

PHELPS PRIDE Standards of Behavior

P Patients First	<i>Patients come first....Always!</i> <ul style="list-style-type: none"> • Be welcoming. Thank patients for choosing Phelps. Ask them how they would like to be addressed. • Anticipate needs, address their concerns, and answer call bells quickly. • Follow through on patient needs.
H Humane	<i>Be humane! Create a caring environment.</i> <ul style="list-style-type: none"> • Treat everyone as you would like to be treated. • Listen closely to patients, visitors, and colleagues. • Work together as a team to ensure the best possible outcomes for patients.
E Ethical	<i>Always practice ethical behaviors!</i> <ul style="list-style-type: none"> • Maintain integrity and honesty. Keep all patient and hospital information confidential. • Treat your colleagues equally. Everyone's work is important. • Recognize co-workers who contribute to your successes.
L Loyal	<i>Value Phelps and each other!</i> <ul style="list-style-type: none"> • Respect your co-workers' time...be punctual. • Always take action to correct problems...no job is beneath you! • "Manage up" by speaking well of your colleagues and other departments when warranted.
P Proactive	<i>Be proactive...Anticipate the needs of others!</i> <ul style="list-style-type: none"> • Do what is expected and plan for the unexpected. • Keep everyone informed of delays. • Help keep the hospital environment safe and clean. Clean up public areas and report unsafe conditions.
S Sensitive	<i>Be sensitive to the needs of others!</i> <ul style="list-style-type: none"> • Stop and really listen when your help is requested. • Take into account the cultural, spiritual, and emotional needs of others. • Show empathy! Recognize behaviors that may be triggered by fear or sorrow.

P Professional	<i>Act professional always!</i> <ul style="list-style-type: none"> • Lead by example. Keep current in all aspects of your job/profession. • Adhere to policies on social networking and personal electronic devices. • Keep conversations and language appropriate in the workplace.
R Respect	<i>Respect everyone!</i> <ul style="list-style-type: none"> • Be the first to give respect. • Acknowledge everyone's privacy and personal dignity. • Ensure communication is appropriate, clear, and understood by actively listening.
I Illuminate	<i>Illuminate like a star.</i> <ul style="list-style-type: none"> • Adhere to dress code and wear ID badge properly. • Smile and make eye contact. Observe the 10/5 foot rule. Engage others in appropriate conversation. • Demonstrate our skills and experience with professionalism and confidence.
D Deliver	<i>Deliver quality service as promised.</i> <ul style="list-style-type: none"> • Ask patients, "What else can I do for you? I have the time." • Respond promptly to requests. Don't just say it, do it! • Apologize for mistakes or errors, regardless of fault. Apply service recovery as needed and follow through.
E Exceed Expectations	<i>Exceed expectations by going the extra mile.</i> <ul style="list-style-type: none"> • Take pride and ownership in the Phelps environment and pay attention to details. • Escort lost patients and visitors. • Anticipate the unexpected, don't wait to be asked.

Phelps Pride 2020

Recognition of a Nurse (RN, LPN) who has demonstrated exceptional display of Phelps & Northwell Behavior Standards in his/her care patients.

Phelps Pride Award Nominees and Winner:

Debbie Reynolds, RN IV, ENTEROSTOMAL THERAPY

"I am so grateful to have met Debbie during my last few months as an intern. She is an inspiration. She is caring, empathetic and has a commitment to patients that is so genuine. Phelps is very lucky to have such a hard working RN on the team. Keep up the amazing work Debbie!"

Daniel Stewart, RN, ICU

Daniel started at Phelps in the spring of 2020 as a per diem nurse during the Covid Surge. During that difficult time his professional service and willingness to take on extra work, his cheerfulness, kindness and outstanding professionalism made him memorable. After the surge Daniel made the decision to join Phelps as a full-time staff member. He is truly dedicated to both his family and his profession; this was evident when he stayed with a friend during Covid to protect his family. He picked up extra shifts at Phelps to help out in any way he could.

ADELE WHYTE, RN, CRITICAL CARE NURSE EDUCATOR

Adele is the star in the ICU. She attends to issues with respect and professionalism. She is focused at all times and delivering quality education. She is beautiful inside and out and during Covid proved that day after day. She was just "there" and went that "extra mile" in the most trying of times. Story after story made me cry and pray for her safety. She is a huge blessing to us all.

WINNER. WINNER. WINNER. WINNER

KATHY KENNA, RN - ICU

Kathy Kenna is an exceptional nurse who constantly displays all of Phelps and Northwell behaviors in her care for her patients. Kathy is always seen pacing up and down the hallways of the ICU, whether it is answering call bells or attending to patients needs. She

responds to all patients, not just the ones she is assigned to. She goes above and beyond with patients and never sees any challenging patient or family as a burden but instead dives right in and is somehow always able to build lasting and trusting relationships. She is a great patient advocate and is always thinking about the patients being in the hospital as well as their care at home. For example, working with Dr Police to create a discharge plan for patients after reconstruction. Most recently we had an employee as a patient whom she gracefully cared for. She was willing to be the 'bad guy' by limiting visitation to optimize the patients sleep and speed up recovery. She encourages ambulation to decrease recovery times. She is always collaborating with other Phelps services to optimize the patient well being. She encourages the use of ipads, education print outs, and case management and social services to ensure the patient has the proper discharge plan. She supports all members of the ICU team and encourages nurse to be the best they can by her example.

Kathy is the perfect example of an exceptional nurse.