

**§ 999.5(d)(5)(E)**

*Description of policies and procedures on staffing for patient care areas, employee input on health quality and staffing, and employee wages, salaries, benefits, working conditions and employment protections*

## **St. Vincent Medical Center (“SVMC”)**

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

### Staffing of Patient Care Areas:

SVMC has established policies and procedures to ensure adequate staffing levels for its patient care areas. See the attached staffing documents for SVMC 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.
- Employees may raise suggestions or concerns to human resources or, if represented by a labor organization, to their union steward.
- SVMC 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.
- On-line Incident Report system available 24/7. Employees are able to complete a report on any issue on-line and it is forwarded to the appropriate person for response.
- The CEO has a blog for employees to add comments or ask questions (“Cathy’s Blog”).
- Assignment Despite Objection (“ADO”) is available for Registered Nurses to provide input on health or staffing issues. A copy is available for the California Nurses Association (“CNA”) and SVMC.
- The Associate Safety Assurance Program is designed to provide data for a designated committee to review, analyze, and make recommendations for SVMC to be a safer place to work.
- SVMC has an “Open Door Policy,” which provides that non-represented associate’s voices, concerns, and suggestions are heard and responded to. Union-represented associates may use the grievance procedure as outlined in their respective collective bargaining agreements.
- Associates are encouraged to participate on Committees such as the In-Patient and Outpatient Satisfaction Committee, Rewards and Recognition Committee, LOVE Committee on Behavioral Standards and Clinic Satisfaction Committee.

### Employee Wages, Salaries and Benefits:

See pages 8-11 and 35-44 of the SVMC Associate Handbook (attached as Exhibit B) for information about wages and other components of compensation and benefits. Exhibit D (attached) provides a list of positions and salary ranges for non-union positions. Wages, salaries, and benefits for employees subject to collective bargaining agreements are covered by the terms of those agreements.

Employee Working Conditions and Protections:

SVMC 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 3 of Exhibit B for our Mission and Values. Page 1 of Exhibit B provides information regarding SVMC's Associate Relations Philosophy. Also refer to page 17 for information regarding Harassment and Discrimination and page 19 for the policy on Equal Employment Opportunity. An explanation of the Discipline and Code of Conduct begins on page 22. Page 32 addresses safety and security and page 33 addresses Spiritual Care and welcomes associates to our chapel for quiet meditation or to attend services. Pages 38 – 42 provides a description of associate benefits.

SVMC 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 SVMC, 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.

SVMC 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 SVMC for the period November 25, 2009 – June 30, 2013. The agreement is currently extended through September 30, 2014.
  - This agreement covers the approximately 350 RNs at SVMC involved in direct patient care. The agreement addresses employment categories, compensation and hours of work, premium pay, process for problem resolution, seniority, staffing system, committees, discipline and discharge, resolution of staffing disputes, and benefits among other employment related matters.

*List of SVMC Exhibits*

### **List of Exhibits**

Exhibit A: Staffing matrix, Description of How SVMC Staff Based on Volume, Plan for the Provision of Patient Care FY2014.

Exhibit B: SVMC Associate Handbook.

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

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