

All aboard! The *Exceptional Care, Exceptional Service* train is leaving the station



Children's Hospital Boston's reputation as a leader in patient care goes back to our founding in 1869. Now, Children's is launching an effort to make our service just as exemplary as our care.

It all began in March 2006, when like-minded colleagues created a Strategy Team of representatives from all corners of the Children's community to identify a foundation of values on which to build a service-oriented environment.

The result was *Exceptional Care, Exceptional Service*, and its goal is to disseminate positive service-oriented attitudes and behaviors that exceed the expectations of patients, families, physician partners, neighbors and co-workers. To reach this goal, all managers, directors and VPs have received training on how exceptional behavior—from effectively communicating with colleagues to properly greeting patient families—can be made a part of every work day. Roll-out of institution-wide training will begin this month and continue throughout the year.

This isn't strictly an instructional program, however. *Exceptional Care, Exceptional Service* leaders want to incorporate employees' ideas on how to improve service at every level. At the heart of the program is the idea that each of us at Children's wants to make a difference. If you have a suggestion on how to improve service here, submit it online at <http://web2.tch.harvard.edu/exceptional/>.

In the coming months, the *Exceptional Care, Exceptional Service* team will recognize employees who embody the program's standards. Below are some of these employees and the values they represent:



Imam Salih Yucel and Sister Carlotta Gilarde speak honestly, listen carefully and respond thoughtfully and promptly.

COMMUNICATION



Tevonne Ellis, administrative associate and event planner at Martha Eliot Health Center, is upbeat, positive and goes the extra mile.

ENTHUSIASM

RESPECT



Ed O'Byrne, RN, nurse manager in Perioperative Services at Children's Hospital Boston at Waltham, treats others with empathy and compassion, and appreciates our differences.

EXCELLENCE



Phlebotomy team members Andrea Smith, Tamara Johnson and Rony Delsoin believe that expectations are meant to be exceeded.

TEAMWORK



The Operating Room's Preoperative Clinic members (clockwise from back) Craig McClain, MD (anesthesiologist), Amy Keany (preoperative clinic coordinator), Bob Driscoll (endoscopy equipment technician), Edward Smith, MD (neurosurgeon), Pat Dearden, RN (OR nurse), and Andrea Rosen, RN (PACU nurse), work together and rely on one another's support and trust.



Linda Nelson, DMD, MScD, in Dentistry, is friendly, professional, welcoming and kind.

COURTESY