

Core Values and Expectations

Our Mission: *WHY WE EXIST*

To extend the healing ministry of Jesus Christ.

Our Core Values: *WHAT WE BELIEVE IN*

Dignity: Respect for the worth of every person, recognition and commitment to the value of diverse individuals and perspectives, and special concern for the poor and underserved.

Integrity: Honesty, justice and consistency in all relationships.

Excellence: High standards of service and performance.

Compassion: Service in a spirit of empathy, love and concern.

Stewardship: Wise and just use of talents and resources in a collaborative manner.

Our Vision: *WHAT WE ARE STRIVING TO DO*

CHRISTUS Health, a Catholic health ministry, will be a leader, a partner and an advocate in the creation of innovative health and wellness solutions that improve the lives of individuals and communities so that all may experience God's healing presence and love.

Confidentiality

All information regarding patients is privileged, whether spoken, written or electronically. We ask that you be cautious where and to whom you speak. When discussing patients you must be in a secure area (report room, staff lounge, etc) and never in a public area (dining room, open hallway, elevator). Treat all information as private and confidential. Only share information with those involved in the care of the patient.

Demeanor

Professional behaviors are imperative. We are all expected to treat each person with dignity, and to work collaboratively with healthcare team members. Respond to the needs of those you care for with excellence in service and dignity. Make sure you always provide for patients' privacy by knocking before entering rooms, introducing yourself, explaining what you will be doing, and by closing the door and draping patients appropriately before procedures. Unprofessional conduct (or dress), loud talking, rudeness and profanity, are not tolerated at CHRISTUS Santa Rosa.

Harassment

CHRISTUS Santa Rosa prohibits sexual harassment in the workplace, as well as behaviors which are intimidating, hostile or threatening. Unwelcome sexual advances, requests for sexual favors, and other verbal, visual or physical conduct is prohibited. All persons are responsible for conducting themselves in a businesslike manner which demonstrates respect to others. Complaints of harassment should be reported immediately to the supervisor, manager, or Human Resources Department.

Age Specific Patient Population

The age specific needs of patients from birth to late adulthood are unique. Make efforts to interact with individuals by minimizing fear and promoting understanding. Take into consideration the individual's age and development when identifying environmental hazards or unsafe situations.

For questions or more information on these issues contact the Risk Management Department at 210.704.2020.