

# DELIVERING THE DIFFERENCE IN HEALTHCARE CARES

We have developed a global bespoke employee engagement programme called CARES that takes the core principles around caring in everyday actions and applies them in a set of training & management tools

- **COMPASSION**

*Demonstrate care and sensitivity in words and actions*

- **ACCOUNTABILITY**

*Be responsible for the outcome and results of our actions*

- **RESPECT**

*Protect customers' rights to privacy and dignity by creating and maintaining a secure and trusting environment*

- **ENTHUSIASM**

*Show pleasure and interest in delivering exceptional experiences for our customers*

- **SERVICE**

*Commit to deliver outcomes that exceed expectations*

**CARES**  
small actions make a big difference

The CARES programme clearly describes how staff are expected to carry out their roles; it focuses on attitudes and behaviours that are relevant for all staff, at any level and job role.

Our aim to become an organisation recognised for the positive behaviours and spirit of our employees as well as the services that we provide

## At our core we are a service organisation

- We touch the lives of millions of people on a daily basis in everything we do
- The healthcare environment which we work in is unique and special
- Our customers are patients, families, visitors and clinical teams

## What unites is not only what we do but how we serve our customers

- Showing empathy and awareness of the impact of our actions on others
- Living the Sodexo values through daily actions, attitudes and behaviours
- Every customer contact is an opportunity to create positive experiences and improve the Quality of Life for the people that we serve
- Customer service fundamentals apply to all people all the time

- Opportunities to 'go the extra mile'

### **Core purpose and impact on customers of each roles in healthcare**

- Food services role is in nutrition
- Domestic services role in infection prevention
- Porter role in putting the patient at ease
- Security teams ensure our everyone is treated or work in a safe environment
- Technical services role in creating the right environment for recovery and keeping clinical activity going

### **Small actions make a big difference'**

- Highlights that actions the team often think of as small and inconsequential, really matter because they make a big difference to the patient
- Brings to life how important the quality of human contact is to the recovery process
- Is a tangible demonstration of how we improve the quality of life for patients /residents
- Improving patient experience is an important priority for our clients and driving staff engagement as a key lever to deliver this
- We recognise the impact that our staff have on patient experience through the multiple touch points they have with patients and families on a daily basis with each interaction an opportunity for great customer service delivered with care and compassion
- The skills to identify and respond to a patient's emotional needs to improve the quality of their hospital experience.

### **Benefits for our teams:**

A sense of purpose, since they understand the importance of their role.

Valued and engaged, since their successes are acknowledged and encouraged.

Happier due to working in an enthusiastic, positive environment where they can work together and take initiative.

### **Benefits for our patients / residents:**

Have a personalised experience. They are treated as individuals, not just as patients.

Experience excellent customer service – the service is welcoming, friendly, supportive, understanding and helpful.

### **Benefits for our clients:**

By working in partnership, we can improve quality of life and patient experience.

CARES behaviours can align with, and reinforce, client values.