

# **Orientation Information**

## **For Clinical Experiences**

### **Welcome to PeaceHealth!**

As you begin your clinical learning experience in Eugene, we invite you to browse this site for important information about our organization.

The need for healthcare providers in the future continues to grow. New technologies and medical breakthroughs are broadening the skills needed in the workforce. It is an exciting time to pursue a career in healthcare!!

Thank you for considering PeaceHealth and Sacred Heart Medical Center as part of your educational experience. We appreciate the opportunity to serve our community by encouraging and supporting the development of future healthcare professionals!

Chris Traver, Director

Center for Medical Education & Research  
at Sacred Heart Medical Center

The following material is to assist in orienting you to our organization prior to participating in a clinical experience. If you have any questions as a result of reviewing this information, please call Irene Sogge at 541-686-7173 or me at 541-686-6863.

Again...welcome!

# Table of Contents

<b>PeaceHealth Mission .....</b>	<b>3</b>
<b>Core Values.....</b>	<b>3</b>
<b>Historical Timeline.....</b>	<b>4</b>
<b>PeaceHealth Oregon Region .....</b>	<b>5</b>
<b>Behavioral Expectations .....</b>	<b>6</b>
<b>Our Personal Accountabilities .....</b>	<b>7</b>
<b>Organizational Integrity .....</b>	<b>9</b>
<b>Confidentiality of Information.....</b>	<b>10</b>

# **PeaceHealth MISSION**

We carry on the healing mission of Jesus Christ by promoting personal and community health, relieving pain and suffering, and treating each person in a loving and caring way.

## **Core Values**

### **RESPECTING INDIVIDUAL HUMAN DIGNITY AND WORTH**

We respect the dignity and appreciate the worth of each person as demonstrated by our compassion, caring, and acceptance of individual differences.

### **STEWARDSHIP**

We choose to serve the community and hold ourselves accountable to exercise ethical and responsible stewardship in the allocation and utilization of human, financial and environmental resources.

### **COLLABORATION**

We value the involvement, cooperation and creativity of all who work together to promote the health of the community.

### **SOCIAL JUSTICE**

We build and evaluate the structures of our organization and those of society to promote the just distribution of health care resources.

# The Sisters of St. Joseph of Peace

## Historical Timeline

A rich heritage and mission dating back to the late 1800's stands behind PeaceHealth. The timeline above summarizes the evolution of the health care ministry of the Sisters of St. Joseph of Peace in the Pacific Northwest.

<b>Date</b>	<b>Event</b>
1884	Margaret Anna Cusack founds the Sisters of St. Joseph of Peace in Nottingham England
1885	Sisters come to America (New Jersey) committed to alleviating injustices, providing health care to the sick and injured, and educating young women
1890	Two sisters go west to Fairhaven, Washington (now Bellingham)
1891	St. Joseph Hospital opened in Fairhaven, Washington (now Bellingham)
1896	Mater Misericordiae Hospital founded in Rossland, British Columbia (closed 1969)
1901	Sacred Heart Hospital founded in Greenwood, British Columbia (closed 1918)
1916	Seward General Hospital established in Seward, Alaska (closed 1919)
1916	St. Anthony's Hospital established in Wenatchee, Washington (Sold in 1974 to Central Washington Deaconess and is now Central Washington Hospital)
1922	Little Flower Hospital founded in Ketchikan, Alaska
1936	Sacred Heart General Hospital established in Eugene, Oregon
1943	St. John's Hospital established in Longview, Washington
1963	Ketchikan General Hospital leased from the City of Ketchikan, Alaska
1976	Hospitals incorporated under the Sisters of St. Joseph of Peace, Health and Hospital Services Corporation- later to be renamed PeaceHealth System.
1984	St. Helen's Hospital, St. Helen's Oregon (discontinued in 1990)
1984	Snoqualmie Valley Hospital, Snoqualmie, Washington (discontinued in 1991)
1986	Marianwood established, Issaquah, WA. (transferred to the Sisters of Providence Health System in 1996)
1989	Peace Harbor Hospital, Florence Oregon
1999	Cottage Grove Community Hospital, Cottage Grove, OR
2000	El Salvador Health Mission
2005	Building began at RiverBend, Springfield, Oregon

# PeaceHealth Oregon Region

The PeaceHealth Oregon Region (PHOR) is a partially integrated delivery system. The operations owned by PHOR are managed under an integrated management structure and under a common board of directors that set the strategic direction for the Region.

PHOR employs 4,300 employees and over 1,000 volunteers with \$430 million annual net revenue.

