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Kirby Medical Center

Employee Guide



Mission Statement

Kirby Medical Center is committed to providing quality and compassionate care to all.



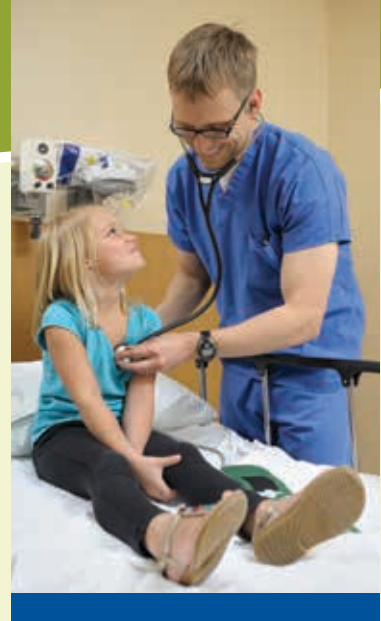
Vision Statement

Kirby Medical Center will be the market leader in providing accessible, high-quality healthcare that consistently exceeds our customers' expectations. We will be stewards of our communities by developing and providing services that make Piatt County and surrounding areas healthier places to live.



The History of Kirby

John Kirby, an Irish immigrant and Civil War veteran, along with his wife, Mary, bequeathed their large mansion and \$100,000 to open the John and Mary E. Kirby Hospital in 1941. The hospital quickly became a pillar in Piatt County for high-quality healthcare services.



In 1975, the original mansion was torn down and replaced with a new and updated facility that met new hospital standards. Finally, in 2011, Kirby opened the doors to its current location at 1000 Medical Center Drive, where we continue to provide local, much-needed patient services and the most up-to-date health technology.

Today, Kirby Medical Center is a vital part of life in Piatt County. We are one of the largest employers in the area and draw numerous experts and visitors every year. We also give back to the community. Kirby hosts fundraising and charity events and programs throughout the year, including Paint Piatt Pink for breast cancer awareness, student scholarships and the Kirby Derby 5K.

For the past 75 years, we've remained committed to the Kirby mission by providing patient-centered care, the latest in medical technology and ongoing community outreach. We are proud to be Kirby!



Welcome to Kirby

The culture at Kirby Medical Center sets us apart from other organizations. By aligning our goals and ensuring everyone at Kirby maintains the same high standards for themselves and their coworkers, we all succeed.

You are the most powerful and important resource we have. Our staff and caregivers set Kirby apart and define Kirby culture. As a Kirby employee, you are part of the Kirby family and our long history of local care. You have the power to represent Kirby with pride and be an advocate for us in the community.

This guide is a reference tool to help Kirby staff and caregivers better understand the working practices and expectations that have helped us become a healthcare leader, and which we expect from you as you represent Kirby now and in the future.





Core Values

You play an important role in helping to achieve our goals and fulfill our mission.

Kirby Medical Center is a “values-based” organization, which means we have prescribed core values and behavior standards that drive us as a hospital and determine our future success.

Saying we are values-driven is easy to do. Actually modeling our values takes the commitment of every person who works here at Kirby. Our organization is enhanced because we create and maintain a culture that supports us through the many and varied challenges in healthcare.



COMPASSION

Being mindful of the feelings we emote and how we interact with each other and our customers.



ATTITUDE

Always present a good attitude when dealing with our customers and coworkers, no matter the circumstance.



RESPECT

Know and practice that each individual is worthy of being treated with fairness and equality.



EXCELLENCE

Perform ordinary things in an extraordinary way.



STEWARDSHIP

Become efficient with our time and resources while passing our Core Values on to others.



Behavior Standards

The following categories are key indicators of performance for Kirby employees. Utilize these simple but powerful working practices to ensure a positive, efficient and satisfying environment for you, your patients and your fellow coworkers.

CAUTION

It is essential we provide a hospitable, healing, healthy and safe environment at Kirby Medical Center. Identify and report safety hazards promptly, and apply remedies whenever needed.

CLEAR COMMUNICATION

Effective communication is key to supporting a positive work environment and patient experience. Communicate with courtesy, clarity and care in all verbal and non-verbal messages. Listen attentively to patients to understand their needs and to ensure they comprehend information we provide to them.

Practice common sense email etiquette – email may save time but may not always be the most appropriate way to communicate. Use discretion in sending, responding to and forwarding email.

Remember that a simple “thank you” can go a long way. Recognition and gratitude are central to the Kirby culture. We celebrate our accomplishments and hard work to make Kirby the best place to work, practice medicine and receive care.

