STANDARDS OF EXCELLENCE AND ACCOUNTABILITY FOR UNIVERSITY SERVICES A012

01/01/2007

PURPOSE

The following have been adopted to promote excellence and accountability in service to students, faculty, staff, administrators and visitors of the University of Miami. They shall apply to all University of Miami employees.

POLICY

Each individual employed by the University of Miami and is expected to be sensitive and responsive to the individual needs of our colleagues and clients who include students, faculty, administrators, visitors and other staff members.

To support this philosophy and achieve the single high standard of care to which the University of Miami is dedicated, each individual is expected to commit to achieve the following standards:

A. ORIENTATION TO STUDENT, FACULTY, STAFF MEMBER AND VISITOR NEEDS

1. Recognize each person to be an individual with unique problems and needs.

2. Assure the person that his/her well-being is the prime concern of this University.

B. COURTESY AND RESPECT

1. Respect each person's right to quality service, confidentiality and self-respect.

2. All those with whom we come in contact have dignity as human beings: and, as such, are due our respect and courtesy.

3. Outwardly display a positive, helpful attitude no matter how demanding or inconvenient requests may seem.

C. RESPONSIVENESS

1. Acknowledge all problems and complaints and attempt to resolve them immediately whenever possible.

2. Be responsive to student, faculty, visitor and colleague inquiries:

   a. Document and follow up on phone calls/messages/ requests in an expeditious and courteous manner.

   b. Inform those requesting service as to when a response can be expected.

   c. If a response requires third party intervention, monitor that response to assure its completion.
d. Speak in terms that can easily be understood. Avoid the use of jargon or technical abbreviations.

D. PROFESSIONALISM

1. Perform all duties in a courteous, prompt, professional manner displaying a business-like appearance.

2. Interact with fellow employees in a considerate, helpful manner that exemplifies teamwork.

3. Assume responsibility for maintaining a clean, safe, attractive work environment.

PROCEDURE

A supervisor is responsible for all employees under his/her direction and shall assure that each employee provides prompt, efficient service in a courteous, professional manner. This behavior shall not be limited to the employee’s work area, but shall extend to the entire University complex.

Each supervisor shall communicate to each employee the standards and expectations with regard to the following values:

1. Fairness: Every individual has dignity and thus is owed respect. Fairness demands an objective understanding of the individual's needs and aspirations.

2. Caring Environment: As part of the larger University community we embody a caring attitude for all who perform University services and participate in campus life: This includes our students, patients, visitors and employees.

3. Openness to and Accepting of New Ideas: To continually provide the best services possible we must remain open to and solicit new ideas for improving our service. We must be ready to integrate those ideas into our daily activities to the greatest extent possible, building a better environment for our customers and fellow employees.

4. Hiring: Ensure diversity in our workforce to provide the best understanding of and response to our customers.

5. Mutual Respect and Cooperation: Among supervisor and employees, mutual respect and cooperation are and will continue to be our most basic hallmarks.

Individuals employed by the University are expected to meet these standards and to comply with other University Personnel Policies and Procedures. We are all responsible for doing our best to meet the needs of all members of the University family.
SCHOOL OF MEDICINE STANDARDS OF EXCELLENCE AND ACCOUNTABILITY FOR UNIVERSITY SERVICES AND PATIENT CARE

PURPOSE

The following have been adopted to promote excellence and accountability in patient care at the UM/JM Medical Center.

They shall apply to all University of Miami School of Medicine employees.

POLICY

Each employee is a personal and valued representative of the Medical center and is expected to be sensitive and responsive to the individual needs of our colleagues and clients who include students, faculty, patients, visitors, and other staff members.

To support this philosophy and achieve the single high standard of care to which the University of Miami School of Medicine is dedicated, each employee is expected to commit to achieve the following standards:

A. ORIENTATION TO PATIENT, VISITOR, FACULTY AND STAFF MEMBER NEEDS
   1. Recognize each person to be an individual with unique problems and needs.
   2. Assure the patient/visitor that his/her well-being is the prime concern of this Medical Center.

B. COURTESY AND RESPECT
   1. Respect each patient's right to quality service, confidentiality, self-respect, dignity and privacy.
   2. All those with whom we come in contact have dignity as human beings: and, as such, are due our respect and courtesy.
   3. Outwardly display a positive, courteous, helpful attitude no matter how demanding or inconvenient requests may seem.

C. RESPONSIVENESS
   1. Acknowledge all problems and complaints and attempt to resolve them immediately.
   2. Be responsive to patient, visitor, faculty and staff inquiries:
      a. Document and follow up on phone calls/messages/requests in an expeditious and courteous manner.
      b. Inform those requesting service as to when a response can be expected.
      c. If a response requires third party intervention, monitor that response to assure its completion.
      d. Speak in terms that can easily be understood. Avoid the use of jargon or technical abbreviations.
D. PROFESSIONALISM

1. Perform all duties in a courteous, prompt, professional manner displaying a business-like appearance.

2. Our work will be conducted with the highest degree of integrity and confidentiality at all times. Our patients will know they can rely on our word in action and in deed.

3. Interact with fellow employees in a considerate, helpful manner that exemplifies teamwork.

4. Assume responsibility for maintaining a clean, safe, attractive Medical Center environment.

Employees who fail to meet the standards outlined in this policy may be subject to disciplinary measures of the Medical School.

PROCEDURE

A supervisor is responsible for all employees under his/her direction and shall assure that each employee provides prompt, efficient service in a courteous, professional manner. This behavior shall not be limited to the employee’s work area, but shall extend to the entire University complex.

Each supervisor shall communicate to each employee the standards and expectations with regard to the following values:

1. Fairness: Every individual has dignity and thus is owed respect. Fairness demands an objective understanding of the individual’s needs and aspirations.

2. Caring Environment: As part of the larger University community, we embody a caring attitude for all who perform University services and campus life. This includes our students, patients, visitors and employees.

3. Openness to and Accepting of New Ideas: To continually provide the best services possible we must remain open to and solicit new ideas for improving our service. We must stand ready to integrate those ideas into our daily activities to the greatest extent possible, building a better environment for our customers and fellow employees.

4. Hiring the Best People from all Walks of Life: Our community is diverse. We value diversity in our workforce so that we can provide the best understanding of and response to our customers. We seek to employ the best people to assure we continue to be leaders in our field.

5. Mutual Respect and Cooperation: Among supervisor and employees, mutual respect and cooperation are and will continue to be our most basic hallmarks.

Individuals employed by the University are expected to meet these standards and to comply with other departmental and University Personnel Policies and Procedures. We are all responsible for doing our best to meet the needs of all members of the University family.