



TABITHA HEALTH CARE SERVICES

Tabitha, a Christian provider of rural and urban health and related services for older adults, delivers a comprehensive system of compassionate care promoting the dignity, independence and health of Elders.

SERVICES STANDARDS

We touch the lives of those we serve with compassion and extraordinary service.

1. We believe that everyone is important, therefore:

- We are sensitive to cultural values.
- We treat each person as a valued individual.
- We recognize the accomplishments of others by celebrating individual and team successes.
- We are open to new ideas and to the ideas of others.
- We believe in open, honest communication.
- We make eye contact when speaking and listening.
- We listen carefully and as allies, advocate client wishes for their care.
- We clarify and confirm the concerns and expectations of others.
- We calmly and privately discuss a difference in opinion.
- We recognize the value of humor, and balance our commitment to professionalism and fun when at work.
- We let our clients, their families and our colleagues know that we are there for them and will work together to achieve their goals.

2. We recognize that our success depends on our ability to make and keep commitments, therefore,

- We take responsibility to seek the information we need to provide exemplary service to our clients, their families and our peers.
- We seek out and are responsive to the needs, goals and requests of clients and co-workers.
- If we are unable to meet the expectations of those we serve, we gracefully negotiate an alternate plan.
- We commit to cooperate fully with our fellow team members and to utilize the skills of various disciplines as appropriate.
- We maintain healthy personal and professional boundaries encouraging a balance between our personal and professional lives.
- We take responsibility for using our resources wisely.
- We are continually aware of our responsibility to the communities we serve and that each one of us "markets" Tabitha through our daily interactions.
- We recognize physician(s) contact is important, therefore the primary nurse ensures the physician is well informed of changes in the client's condition.

3. We believe the quality of our work is driven by trust and the comfort of those we serve. We walk into each client's room, home or facility with the awareness that we are guests in someone's home or workplace therefore:

- We treat every individual with respect.
- We do not impose our beliefs or goals on others nor do we assume we know the needs or goals of clients and/or their families.
- We work with each client/family to identify the goals that are important to them and integrate these goals into the care plan.
- We give personalized service and always interact in a friendly manner.
- We are observant, anticipating the client's needs.
- We maintain a fresh awareness that most of our clients/families are experiencing something unfamiliar to them, therefore we allow time to help support and understand.
- We provide privacy and maintain confidentiality.
- We strive to accommodate the client's schedule when planning services. If our schedule changes, we contact the client to inform them.
- We always do more than expected.
- We work to ensure clients, their families and our co-workers feel comfortable with asking questions or asking for help.
- We recognize that while we attempt to provide quality services, we may have instances when clients/families voice concerns. We will address client concerns immediately and will report unresolved concerns to our supervisor.
- We will respond to all pain or symptom management issues. We will do all that we can to resolve those issues.
- We will include clients in all changes to their plan of care.
- We will respond to all family/client reports of significant changes or declines in condition.
- We always respond to calls not clearly resolved to the caller's satisfaction by offering a home visit and or/a case conference.
- We check in with appropriate facility staff when entering or leaving the home of a client who resides in a nursing or assisted living facility.

4. We believe how we feel, our personal appearance and the appearance of our environment affects our ability to build effective relationships therefore:

- We recognize the "whole" of our person and commit to caring for the physical health, mental health and spiritual health of ourselves and one another.
- We will display a positive presence through our personal appearance, including appropriate attire, our name badge, and will follow the Tabitha dress code.
- We each play an active role in keeping our work environment neat, clean and safe.