

Onstage/Offstage

Foundations of The Sharp Experience

This framework helps us make good decisions about where behaviors should — and shouldn't — take place.

To consistently deliver positive experiences, we must understand that everything that occurs in front of our patients and guests is important. Every action, object and seemingly small detail can either add to or take away from their experience and influence their decisions about whether we are a competent and caring organization.

It's up to each of us to be aware of the words we say, the actions we perform, and the behaviors we use to ensure our patients and guests continue to place their trust in us.

One important aspect of creating positive experiences is to prevent Offstage behavior from occurring Onstage. This means recognizing where we are and who is around us at all times.

Onstage

At Sharp, our stage is the place where we do the work of transforming the health care experience. When we are Onstage, we are committed to creating the best possible experience for each other and those we serve.

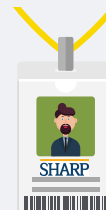
We Are Onstage



When we are working



Anytime a patient, family member or guest can see us, whether in person or via telehealth visits



Anytime we are wearing our Sharp badge or Sharp-branded clothing in the community

Examples of Onstage Behaviors



Smiling



Actively listening



Wearing our Sharp ID badge



Maintaining clean, uncluttered work areas



Picking up trash

Offstage

At the same time, we recognize the importance of having places where you can decompress, relax and be Offstage. Because every situation is unique, we encourage you to work with your leadership team to identify the Offstage areas for your department or unit. Also, it's important to know Offstage behaviors are not inherently bad; they are simply behaviors that need to be taken off the stage where the work is being done.

We Are Offstage



In staff-only areas



When we are on break and away from public view



When we are not at work and not wearing our Sharp ID or Sharp-branded clothing

Examples of Offstage Behaviors



Reading personal materials



Having personal conversations



Texting, talking or scrolling on a mobile phone



Napping



Eating and drinking