

HCA



Our mission statement reminds us that above all else we are committed to the care and improvement of human life. When we speak of our mission, we usually think about our dedication to patients and their families and our commitment to them. But we are also equally committed to our employees. You are part of an organization with a long history of compassion and service to patients. The degree to which we as an organization can provide quality healthcare service is highly dependent on how well you are able to perform your job.

HCA is committed to providing you a Healthy Work Environment and rewarding career. These Guiding Principles reflect our commitment to you in five areas: Culture, Leadership, Voice, Compensation and Rewards, and Staffing. As a member of the HCA family, you can be assured of:

- **A safe place to work.**
- **Having the tools, equipment and training necessary to perform your duties.**
- **Open and available communication with your supervisors and the leadership of your facility.**
- **A fair application of workplace policies, procedures and disciplinary proceedings.**
- **Fair and understandable compensation and benefits.**



When it comes to patient care, we strive to be the healthcare provider of choice. When it comes to employee care, our goal is to be the employer of choice. The commitments outlined in these Guiding Principles will help us achieve these objectives. Please read this brochure carefully and consider your role in the delivery of quality patient care and the programs in place to support you and improve your workplace experience.

ADDITIONAL INFORMATION

As you read through this information, the icons next to the accompanying policies or programs indicate where you can get more information or read the full documents.



See Your HR Representative for this printed document.



Visit the Web or Atlas to review this policy or program.



Talk to your HR Representative.

If you are an HCA-affiliated employee who is covered under a collective bargaining agreement, some of the information in this brochure may not apply to you. Check with your Human Resources department for more information.



CULTURE AND LEADERSHIP

Our company has many facilities and leaders but one common culture – a culture dedicated to compassionate and quality patient care. That commitment also extends to employees. We are an organization of caregivers, support staff, volunteers, administrators and physicians. Each has an important part to play in our efforts to better the human condition. We enjoy a diverse employee population representing a variety of ages, ethnicities and professions. Respect for this blend of perspectives is demonstrated by...

- A workplace that values you as an individual, treats you fairly and is supportive of community involvement.
- HCA's "For Cause" employment standard. What this means is your employment cannot be ended without a valid reason.
- An inclusive work environment in which we:
 - Treat everyone with fairness, dignity and respect.
 - Recruit and retain a diverse staff reflective of the patients and communities we serve.
 - Celebrate our cultural differences.
- Leaders who are visible, accessible, practice an "Open Door" philosophy and give you access to talk with them about any concern you might have.

PLEASE SEE:

-  [The HCA Code of Conduct](#)
-  [The Frist Humanitarian Awards](#)
-  [HCA's "For Cause" employment standard](#)
-  [Your employment application](#)
-  [HCA Diversity Annual Report](#)
-  [HCA Diversity and Inclusion Web site \(Atlas Keyword: Diversity\)](#)
-  [Equal Employment Opportunity, Policy HR.OP.014](#)
-  [Employment Dispute Resolution Process, Policy HR.OP.011](#)

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- A clear and written process to resolve disputes or disciplinary actions. This process includes, if requested, peer review (review by other employees at your facility) and binding arbitration by an independent 3rd party at no cost to you.
 - An organization, The HCA Hope Fund, that employees can access for financial assistance in times of disaster or personal distress.

PLEASE SEE:

 [Employment Dispute Resolution Process, Policy HR.OP .011](#)

 [Binding Arbitration, Policy HR.OP.003](#)

 www.HCAHopeFund.org



VOICE

The foundation of our commitment to you is your ability to speak up without fear of reprisal. Having a say about your job and surroundings is crucial to good patient outcomes and a rewarding work life. By participating in advisory groups and surveys, your voice is heard. If you have a concern or suggestion about how to make your workplace better, or safer, you can take it to a group of co-workers to have it considered. You are recognized as an important member of our team and urged to participate in...

- Employee Advisory Groups.
- The annual Employee Engagement Survey.
- Employee forums.
- "Open Door" discussions with your leadership team.