PeaceHealth Oregon Region facilities include:

**Sacred Heart Medical Center** (SHMC) was acquired out of bankruptcy by the Sisters in 1936. Sacred Heart, at 432 beds, is one of the busiest hospitals in Oregon. It serves a broad geographic area (largest hospital between San Francisco & Portland) with sophisticated tertiary services while meeting the primary hospital needs of greater Lane County.

**PeaceHealth Medical Group** (PHMG), formerly The Eugene Clinic, is a 100-member primary care group practice with offices located throughout Lane County.

**Cottage Grove Community Hospital** (CGCH), provides 24-hour emergency care and an 11-bed medical inpatient unit in south Lane County. Additional services include: laboratory, imaging, and general outpatient and inpatient physical therapy.

**South Lane Medical Group** (SLMG) is a primary care physician group servicing Cottage Grove and Creswell, Oregon. Family practitioners and internists work with nurse practitioners to provide primary care and women's health care to patients of all ages in south Lane County.

In addition:

**Physicians** participate in the Region as employees of the PeaceHealth Medical Group or through contractual arrangements.

We also work closely with **PeaceHealth Siuslaw Region** (which includes Peace Harbor Hospital in Florence) to serve the people of Lane County and surrounding communities.

# Behavioral Expectations

A clinical experience with PeaceHealth assumes individual commitment to our Mission and Core at all levels of organizational activity. Therefore,

**I make a personal commitment to:**

## **Respecting Individual Dignity and Worth**

- Treat all persons with respect
- Expect high level of performance; encourage and exercise highest professional potential
- Resolve conflicts openly and directly
- Take a positive approach to problem-solving, avoid placing blame and acknowledge mistakes
- Support an environment that fosters development of the individual
- Give positive and constructive feedback to others
- Listen and respond
- Speak with sensitivity about the needs and feelings of others
- Handle unanticipated events and crisis situations in a constructive manner
- Participate in orientation and educational opportunities
- Respect confidentiality of information

## **Stewardship**

- Make strategic decisions consistent with the PeaceHealth Mission and Core Values
- Work to minimize duplicating services within the community
- Respect the natural environment by conserving and recycling materials where possible
- Work together to provide quality, cost effective services
- Encourage responsible use of the resources needed to achieve the organization's goals

## **Collaboration**

- Work to improve the quality of life in our community
- Support organizational and community needs
- Encourage a team approach in accomplishing objectives
- Keep communication open, inviting criticism and new ideas from all sources
- Involve all those affected in decision-making

## **Social Justice**

- Consider the needs of the individual, as well as the organization, when making decisions
- Promote an environment which values opportunities for reflection on ethical behavior
- Work to remove barriers to access for underserved and uninsured persons
- Focus advocacy especially on those who are vulnerable and disadvantaged
- Identify and address social causes of illness, such as poverty and unemployment

I understand that I will be held accountable to these standards. I will invite and be receptive to others' observations in order to support my ongoing development.

# Our Personal Accountabilities

## **Everyone feels welcome and is treated in a loving and caring manner.**

- Always introduce yourself to the patient and family present, state name, role, why you are there, what you are going to do, and ask for permission to proceed.
- Consider how your appearance might affect our patients' confidence and their well-being.
- Offer to escort anyone who looks lost or confused.
- Offer assistance to people who appear in need or in distress.
- Humor is valued.

## **Everyone is handled with care.**

- Knock and wait for response before entering a patient's room
- Use care when moving patients.
- Honor cultural and spiritual differences as well as personal needs.
- Maintain friendly and respectful elevator manners.

## **Patients and families are involved in their healing process.**

- Patients and families are always invited to share their goals and wishes.
- Inform and seek consent before doing anything to anyone.
- Advocate for and support patient needs.
- Be responsive to emotional, physical, spiritual and relational needs of patients and families.

## **Our healthcare facilities are sacred spaces: Promote and maintain a healing environment; seek to reduce noise.**

- Putting the patients experience above our challenges and issues.
- Striving to have a calming presence.

## **Privacy and confidentiality is safeguarded.**

- Maintain security of all confidential information.
- Share confidential information only on a "need to know" basis and in confidential space.
- Demonstrate care in what is said to whom and where.

## **Everyone is part of the caregiving team.**

- Practice healthy work communication by being honest, direct and respectful.
- Solve problems in constructive ways.
- Show appreciation for the contribution of each person regardless of roles or titles.
- Recognize and take responsibility for your attitude and actions.

## Personal Accountabilities, continued

### **Continuous improvement is the way we do our work.**

- Seek opinions and ideas from each other, patients and families.
- Take initiative to improve work processes and work life.
- Accept responsibility for learning.

