

§ 999.5(d)(5)(E)

Current Policies and Procedures on Staffing for O'Connor Hospital ("OCH")

Please see the attached for a description of OCH's current policies and procedures on staffing for patient care areas; employee input on health quality and staffing issues; and employee wages, salaries, benefits, working conditions and employment protections, including a list of all existing staffing plans, index of policy and procedure manuals, index of employee handbooks, collective bargaining agreements or similar employment-related documents.

Description of OCH's Policies and Procedures for Staffing

Note: Daughters of Charity Health System refers to employees as associates or employees.

Staffing of Patient Care Areas:

OCH has established policies and procedures to ensure adequate staffing levels for its patient care areas. See the attached staffing documents for OCH in Exhibit A.

Employee Input on Health Quality and Staffing Issues:

All employees have a variety of ways to provide input to hospital leaders:

- Employees can bring up suggestions in staff meetings, in meetings one on one with their immediate supervisor, and in all hands “town hall” meetings with the hospital’s CEO and other leaders.
- Employees may raise suggestions or concerns to human resources or, if represented by a labor organization, to their union steward.
- OCH periodically conducts an employee satisfaction and engagement survey and solicits employee input and feedback on the associate’s immediate supervisor; pay and benefits; hiring, promotion and opportunity; quality, competency and staffing; upper management, job engagement, and organizational engagement among other topics. Action plans are developed and implemented to communicate the survey results to associates and address areas for improvement. Recent survey results are attached in Exhibit E.
- A toll-free telephone number or web site (“Values Line”) to report concerns. Associates may anonymously report issues, concerns, or make suggestions.

Employee Wages, Salaries and Benefits:

See the Compensation section at pages 14-17 and the Benefits section at pages 18-21 of the OCH Associate Handbook (attached as Exhibit B). Wages, salaries, and benefits for employees subject to collective bargaining agreements are covered by the terms of those agreements.

Employee Working Conditions and Protections:

OCH is committed to providing a healing environment that promotes safety, efficiency, and productivity, as well as health, in a manner consistent with our mission and Vincentian values. Please see page 1 of Exhibit B for our Mission and Values. Also refer to pages 8-10 for information regarding Standards of Conduct, Drug Free Workplace, Harassment Free Workplace, and a Definition of Sexual Harassment and Other Types of Harassment. Safety and Security are addressed on pages 29-30 of Exhibit B.

OCH complies with all state and federal laws providing protections to workers and provisions of the negotiated collective bargaining agreements. Page 4 of Exhibit B addresses OCH’s commitment to Equal Employment Opportunity. In California the employment relationship is recognized as “at will” and is terminable at the option of the associate or OCH, with or without cause or advance notice, at any time. Employees subject to collective bargaining agreements are covered by the protections outlined in their respective agreements.

OCH is a party to the following collective bargaining agreements:

- Collective Bargaining Agreement between SEIU-UHW United Healthcare Workers – West and O’Connor Hospital, Saint Louise Regional Hospital, Seton Medical Center, Seton Medical Center Coastside, and St. Francis Medical Center for the period May 1, 2012 – April 30, 2015.
 - This agreement covers over 2,600 employees who are generally members of technical and service and maintenance bargaining units at the above listed hospitals. The agreement addresses classifications, wages, premium pay, process for problem resolution, seniority, lay off and recall, committees, discipline and discharge, committees, and benefits, among other employment related matters.
- Collective Bargaining Agreement between California Nurses Association and OCH for the period July 1, 2009 – June 30, 2013. The CBA was extended through Sept. 30, 2014.
 - This agreement covers approximately 600 RNs at OCH involved in direct patient care. The agreement addresses job classifications, compensation and hours of work, premium pay, process for problem resolution, seniority, reduction of staff, committees, discipline and discharge, resolution of staffing disputes, patient needs staffing, and benefits among other employment related matters.
- Collective Bargaining Agreement between California Licensed Vocational Nurse Association and OCH for the period November 1, 2011 – October 31, 2015.
 - This agreement covers approximately 20 Licensed Vocational Nurses providing direct patient care at OCH. The agreement addresses compensation, premium pay, benefits, discipline and discharge, grievance and arbitration, seniority, staff reductions, review of evaluations and disciplinary action, and participation in advisory nursing practice committees, among other related employment matters.
- Collective Bargaining Agreement between International Union of Operating Stationary Engineers Local 39 and OCH for the period October 1, 2005 – September 30, 2010 (extended during contract negotiations).
 - This agreement covers approximately 17 bargaining unit members at OCH. The agreement addresses compensation, premium pay, seniority, benefits, hours of work, and grievance procedure, among other related employment matters.
- Collective Bargaining Agreement between Engineering Scientists of California, Local 20 and OCH for the period April 8, 2014- April 30, 2015.
 - This agreement covers approximately 45 bargaining unit members at OCH. The agreement addresses compensation, premium pay, seniority, benefits, hours of work, and grievance procedure, among other related employment matters.

OCH List of Exhibits

Exhibit A: OCH Staffing matrix, nursing census by department by shift, Plan for Provision of Patient Care Policy, Staffing Plan Nursing Division Policy, Scheduling/Staffing Policy Nursing Division Policy

Exhibit B: Selections from OCH Associate Handbook.

Exhibit C: List of employment and human resources policies for OCH.

Exhibit D: List of positions and salary ranges for OCH positions not represented by a labor organization.