You are encouraged to speak up on matters of importance to you or anything you believe may affect the potential safety or care of patients.

PLEASE SEE:

-  Your employee handbook
-  Employee Advisory Groups, Policy HR.OP.009
-  Employment Dispute Resolution Process, Policy HR.OP.011
-  Annual Employee Engagement Survey (www.HCAsurveys.com)
-  The HCA Code of Conduct





COMPENSATION AND REWARDS

For all you do, you receive fair pay and a wide array of Health and Group benefits as part of your Total Rewards. HCA offers many rewards and unique opportunities to serve employees including...

- 100 percent coverage for eligible in-patient hospital facility expenses when you are admitted to an HCA-affiliated facility (Smart Care Plan participants only).
- A 100 percent match on your 401(k) contribution, up to 9 percent of your pay, based on years of service.
- A clear understanding and explanation of how your total compensation and rewards are determined.
- Financial education courses (at no charge to you) to help you plan for your financial future.
- Equal opportunity to apply for HCA-sponsored scholarships for yourself and your dependents.
- Financial assistance to obtain healthcare coverage through the HCA Employee Health Assistance Fund (EHAF) should you meet the eligibility criteria.

PLEASE SEE:



Your HR representative



Your Total Rewards web site
(available at www.HCARewards.com)



Financial Knowledge Center®
(available at www.HCARewards.com)



The HCA Promise Fund Scholarship,
the ConSern Education Program,
iStudySmart.com, Kaplan Test Preparation,
Western Governors University
(see www.HCARewards.com)



Annual benefits enrollment materials on
www.HCARewards.com

STAFFING

On the job, we are committed to staffing levels that enable you to provide quality and compassionate care to patients in a manner that also ensures your own safety and well-being, and maintains your continuity of income. To advance our commitment to staffing, we have established...

- A special subgroup within each hospital's Employee Advisory Group to hear, consider and advise management on suggestions to improve staffing, workload and scheduling.
- Work schedules that:
 - Must be posted at least 14 days in advance.
 - Consider your preferences and make reasonable accommodation to balance your work and family commitments.
 - Provide, at a minimum, you to be off at least one-half of the weekends in any scheduling period (unless you request a "weekend only" schedule).
 - Limit the number of consecutively scheduled shifts you may be assigned.
 - Include a fair mechanism to resolve any scheduling request conflicts.

PLEASE SEE:



Employee Advisory Group,
Policy HR.OP.009



Scheduling,
Policy HR.OP.039

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- A staff Call-Off policy that:
 - Prescribes call off order (for example, agency and travelers will be called off first).
 - Ensures if you are called off, you will continue to accrue PTO and EIB hours for the entire shift you were scheduled to work.
 - An RN Floating Policy that:
 - Spells out eligibility and order of selection to float.
 - Ensures only those who have the proper training and demonstrated skills will be floated.
 - Requires you be given an orientation to the unit to which you will be floated and mentoring by the receiving unit Nurse Manager.
 - A policy on Mandatory Overtime which permits you to refuse scheduled overtime, except in cases where:
 - A bona fide emergency has occurred.
 - Patient safety is at risk.

PLEASE SEE:



Staff Call Off,
Policy HR.OP.040



RN Floating,
Policy HR.OP.038



Mandatory Overtime,
Policy HR.CP.019

We are convinced that our commitment to a Healthy Work Environment will help fulfill our responsibility, not only to our patients and patients' families, but also to you, our employees. We are committed to making our facility a better place to work...a place where you can feel empowered to contribute to providing the best patient care possible. Thank you for being part of the HCA family, and know we are working hard to be an organization that makes you proud to be a part of it.

For more information about our Healthy Work Environment commitments to you, or the specific policies in place to support these commitments, please see your Supervisor, your Human Resources Representative, your Employee Advisory Group or your Senior Management Leader.

HCA, Inc.
2501 Park Plaza, Nashville, TN 37203
www.HCAHealthcare.com