

Complete connected care
is

YOU



Dear Fellow Employee,

It's not every day that we get to be a part of something bigger than ourselves. But right now, right here at Lowell General Hospital, each one of us gets to fulfill a vital promise to ourselves and our community. That is our promise to deliver **Complete connected care.SM** Through our efforts and those of our Circle Health partners, people in the communities we serve can be confident that we truly have their best interests at heart! They will experience our respect and compassion at every turn, and we will support their goals for the best possible health and well-being.

I am so proud to be part of this team of dedicated professionals. Each one of you is always looking for ways to exceed the expectations of the people we serve. This commitment has never been more important, especially in this historic and transformative time for healthcare in our country. We are shaping this exciting future. I look forward to working together to deliver on our promise, and I know it will happen, because **Complete connected care is YOU.**



Let's do great things,

A handwritten signature in black ink that reads "Jay". The signature is fluid and cursive, with the first letter being a large, stylized 'J'.

President and CEO

Strategic imperatives for a healthier future

- Provide patients with convenient access to the entire continuum of care
- Deliver high-value, affordable healthcare services
- Improve the health status of the populations we serve
- Align, engage and integrate with all Circle Health physicians and allied health professionals
- Expand existing relationships and develop new partnerships

Our standards of performance

Accountability: I am accountable and responsible for the actions and choices I make in my work.

Privacy: I respect the privacy and information of my customers and colleagues.

Safety: I am responsible for maintaining a safe and secure environment.

Timeliness: I am responsible for managing my time efficiently and effectively so that I can meet the needs of my customers.

Communication: I communicate effectively with compassion, consistency, clarity and sincerity in all my interactions, whether face-to-face, over the telephone or through other means.

Ownership: I am present and available to all those I serve.

Presentation: I help create and maintain a healing, quiet and clean environment for our customers.

Commitment: I am a member of a caring team that works together so we can all deliver the right service at the right time.

Appreciation: I participate in creating and maintaining an environment that allows all people to feel appreciated, included and valued.

Attitude: I project a genuine, friendly and positive attitude that exemplifies the spirit of caring in all I do.

Vision

Be one of the Best
Community Hospitals
in America

Promise

Complete connected care

Pillars of
Excellence

People

Experience

Quality

Financial

Growth

Mission

Patients First in Everything We Do

Complete

It's just the beginning.

One integrated team working together to provide comprehensive, high-quality healthcare right in the community.

Connected

Together we're all better.

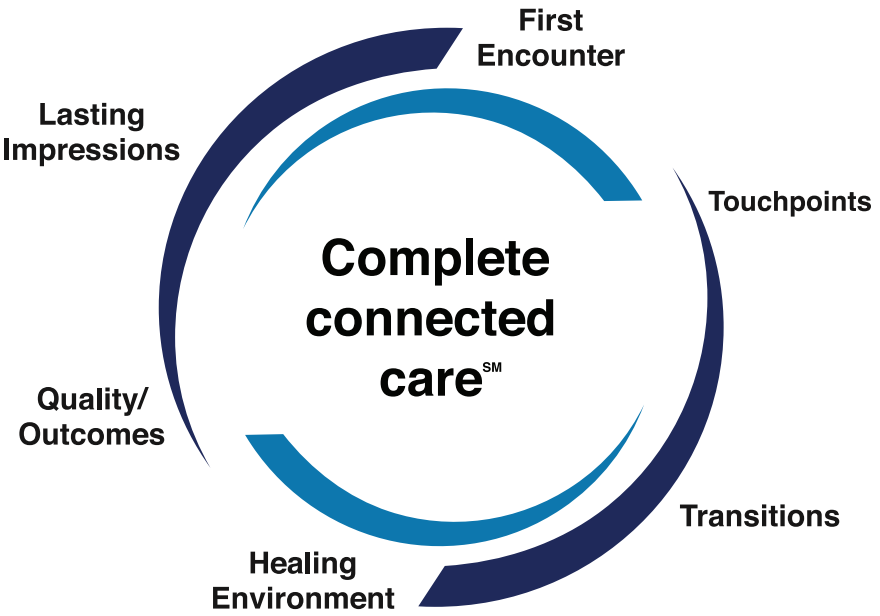
Working together seamlessly to elevate patient care and create positive experiences for all we serve.

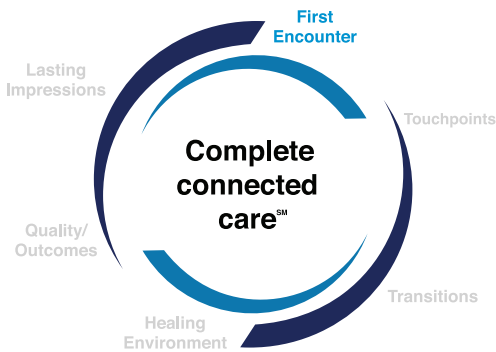
Care

Patients always come first.

Doing and thinking of everything to exceed the expectations of our patients and their families every time.

That's ***Complete connected care.***





First encounter

- Be courteous and show respect.
- Make eye contact.
- Smile.
- Introduce yourself and your role.
- Answer the phone with a greeting, department name and your name, and ask, “How may I help you?”



Touchpoints

- Respond promptly.
- Be there. Be present. Listen carefully.
- Describe what you are doing so the customer knows what to expect.
- Always ask, “Is there anything I can do for you?” And do it!



Transitions

- Escort/walk patients and guests to where they need to go.
- Make the connection for the next staff person or setting.
- When transferring a call, wait until it is answered, let the receiver know you are transferring a call and provide any other important information.



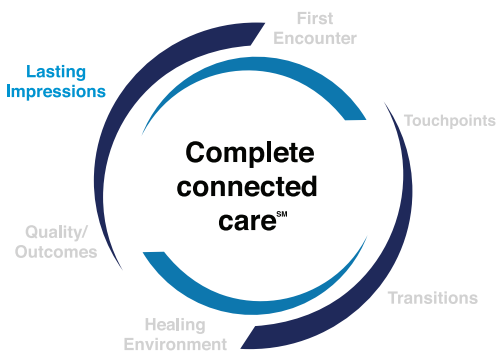
Healing environment

- Speak quietly and take care to minimize any controllable noise and distractions.
- Practice hand hygiene.
- Keep it clean.
- Observe quiet times/zones on patient floors.



Quality/outcomes

- Participate in your annual self-evaluation.
- Participate in the process of improvement and problem solving.
- Keep current on what is going on at Lowell General Hospital and your department.
- Take care of yourself!



Lasting impressions

- Close the loop.
- Ask if there is anything else you can do for your customer – patient, family, physician, colleague, vendor – and do it!
- Practice REACT/ service recovery
 - Recognize
 - Empathize
 - Apologize
 - Compensate
 - Thank your customer for the opportunities to serve him/her

