



Excellence Standards of Performance (AAACTS)

Delivering Excellent Customer Service requires every employee to be committed to “Excellence Standards of Performance.” These standards are a code of behavior that clearly communicate the way every employee will act when approaching a customer or providing a service. Together we will provide excellence to our customers, to our environment and to each other.

Attitude

Our attitude is the first impression our customers have of us as an organization. We won't always be able to control our environment or the actions and reactions of others, but we can always control our own attitude. Recognize that attitudes are contagious. Ensure that yours is worth catching.

Accountability

Everyone has a role in providing excellent customer service. We take pride in our organization as if we own it and we take responsibility for our actions and words.

Appearance

Our appearance, both inside and out, is a reflection of our care to our customers.

Communication

We believe that effective communication is the key to providing outstanding and safe care. In this pledge to our customers, we understand the significance of communicating clearly and respectfully.

Teamwork

We are all “patient care” employees with a common goal of serving our customers. Each employee contributes his/her value in a team approach that ensures the success of our organization.

Service

We are here because of our customers. We strive for quality in everything we set out to achieve, the services we provide, and the people who make up the Stoughton Hospital team. Quality is the foundation of our success.