

SACRED  WORK



2014 Strategic Vision

SAN JOAQUIN COMMUNITY HOSPITAL

# Our Sacred Calling



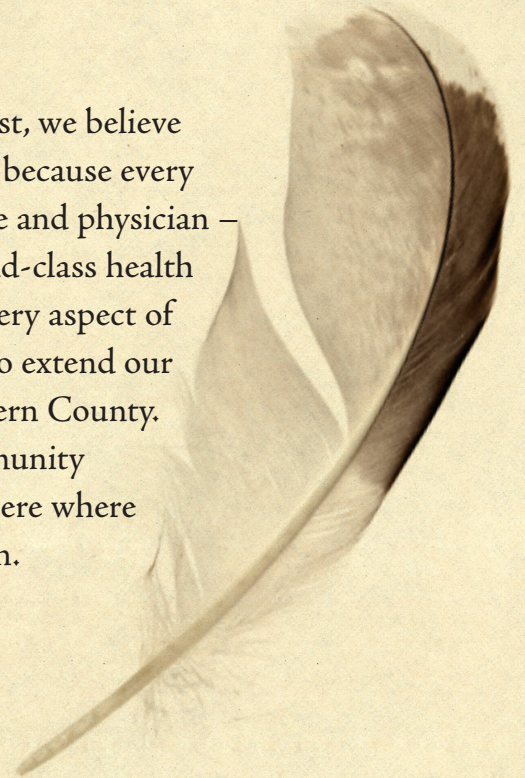
*"Then the righteous will answer him, 'Lord... when did we see you sick... and go to visit you?'"*

*The King will reply, 'Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me.'"*

—Matthew 25:37-40, NIV

Sacred Work is more than a program –  
it's a way of life  
at San Joaquin Community Hospital.

Following the healing ministry of Christ, we believe that everything we say and do matters, because every life – patient, family member, employee and physician – matters. Our promise is to deliver world-class health care, while also diligently enhancing every aspect of our business, so that we can continue to extend our mission throughout Bakersfield and Kern County. When you come to San Joaquin Community Hospital, you'll find a healing atmosphere where broken people can be made whole again.



*"Beloved, I pray that you may prosper in all things  
and be in health, just as your soul prospers."*

—3 John 1:2 (NKJV)



## *Our Mission:*

To share God's love with our community  
by providing physical,  
mental and spiritual healing.

*"Where there is no vision, the people perish."*

—Proverbs 29:18 (KJV)



## *Our Vision:*

Be the hospital of choice for our community by being the best place to receive care, practice medicine and work.



*"Good people do good things because of the good in their hearts."*

—Luke 6:45 (CEV)



## *Our Values:*

- ♦ **Compassion:** The compassionate, healing ministry of Jesus
- ♦ **Respect:** Human dignity and individuality
- ♦ **Integrity:** Absolute integrity in all relationships
- ♦ **Quality:** Excellence in clinical and service quality
- ♦ **Stewardship:** Responsible resource management in serving our communities
- ♦ **Wholeness:** The health care heritage of the Seventh-day Adventist Church
- ♦ **Family:** Each other as members of a caring family



# The 2014 Strategic Plan

*Every person is sacred.*

*Outcomes impact people.*

*Therefore, every outcome is sacred.*

## Improve the Product

Anticipate and exceed our patients' expectations, achieving high quality clinical outcomes, to earn their loyalty.

### Sacred Work Outcome:

Top quartile in quality and patient experience (value-based purchasing)

## Grow the Market

Expand access to care to extend our mission throughout Kern County.

### Sacred Work Outcome:

Grow net revenue by more than 4 percent

## Engagement

Invest in our physicians and staff to protect and secure the trust of our community.

### Sacred Work Outcome:

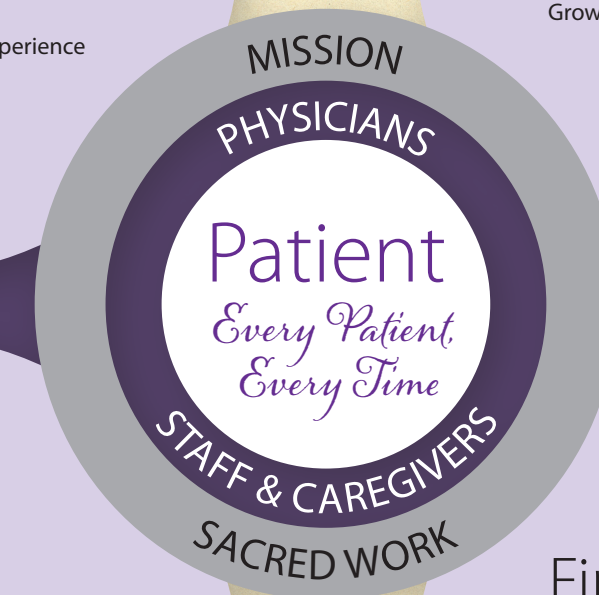
- Top quartile in patient and physician satisfaction
- Consumer preference greater than market share


## Finance

Achieve a strong margin to enhance and safeguard the services we provide to our patients.

