressing issues as they arise.
- Address problems that can't be resolved on an individual basis, by going to the appropriate leader, follow the chain of command.
- Take responsibility for my actions.

COMMUNICATION

I am McAlester Regional Health Center. I listen attentively to customers and colleagues in order to fully understand their needs. Similarly, messages are delivered with courtesy, clarity and care. Therefore, I will...

- Acknowledge customers
 - Smile and maintain eye contact. Introduce myself and my role.
 - Listen and respond to both verbal and non-verbal messages.
 - Escort a customer to their destination when they appear to need directions.
- Keep customers appropriately informed
 - Use appropriate terms that can be understood.
 - Communicate appropriately to fit age, gender, and culture of customer.
 - Invite and answer questions. Provide timely feedback.
- Acknowledge Call Lights
 - If you are passing a room and you see an unanswered call light, enter the room, with the patient's permission, and say, "Hello, I am _____. I saw your call light is on; please tell me what you need. I will relay your message." Do not leave the floor until you are sure the message has been conveyed to the proper caregiver.
 - Always ask: "Is there anything else I can do for you? I have the time."

PRIVACY

I am McAlester Regional Health Center. I will respect the patients' right to privacy and dignity. I am committed to fostering a secure and trusting environment. Therefore, I will...

- Treat all information as confidential and be aware of the importance it plays in providing the best care possible.
- Respect the customers' right for privacy and access only the information necessary to serve them.
- Communicate with patients and their families in a private manner.
- Never discuss patient information or hospital business in a public area.
- Follow the release of information and privacy policies, reporting any breach or potential breach to the Privacy Officer.
- Address conflicts with others privately and respectfully.

ETIQUETTE

I am McAlester Regional Health Center. At McAlester Regional Health Center, our customers take priority. In each interaction, including general, elevator and telephone contacts, I recognize and value the importance of courtesy. Therefore, I will...

- Use telephone etiquette
 - Smile when I answer the phone.
 - If the phone has rung more than three times, answer with “This is name and department. I’m sorry you had to wait. How may I help you?”
 - Get the caller’s permission before putting him or her on hold.
 - Callers on hold will be acknowledged periodically, given the status of their calls and asked if they want to continue to hold.
 - Inform the caller that I’m transferring their call and always give the caller the transfer number in case the call is lost.
- Use elevator etiquette
 - Use the elevator as an opportunity to make a favorable impression. Smile at and speak to fellow passengers.
 - Hold the elevator door for anyone you are escorting on the elevator and allow that person to enter first. When leaving the elevator, allow others to exit first holding the door open.

SAFETY

I am McAlester Regional Health Center. I recognize that safety is the responsibility of all McAlester Regional Health Center employees to ensure an accident free environment. I am committed to improving safety for our customers and employees. Therefore, I will...

- Maintain a clean and safe environment for colleagues and patients.
- Know the meaning of and how to respond to the different safety codes.
- Encourage all patients and their families/caregivers to participate in their own safe healthcare by asking questions of the healthcare staff.