COHESION

At Kirby Medical Center, we know our differences, unique talents and varied backgrounds come together to create a stronger whole. Kirby team members share a common purpose: to serve our patients. We build each other up; we share our successes, failures, information and ideas. Our behavior and attitude create a positive first impression that lasts.

CONFIDENTIALITY

Kirby Medical Center protects customers' confidentiality, privacy and modesty in all situations. We are sensitive to the personal nature of healthcare, and we do everything we can to earn the trust others place in us. We strive to promote peace of mind and relieve anxiety.



CONSCIENTIOUS CARE

Provide empathetic support that puts the patient first. Keep patients informed of procedures and waiting times to put them and their families at ease. We are committed to sharing information and acknowledging the presence of our patients at all times. If something doesn't go right for a patient, we pledge to make things better. Practice active listening, and apologize if expectations are not exceeded. We are proactive in making amends, even in difficult situations.

CONTINUED COMPETENCE

Kirby Medical Center is committed to helping its employees, leaders and physicians learn and grow. Professional development demonstrates a desire to continually enhance the delivery of healthcare. We encourage innovation and constant improvement in efficiency and effectiveness.



The Five Pillars of Excellence

The many goals of Kirby Medical Center are organized under the following pillars. Each pillar is fundamental to our success as an organization:



Service

- Improving access to services and facilities
- Increasing patient satisfaction scores
- Enhancing referring physician satisfaction
- Focusing on customer service



People

- Increasing participation in the employee engagement survey
- Developing employee reward and recognition programs
- Improving communication at all levels
- Increasing employee recruitment and retention



Quality

- Enhancing quality of care
- Increasing patient safety



Financial

- Generating revenues
- Focusing on development and fundraising



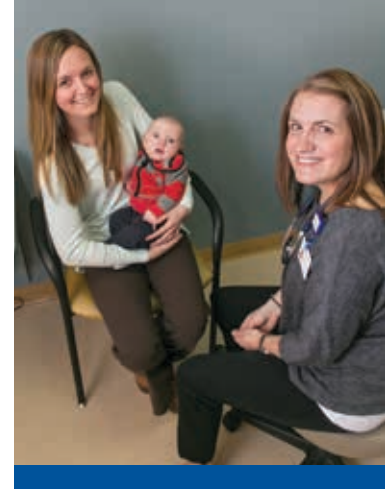
Growth

- Developing long-range plans for facilities
- Focusing on partnerships and affiliations
- Expanding services offered to the community



AIDET: Five Steps for Successful Communication

Use this acronym during patient, family member and coworker encounters to effectively communicate. AIDET helps to put patients and family members at ease during times of stress and vulnerability, and it enhances internal services and coworker interactions.



A

ACKNOWLEDGE

Acknowledge patients and coworkers by name when you see them in the hallway. Make eye contact, smile and acknowledge everyone in the room.

- “Good morning/afternoon, Ms. Doe. We’ve been expecting you, and we’re glad you are here.”
- “Good morning/afternoon, Mr. Doe. Welcome to Kirby. We want to make your visit as convenient as possible. Would you please take a moment to confirm we have your most current information?”

I

INTRODUCE

Introduce yourself to the patient and explain your skill set and how you are going to help them. Escort people rather than pointing or giving directions.

- “My name is John, and I will be conducting your test today. I am a certified imaging technologist, and I do about five of these procedures a day. Do you have any questions for me?”
- “Mrs. Doe, you will be seeing Dr. Mandhan today. He is an excellent physician. He is very good at listening and answering patient questions.”

D

DURATION

Give accurate time expectations for tests and medical services. Describe what patients can expect and what the next steps are.

- “Dr. Mandhan had to attend an emergency. He was concerned about you and wanted you to know it may be 30 minutes before he can see you. Are you able to wait, or would you like me to schedule an appointment for tomorrow?”

E

EXPLANATION

Explain step by step what is being done and what happens next in language the patient understands. Answer questions and provide your contact information.

- “The test takes about 30 minutes. The first step is to drink this solution, and then we’ll have you wait 20 minutes before we take a blood sample. Would you like to read while you wait?”

T

THANK YOU

Express thanks to patients for choosing Kirby Medical Center and thanks to their families for their support.

- “Thank you for choosing Kirby. It has been a privilege to care for you.”
- “Thank you for your call. Is there anything else I can do for you today?”

KIRBY MEDICALSM CENTER



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