

**SERVICE EXCELLENCE
SELF LEARN PACKET POST-TEST**

Please circle the correct answer for each question. Upon completion, please forward the test to your Manager or Director.

1. Rounding promotes the following: patient safety, patient satisfaction and employee satisfaction. True False

2. Patient rounding is only needed on the nursing units. True False

3. Hourly Rounding on inpatients should be done every 2 hours. True False

4. Interval Rounding should be done every 15 minutes for patients in procedural areas.
 True False

5. Making eye contact is really not necessary while you are talking to a patient or customer.
 True False

6. Showing courtesy by using words “please” and “thank you” in patient / family interactions conveys respect and courtesy. True False

7. Informing patients / customers how long a particular test or procedure will last is important.
 True False

8. Greeting patients with a smile and using their name creates a lasting positive impression.
 True False

9. AIDET stands for: Action-Introduce-Duration-Explanation-Thank You.

True False

10. AIDET communication should be practiced only by direct caregivers.

True False

11. AIDET should be practiced whenever communicating with a patient / customer.

True False

12. Discussing patient issues in the cafeteria and elevators is acceptable if you are speaking softly. True False

13. It is alright to tell patients and customers that other departments frequently forget to follow through on expected responsibilities. True False

14. Keeping the conference rooms and patient rooms clean and free of spills is the sole responsibility of Environmental Services.

True False

15. When answering the phone, you should identify your department and yourself.

True False

16. Laughing loudly in the hall when a coworker tells a joke is acceptable when practicing On Stage behavior. True False

17. On Stage behavior should be practiced in all public areas including hallways, cafeteria, elevators, nursing stations and patient rooms. True False

18. It is alright to make personal phone calls from a nursing station or reception desk.

True False

19. Expressions of frustration should be voiced in an Off Stage location.

True False

20. Our body language, tone of voice, facial expressions and attitudes shape our customers' perceptions of us.

True False