### Sacred Work Outcome:

Reduce expenses per weighted patient day by 4 percent





# Sacred Work Service Standards

1. **We care for ourselves** so that we can authentically care for others and be the healing presence they need. In the spirit of Sacred Work, I commit to:

- ✦ Take care of myself physically, mentally, emotionally and spiritually.
- ✦ Utilize support resources available to me.
- ✦ Adhere to hospital standards and policies.
- ✦ Actively participate in improving processes and practices at work.
- ✦ Participate in education and training that build my knowledge and skills to strengthen my capacity for service.

2. **We care for our co-workers** as a community by creating mutual trust through open dialogue, collaboration and appreciation. In the spirit of Sacred Work, I commit to:

- ✦ Accept responsibility for establishing and maintaining an interpersonal connection with every member of my team.
- ✦ Affirm and appreciate the unique contributions of my co-workers.
- ✦ Treat everyone with dignity and respect, regardless of education, job title or culture.
- ✦ Address any problems personally, privately and promptly.
- ✦ Practice the “three C’s” – caring, committing and collaborating.

3. **We care for our patients** by combining exceptional medical skills with deep compassion to care for the whole person – body, mind and spirit. In the spirit of Sacred Work, I commit to:

- ✦ Care for patients the way we would want our loved ones cared for.
- ✦ Treat our patients as equal partners in the healing process by asking what their expectations are about their care and what would help them best recover.
- ✦ Practice non-judgment and appreciate diversity with all we serve by keeping an open mind, listening to their stories and discovering what matters most to them.
- ✦ Praise their courage and strengths.
- ✦ Pay attention to signs of stress, anxiety and fear.

4. **We care for our patients’ families** through consistent communication and the opportunity to participate in the care of their loved one. In the spirit of Sacred Work, I commit to:

- ✦ Clarify the patient’s choice for the extent of their family’s involvement.
- ✦ Treat families with dignity and respect.
- ✦ Provide clear communication to maximize their understanding.
- ✦ Create opportunities for families to participate and partner in the care of the patient and to set care goals that are consistent with the patient’s wishes.
- ✦ Collaborate continuously with families during the delivery of care.


5. **We care for our physicians** by collaborating with them to create a healing environment that supports their need to find meaning and purpose in their work. In the spirit of Sacred Work, I commit to:

- ✦ Create collaborative relationships with our physicians.
- ✦ Provide them with clear, respectful, and timely communication.
- ✦ Deliver the best care for their patients.
- ✦ Encourage and appreciate our physicians.
- ✦ Remember that our physicians are both our customers and colleagues with whom we share a passion for healing.

6. **We care for our community** by actively supporting and participating in events and services that strive to build a healthier community. In the spirit of Sacred Work, I commit to:

- ✦ Care for the greater good of my community.
- ✦ Participate in services and events that promote a healthier community.
- ✦ Treat the community environment with respect.
- ✦ Build community confidence in the care they will receive at our hospital.
- ✦ Represent the Sacred Work of SJCH wherever I am.

I Make  
My Work  
Sacred By:



Washing  
my hands between  
patients.

Sharing my ideas for  
improvement.

Respecting others' faith & traditions.

Picking up  
any trash  
I walk by.

Always thinking  
of the caller's  
need for  
assistance.

Everything  
matters because  
every life matters.

Always answering requests for  
supplies in a timely manner.

Delivering a  
hot meal -  
everytime.

Taking care  
of myself, so I have  
something to give.

Helping a co-worker  
with their workload

Seeing  
patients  
as whole -  
not just a  
diagnosis.

Listening respectfully.

Accurately documenting my work  
in a timely way.

Making sure a  
room is as clean  
as I would  
want  
it to  
be.

Thinking  
about how I  
would feel as a patient.

Not participating in gossip or  
talking behind someone's back.



# *The Adventist Health Heritage*

In the mid-1800s, a revolutionary group of entrepreneurs had a radical vision to change the landscape of health care in America. Their goal was to do more than treat illness; it was to help people become whole again – body, mind and spirit. Today, more than 500 Adventist health care facilities around the globe carry the dream that began in the small town of Battle Creek, Michigan.

San Joaquin Community Hospital is proud to be a part of this faith-based global mission.



*San Joaquin Community Hospital*

**Adventist Health**

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