### **Follow-up and follow through.**

- Ask the patient, family or co-workers if their needs are being met and follow through.
- Keep patient, family and co-workers informed of what is being done to meet their needs.
- Contribute to providing a seamless care experience for patients and families.

### **Everyone maintains a professional and caring appearance.**

- Identify yourself at all times and with all contacts.
- Wear name tags and follow dress code guidelines.
  - Dress in casual business attire while at area clinics and in the hospital. If scrubs are part of your routine, be sure they are not faded or soiled. No large jewelry or dangling earrings that could present a possible injury risk to both the student and patient.
  - Clean, closed toe shoes are required in any patient care area. No flip-flops.
  - Name badges must be worn above the waist. If a lanyard is used, it must be a break-away kind to reduce injury to the student.
  - PHOR is a fragrance free zone out of respect for staff, patients, or other guests who have a sensitivity to this.
- Use appropriate verbal and non-verbal behaviors.

### **Resources are used responsibly.**

- Be cost-effective in use of supplies and equipment.
- Manage work time and breaks appropriately.
- Delegate appropriately.

These accountabilities support the [\*PeaceHealth Mission and Core Values.\*](#)

# Organizational Integrity

## Email -

**OHSU Medical Students will only use their OHSU E-Mail Addresses**

## Internet use

PeaceHealth provides Internet access as a business tool to connect users to the most current work-related information, to facilitate access to knowledge resources, and to improve job performance. Internet access and use shall be consistent with PeaceHealth's mission and values, and comply with regional and system-wide policies.

**Unacceptable Uses.** Internet access shall not be used in a manner that is inconsistent with PeaceHealth's mission and values, or violates PeaceHealth policy. Unacceptable use of PeaceHealth access to the Internet includes, but is not limited to:

- a. Messages, documents and images from Internet sites that may contain, but are not limited to, sexually suggestive or explicit material, racial slurs, or content that may be harassing, or offensive to a person's gender, age, sexual orientation, religious beliefs, political affiliation, national origin, disability, veteran's status and any other basis prohibited by local, state, or federal law.
- b. Sending (uploading) or receiving (downloading) confidential information, copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization by department Manager or Director.
- c. Sending protected health information (PHI) that is not encrypted. Until encryption is commonly available for transmission of information sent outside the PeaceHealth system, confidential information shall not be sent over the Internet. Communications sent to the Centers for Medicare and Medicaid Services shall be encrypted in accordance with "HCFA Internet Security Policy."
- d. Any use for personal benefit or gain, sales purposes, or the advancement of individual views including partisan political views, using your PeaceHealth affiliation. An example is running a private business using PeaceHealth resources including time.
- e. Use that interferes with work performance or the operations of a department.
- f. Unauthorized downloading of software.

**Violations.** Students who access Internet sites in a manner that is inconsistent with limited personal use, or contrary to PeaceHealth's mission, values, and policies, or productivity expectations, will be subject to corrective/disciplinary action, up to and including dismissal from clinical experience.

# Confidentiality of Information

The delivery of high quality patient care and the maintenance of an efficient healthcare organization requires the accumulation, transmission, and reporting of a wide variety of information. PeaceHealth's core values direct us to safeguard the confidentiality of this information. Information related to patients, employees, providers, financial data, and /or any other information pertaining to PeaceHealth business or proprietary information is to be considered strictly confidential unless specified otherwise. Access to confidential information is permitted only on a need-to-know basis and as permitted by law.

1. Access to clinical patient information shall be limited to the time period during which the user is directly involved in the patient's care, or as otherwise or necessary for their job duties.
2. When accessing confidential information, access should be limited to the minimum necessary to perform the intended task.
3. Special considerations and/or precautions may be required related to certain types of protected information as defined by state and federal law. These include, but are not limited to: HIV, mental health, chemical dependency, and genetic testing.
4. Confidential information released to third parties should be limited to the minimum necessary to accomplish the intended purpose.
5. All students whom have access to PeaceHealth confidential information are required to comply with all applicable procedures and related policies of PeaceHealth that support, implement and enforce this policy.
6. Even with written authorization, access to any person's online health information, except your own, is prohibited other than for purposes related to legitimate work-related tasks. This applies to family members' or friends' information, and that "surfing" online health records for supposedly educational purposes are prohibited.

PeaceHealth confidential information is contained in different media including, but not limited to:

- Paper records
- Microfilm/microfiche
- Verbal communications
- Audio or video recordings
- Electronic displays and electronically-generated reports