



Orientation Guide



Congratulations on your new role with PeaceHealth.

We are excited to welcome you to our network of over 16,000 caregivers throughout Alaska, Oregon, and Washington.

This guide will help you understand what to expect during orientation and provides insight into our culture and ministry. We encourage you to read this before your first day, and to reach out to your hiring manager if you have questions.

Welcome to PeaceHealth!

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Orientation Programs

During your first few days at PeaceHealth it will be our pleasure to share more with you about what it means to be a PeaceHealth caregiver, important safety information, and the resources you will have available.

While the schedule and requirements vary by role, orientation for most clinical roles is made up of the following components.

Many non-clinical roles will only require the New Caregiver Welcome and eLearning Modules. Other necessary orientation will take place within your department.

Your personalized assignments and specific arrival information is outlined in the email from which you launched this document and/or from your direct hiring manager.

Component	What It Is	Who Attends	Typical Time Frame
New Caregiver Welcome	A live, instructor-led, virtual meeting where we introduce you to our culture, resources, and benefits.	All caregivers (virtually using Microsoft Teams)	Your first day of work
eLearning Modules	Self-paced eLearning modules focused on required orientation training.	All caregivers	Within your first 7 days
Patient Services Orientation (PSO)	Covers topics you need to keep yourself and your patients safe. Also discuss quality measures & inclusion.	Caregivers (except for providers) who work directly with patients in any capacity	Within your first 7 days
Role Specific Orientation (RSO)	Inpatient - A general overview of nursing practice at PeaceHealth.	Caregivers who work as inpatient bedside nurses, nursing support, medical assistants, and clinic-based patient access representatives	During your first or second week of work (as applicable)
	Outpatient - Navigation of resources, overview of daily tasks & standard work.		
PHMG Culture of Service	Training on effective communication techniques, service excellence, and empathy.	Specific PeaceHealth Medical Group Caregivers	End of your first week of work
CareConnect Orientation (CCO)	Hands-on computer training for PeaceHealth's electronic health record (EHR) called CareConnect.	Any caregiver who accesses or contributes to the EHR	During your first few weeks of work (as applicable)
PeaceHealth Leader Orientation (PHLO)	Provides a deeper understanding of our leader's unique role in supporting the PeaceHealth mission.	All new leaders to PeaceHealth	A series of one-hour virtual sessions, offered quarterly

Note: You may have orientation between 0800-1700 Pacific Time / 0700-1700 Alaska Time. Please plan accordingly.

Connecting to PeaceHealth

Our Mission Statement

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.

Our Core Values

Respect

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 healthcare resources.

Our Vision

Every person receives safe, compassionate care; every time, every touch.

View This Video

We encourage you to view this powerful YouTube video to learn more about what it's like to be a [PeaceHealth caregiver](#)

A Higher Purpose

Everything we do is in service to a higher purpose: to work with and help our neighbors live healthier, happier lives.

We take care of the needs of people; we don't simply treat patients. We put people at the center, enabling them to be their best, and providing personalized, compassionate care when they are not. We make them feel welcome, comfortable, and safe. We are neighbors, caring for and loving one another, for the betterment of all.

Caring for those in our community is not new to PeaceHealth; it's been in practice since the Sisters of St. Joseph of Peace arrived in Fairhaven, Washington to serve the needs of the loggers, mill workers, fishermen and their families. They knew strong, healthy communities benefit individuals and society, and that social and economic factors can make some community members especially vulnerable. The Sisters believed they had a responsibility to care for them, and that ultimately, healthier communities enable all of us to rise to a better life.

This philosophy inspires us today and guides us toward the future.

A Culture of Safety

Across PeaceHealth we are committed to a focus on quality and safety. From strategic initiatives focused on *100% Perfect Care, Zero Harm* to innovative Lean transformation work, we understand that being a leader in these areas is essential to our mission and the patients, families, and communities we serve.

A culture of safety includes every caregiver, in every role at PeaceHealth. This is why we've implemented processes such as Safety STOP where all caregivers are empowered to 'stop the line' when they are aware of a patient safety event that could result in serious harm or death. In addition, focusing on specific workflows such as a Patient Identification ensure that any patient who comes to PeaceHealth can expect to receive safe, quality care.

The connection between safety and work/life balance cannot be overlooked. It's proven that caregivers who are able to disconnect from work have improved mental health and are less likely to make mistakes. At PeaceHealth we care for the whole person, our caregivers and patients alike.

You'll learn much more about our safety policies and procedures during your orientation activities.

Diversity & Inclusivity

Throughout PeaceHealth's over 130-year history, we have continuously challenged ourselves to answer the call for social and health justice. Our Mission, Vision and Values guide us toward respect for diversity, inclusion, and cultural humility, and they hold us accountable to these deeply held commitments.

- We respect **diversity**, the range of human differences, including but not limited to race, ethnicity, gender, gender identity and expression, sexual orientation, age, social class, physical and mental ability, religious or ethical values systems, national origin, and political beliefs. We believe that all people are inherently valuable.
- We strive to practice **inclusion**, not only by valuing diverse perspectives and creating a workplace that welcomes diversity in all its forms, but by creating and providing a sense of encouragement, empowerment and belonging. We enable inclusion by actively creating workplace environments, care systems and healing environments that embrace diversity. We further enhance inclusion by supporting PeaceHealth Caregiver Affinity Groups (CAGs) that build a sense of belonging among caregivers, cultural awareness within our organization and serve diverse communities. All caregivers are welcome to join any of our CAGs.
- We approach everything and everyone with a **cultural humility** and compassionate curiosity, coupled with a commitment to continual process of learning and openness.

We call on you today to stand against injustice and health inequities. Racism, xenophobia, and discrimination have no place in our society, and certainly no place at PeaceHealth. You will learn more about PeaceHealth's antiracist and health equity initiatives, education, and CAGs, during orientation. If you have questions prior to that please email us at cidea@peacehealth.org.

We hope that these foundational attributes **excite** and **inspire** you as you begin your career journey with PeaceHealth. We will "see" you soon.

In Service,

Your People & Culture Partners

www.peacehealth.org

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