

SMILE

SERVICE STANDARDS

SMILE is a group of **five behaviors** that we strive to demonstrate in all our interactions with our patients, residents, visitors, and fellow team members.

SMILE stands for Smile, Make Eye Contact, Introduce Yourself, Listen and Empathize.

S

SMILE

Greet residents, visitors, fellow team members and those touring for potential admission with a warm, friendly welcome.

M

MAKE EYE CONTACT

Pleasant eye contact during conversation communicates that you are focused and paying attention.

I

INTRODUCE

Introduce yourself and offer support.

Patients:

Acknowledge patients by name and carefully assess their needs.

Family Members:

Offer a seat to family members who accompany patients to a therapy session.

Facility Team:

Introduce yourself to unfamiliar team members and offer to provide current/future support. Greet familiar team members and be available to provide support.

Potential Admissions:

Acknowledge those touring for potential admissions, greet them warmly and offer to answer questions.

L

LISTEN

Listen carefully to concerns.

Patients & Families:

Listen carefully to patient and family concerns. Demonstrate that what Matters to the patient, **Matters** to you.

Facility Team:

Be available to coordinate care, follow-up on referrals/requests timely, be patient with questions, and offer to educate when appropriate.

Facility Leadership:

Ask to know what you can do to provide exceptional service, acknowledge opportunities to improve services, and commit to improvement when appropriate.

E

EMPATHIZE

Show you understand and share the feelings of those around you.

Patients & Families:

Be mindful of the emotional challenges associated with SNF-based rehabilitation, long-term care placement, disease and/or disability, and express care for their feelings.

Fellow Team Members:

Be mindful of the specific challenges faced by each SNF team member, including dietary, housekeeping, nursing and administration, and provide support and encouragement that demonstrate our **Care Matters** approach in all our interactions.

