

§ 999.5(d)(5)(E)

Current Policies and Procedures on Staffing for Seton Medical Center and Seton Coastside (“Seton”)

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.

Seton Medical Center and Seton Coastside (“Seton”)

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

Seton Medical Center and Seton Coastside operate under one license, one Board of Directors, one hospital executive leadership team, one set of policies and procedures, and one contract for each union that represents employees at both locations. The descriptions below and associated supporting materials apply to both Seton Medical Center and Seton Coastside (collectively, “Seton”).

Staffing of Patient Care Areas:

Seton has established policies and procedures to ensure adequate staffing levels for patient care areas. See the attached staffing documents for Seton 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 CEO and other leaders. The CEO, Joanne Allen, attends department staff meetings and unit huddles each week to share information in-person in small group settings and to answer any questions or respond to suggestions of associates.
- Employees may raise suggestions or concerns to human resources or, if represented by a labor organization, to their union steward.
- The CEO posts a blog and associates can post questions, suggestions or comments to the blog site and receive answers from the hospital CEO.
- Seton 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 14-16 and the Benefits section at pages 18-20 of the Associate Handbook (attached as Exhibit B). Salary ranges for positions not represented by a labor organization are attached as Exhibit D. Wages, salaries, and benefits for employees subject to collective bargaining agreements are covered by the terms of those agreements.

Employee Working Conditions and Protections:

Seton 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 4 of

Exhibit B for Seton's Mission and Values. Page 7 provides information regarding Seton's commitment to associates (Associate Relations Philosophy and Equal Employment Opportunity). Safety and Security are addressed on pages 23-24. Also refer to page 8 for information regarding Drug Free Workplace. An explanation of the Standards of Conduct begins on page 11. Seton has a human resources policy prohibiting unlawful harassment. The complete list of human resources and employment policies is attached as Exhibit C.

Seton complies with all state and federal laws providing protections to workers and provisions of the negotiated collective bargaining agreements. In California the employment relationship is recognized as "at will" and is terminable at the option of the associate or Seton, 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.

Seton 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. This agreement also applies to the RNs at Seton Coastside. The agreement addresses classifications, wages, premium pay, process for problem resolution, seniority, lay off and recall, committees, discipline and discharge, and benefits, among other employment related matters.
- Collective Bargaining Agreement between California Nurses Association and Seton for the period July 1, 2009 – June 30, 2013. The contract is currently extended through September 30, 2014.
 - This Agreement covers the approximately 480 RNs at Seton Medical Center involved in direct patient care and addresses personnel categories, compensation and hours of work, premium pay, process for problem resolution, seniority, patient needs staffing, committees, discipline and discharge, resolution of staffing disputes, and benefits, among other employment related matters.
- Collective Bargaining Agreement between International Union of Operating Stationary Engineers Local 39 and Seton for the period October 1, 2013 – September 30, 2016.
 - This agreement covers approximately 20 bargaining unit members at Seton Medical Center and Seton Coastside and addresses compensation, seniority, premium pay, benefits, hours of work, discharge/suspension and grievance procedure, among other related employment matters.
- Collective Bargaining Agreement between Engineering Scientists of California, Local 20 and Seton for the period April 8, 2014- April 30, 2015.
 - This agreement covers approximately 30 bargaining unit members at Seton. The agreement addresses compensation, premium pay, seniority, benefits, hours of work, and grievance procedure, among other related employment matters.

Seton Exhibits

Exhibit A: Staffing matrix, nursing census by department by shift, Plan for Provision of Patient Care, and Staffing policies.

Exhibit B: Seton Medical Center/Seton Coastside Associate Handbook.

Exhibit C: List of Seton employment and human resources policies.

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