

West Valley Medical Center

Welcome From Our CEO

Welcome to West Valley Medical Center. As Chief Executive Officer, I am proud to be associated with the caring, dedicated individuals who walk these halls. Our hospital community bands together as we ardently strive for the well-being and comfort of our patients and their loved ones. As we work toward our goals, we remember to treat everyone – from patients and visitors to our co-workers and the community in general – with compassion, kindness, respect, honesty and integrity.

We're excited you are considering West Valley Medical Center as your employer of choice. We're confident you'll find your work here meaningful, challenging and rewarding. As a preview to our culture and work-life at West Valley, we are providing this packet to introduce you to our We Are West Valley (WAWV) culture, our mission and values statements, and our Caring Model, which is used to demonstrate to our patients that we care about them as an unique individual and strive to provide them with the best care possible.

We see the interview process as a two-way street, where applicants get to know us as an employer and evaluate if this is the kind of place where they will enjoy coming to work. We invite you to ask questions during the interview process and discuss our culture with the hiring manager and/or Human Resources.

Sincerely,



Betsy Hunsicker
CEO, West Valley Medical Center

West Valley Medical Center

Mission Statement

Above all else, we are committed to the care and improvement of human life. In recognition of this commitment, we strive to deliver high-quality, cost-effective healthcare in the communities we serve.

Values Statement

In pursuit of our mission, we believe the following value statements are essential and timeless:

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We act with absolute honesty, integrity, and fairness in the way we conduct our business and the way we live our lives.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect, and dignity.

Vision Statement

West Valley Medical Center will be the provider of choice for those seeking primary healthcare services in the Treasure Valley.

- Patients will choose us
- Physicians will want to partner with us.
- Employees will want to stay with us.

The Five Pillars

West Valley Medical Center has 5 areas of focus (“pillars”) under which we organize our time, talents and efforts

- Patient Loyalty — We create loyal patients by delivering exceptional, high-quality care.
- Employee Pride — We want you to be proud of what you do — and where you do it.
- Physician Engagement — We engage our physicians as partners in the development of best practices across the organization.
- Financial Commitments — Our investment decisions always put quality and safety first.
- Community Involvement — We deliver on our promise to support the community.

Division of Nursing - Our Vision

We, an organization of nursing professionals, are committed to providing compassionate and quality nursing care to our customers. We strive to be recognized for nursing excellence in the communities we serve.

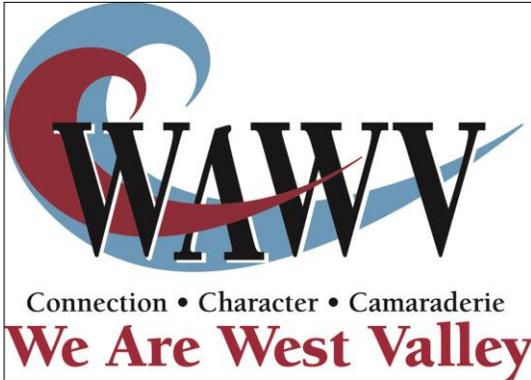
We ensure excellence by:

- Promoting good stewardship of resources
- Utilizing evidence-based practice and advanced technology
- Providing effective interdisciplinary teamwork, communication, and patient care
- Collaborating with patients and families regarding their Plan of Care
- Providing continuity of care
- Supporting a culture of empowerment, accountability, and professional growth
- Encouraging community wellness
- Recruiting and retaining professional, qualified, and compassionate caregivers
- Complying with regulatory requirements
- Providing a safe environment
- Embracing the values of the We CARE model of nursing



We Are West Valley (WAWV)

Hospital employees developed a workplace theme intended to define who we are and how we live and work together. The theme is: We Are West Valley, or WAWV, which is pronounced as “wave.” Along with the tagline “Connection, Character, Camaraderie,” the theme embodies the principles and spirit of our Mission, Vision and Values, as well as our Code of Conduct (ethics and compliance program), customer service principles, employee recognition program and other initiatives. Specifically, WAWV represents *a commitment to a positive workplace culture where we work together as a team (the “We” in the theme) in an environment of respect for each other, for the best interest of our customers—our patients, physicians and fellow employees.*



The idea behind WAWV as a workplace theme begins with an understanding of the word “wave” itself:

A Wave is...

- A friendly greeting with the hand that helps establish a *connection* with others.
- A force of energy in nature along the shoreline — a symbol of strength, consistency and defining *character*.
- A coordinated cheer at a game to build up and support a team and promote *camaraderie*

Catch the WAWV...our culture of *Connection, Character, and Camaraderie*:

- *Connection*: We connect with our patients, visitors, and physicians at a personal level, exceeding their expectations, showing compassion, and giving them a positive story to tell others.
- *Character*: We act with honesty and integrity in all we do, living our values and treating all whom we serve with dignity and respect.
- *Camaraderie*: We work together as an ensemble or team in the spirit of friendship, acknowledging the contribution of each member, supporting and building each other up, and cheering each other on.

We Are West Valley and We Care

The “Caring Model,” also known as “We Are West Valley and We Care”

- It is a way of doing the work we do every day
- A “back to basics” orientation
- It is OK to talk about “touchy-feely” stuff
- It is a method to improve patient and employee satisfaction

We Welcome, introduce yourself and explain your role

C CALL patients by their preferred name

A APPROPRIATE touch, such as a handshake or a touch on the arm

R REVIEW the Plan of Care; Sit by the patient’s bedside (or sit at their level) at least 5 minutes each day

E EVERY PATIENT, EVERY TIME

+ **MANAGE UP**

We Care + Checklist

- **Knocked** before entering patient room
- **Introduced** him/herself by **Name**
 - Mentioned Role, years of experience, certification or training
- Called patient by his/her preferred **Name**
- **Touched** by shaking hands, or touching the patient’s arm
- **Sat down** and spent some time with the patient
 - **Used** key words “**safety**”, “**comfortable**”, “**personal needs**”
 - **Reviewed** the plan of care
 - Confirmed **patient ID - (lab, x-ray, respiratory)**
 - Explained **what would happen next and any discomfort expected**
 - **Provided a time expectation** of how long a test or procedure would take or how long they would be in the room interacting with the patient

PLUS

- **Managed up** others (staff, physicians, departments, hospital)
- Looked at the room’s environmental (temp, noise) and offered assistance
- Asked patient if there was anything they could do before leaving
- Showed good eye contact and listening skills
- Thanked patient for cooperation