

The UCHealth Service Framework

Why are we using this new approach to experience?

We know our patients come to us with fear and anxiety. Best practices within healthcare and other industries indicate that setting and meeting expectations allow our patients and staff to feel a sense of control, which reduces fear and anxiety.

This approach is not intended to add new or additional work. Instead, this is the foundational framework to drive an experience-forward culture for our patients and staff.

Objective:

Enhance quality and consistency of a patient's experience. The approach aims to alleviate common pain points and barriers, allowing a patient and their family to focus on clinical care rather than navigation of service-related interactions.

Consistent/Non-negotiable expectations of all staff

Set expectations

- Introduce yourself
- State your role
- “We are here to take care of you” and here's what's about to happen...
 - Be kind and transparent

Meet Expectations

- Follow through with the expectation
 - “Here is the water you asked for.”
- Ask, “Is there anything else I can help you with?”

Own It

- Close the loop by stating the met expectation
 - “I’m glad we could assist you with that.”
- If expectation can’t be met explain why, empathize, and discuss potential next steps.
 - “I understand your frustration, let me follow up with you after I reach out to other team members.”
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Ask

Begin to implement these key behaviors, particularly “Is there anything else I can help you with?”, into your interactions with patients and other staff and start thinking about other areas you can better set, meet, and own expectations in your space. Additionally, be on the lookout for more information from your leaders as we work to identify areas of opportunity and tailor this service framework to best support your patients and teams.

Set expectation.

*“Hello. My name is X
and I can help you
to...”*

Own it.

*“I don’t have the answer but
let me find out for you.” or
“Sounds like we got that
taken care for you.”*

Meet expectation.

*“I have time, is there
anything else I can
help you with?”*

