

Working Environment

Our aim is to provide a great working environment for you as you learn and develop your skills to provide excellent care and work. Please address any concerns or problems with the Department Director, the Human Resources Department or your Instructor.

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.

Effective Communication

Good communication is essential in the healthcare setting. The use of communication techniques such as SBAR when reporting concerns about a patient's condition is practiced here. Additionally there are other aspects of communication that we use that we ask you to use as well.

AIDET – Every Patient, Every Time

When communicating with patients we recommend the AIDET technique:

- Acknowledge – show empathy, establish trust
- Introduce – yourself your colleagues and your role
- Duration – be specific, ex. How long will procedure take?
- Explanation – don't assume, give thorough information
- Thank You – thank the patient

Why AIDET? Reduces patient anxiety, increases patient compliance, improves clinical outcomes, improves patient satisfaction.

5 Star Expectations



Hallway and Elevator Etiquette

- Greet everyone with a hello and a smile
- Never pass a visitor in the hallway, who appears to need directions, without stopping to assist
- Escort visitors to their destination rather than pointing them in that direction
- Allow others to exit an elevator before entering

When Answering Incoming Calls

- Answer all calls by identifying the department and your name, followed by “How may I help you?”
- Ask the caller for permission before placing them on hold
- Take accurate and complete messages should that be required

When Entering or Leaving a Patient’s Room

- Always knock before entering a patient’s room, and wait for a response to enter.
- Greet the patient by name
- Offer an appropriate greeting and remind the patient of your name and your purpose (remember AIDET!)
- Always offer the patient a closing statement such as, “What more can I do for you? I have the time.”

For All Interactions With Those We Are Privileged to Serve

- Anticipate patients’, families’, and visitors’ needs
- Always say, “It is my pleasure,” not “ok” or “no problem”
- Never say “I’m too busy” or “We’re short-staffed.”
- Never walk past a call light without stopping to help
- Thank patients and families for choosing our hospital at every opportunity

As Healthcare Workers we are expected to...

- Be respectful of others and our facility.
- Keep noise at an appropriate level.
- Have a professional appearance and follow our dress code.
- Limit eating and personal conversations in front of patients or visitors/families.
- Listen attentively to patients and family members
- Treat each other in a professional and tolerant manner.
- Demonstrate good working relationships with other departments.
- Have a pleasant greeting for fellow Associates.
- WE ARE EXPECTED TO HOLD EACH OTHER ACCOUNTABLE

Cultural Competence

At CHRISTUS Santa Rosa we are committed to an environment where each person is honored and respected. In this environment, human differences are the basis of our strength. Every effort is made to include all people without regard to ethnicity, culture, gender, religion, age, disability, sexual orientation, appearance, marital status, socioeconomic status, or any other of the myriad of characteristics that make people unique.

Successfully appreciating other people’s uniqueness begins with understanding your own culture, beliefs, or point of view...such as, what do you consider important, polite or rude regarding such things as communication (language, eye contact, no eye contact, touching, physical space, timeliness)? What are your beliefs about illness, how it is caused, when it should be treated, how it should be treated? To be culturally competent one must be aware of and respect the fact that others may have different beliefs, values and practices than your own.

To become culturally competent one must:

- Recognize each cultural group has its own values, beliefs and practices (cultural awareness).
- Respect another's cultural beliefs and practices (cultural sensitivity).

To deliver culturally competent care one must meet the specific needs of patients by being culturally aware and sensitive.

To deliver culturally competent health care the healthcare provider should develop some basic knowledge about the different cultures they provide care to and should always ask the patient and their families about their views and preferences when delivering care. Some of the areas that should be considered include:

- How the patient prefers to be addressed
- Beliefs about illness and how it is treated
- Preferred language
- Spiritual/religious orientation
- Food preferences
- The role the family plays in their decision making and care
- Symptom management (for pain, fatigue, constipation/diarrhea, nausea, etc.)
- Activities of daily living (issues regarding modesty, hair/skin/nail care, toileting, self-care, etc.)
- Communication (language, preferred languages, literacy, non-verbal communication, tone of voice, etc.)

Always remember individuals cannot be stereotyped based on their ethnicity or culture. The individual is the focal point; the culture is a reference point that may help to enhance understanding the individual's point of view. Even siblings, growing up in the same environment may have different beliefs. We are operating under the **Platinum Rule: Do unto others as THEY would have you do unto them.**

Age Specific Patient Population

The age specific needs of patients from birth to late adulthood (elderly) are unique. Make efforts to interact with individuals by minimizing fear and promoting understanding. Take into consideration the individual's age and development when caring for them to include learning needs, environmental hazards or other unsafe situations.



Team Work

It takes all of us in the healthcare environment working together, communicating conscientiously to make this a safe patient care environment and a safe working environment.

Characteristics of a Team

- Everyone works for the betterment of everyone
- Everyone wants to work for the benefit of the team
- All members are equal
- Communication is shared regularly
- There is a "We" attitude

Remember, as a student, you are an important part of the team and your observations and communication is critical to the success of the team and the excellent of care of our patients and families!