

Samaritan Health

Educational Experience

Code of Conduct

First and foremost, we would like to thank you for choosing Samaritan as the location for your educational experience! Whether it be shadowing one of our amazing caregivers, fulfilling clinical hours essential for a degree path, or to advance your career.. we are thankful you're here!

Emily Soderquist

We are always available for questions:

Emily Soderquist

Manager of Education

315-767-6481

esoderquist@shsny.com

Ashlee Bucy

315-779-5270

abucy@shsny.com

And if you're ready to start your career with us:

Cynthia Cassell

Talent Acquisition

ccassell@shsny.com

Our Mission, Vision and Values

At Samaritan our **Mission** is to provide high quality, comprehensive, safe and compassionate healthcare services to meet the needs of our civilian and military community.

Our **Vision** is that Samaritan shall embrace a patient centric culture and partner with patients to achieve the best outcome and experiences. Patient's needs drive every decision.

And last, but certainly not least, our **Strategy** at Samaritan is to create a culture that is a great place to work that provides safe, high-quality care leading to an exceptional patient/resident experience.

Our team of caregivers are proud to work here and we hope you find pride in being with us as well.



I am **Honest**



- I will be truthful
- I will have open conversations
- I will share ideas and feedback



I am **Empathetic**



- I will show compassion
- I will be nonjudgmental
- I will actively listen



I am **Accountable**



- I will be responsible for my actions
- I will do the right thing
- I will be timely, prepared, and responsive



I am **Respectful**



- I will be kind
- I will be courteous and considerate
- I will treat everyone with dignity and respect



I am **Trustworthy**



- I will be dependable
- I will keep my word
- I will protect confidential information

Policy based expectations:

- **HIPAA**
 - You will complete another module during your onboarding around HIPAA & patient privacy, but safety and patient privacy are our top two priorities for our patients at Samaritan
- **Communication**
 - As a representative of Samaritan during your time here we expect you to use not only appropriate verbal and written language but also appropriate body language- be engaged!
- **Safety**
 - Please be sure to check in with whomever you are shadowing or observing to ensure you understand all potential safety hazards and preventative measures
- **Dignity and Respect**
 - At Samaritan we need to treat every person that we interact with on a regular basis with the dignity and respect that they deserve

Policy based expectations:

- **Identification**


- Staff, volunteers, and members of our education experience programs are required by federal law to wear Samaritan identification at all times
- Badges assigned must be worn above the belly button and in clear view for patients/visitors/staff to see
- If you forget your badge you need to retrieve it or visit HR to request a new badge

- **Appearance**

- As a representative of Samaritan during your time in the educational experience program we expect you to be dressed appropriately
 - Please be sure to ask the department lead that you are in what attire they expect; scrubs, business casual, etc.
- Hair and nails need to be at a length that they do not interfere with your tasks/working with patients
- Shoes should be appropriate for the environment that you are in
- Denim is not allowed in any setting
- *Please review expectations, in regard to attire, with your preceptor/mentor/department head upon start of your experience

Expectations of program participants:

L E A R N
LISTEN ENGAGE ATTENTION RESPECT NETWORK



Our caregivers and their interactions with our patients are top notch! Make sure you Listen. What works? What doesn't. What's your style? What's theirs? What can you learn from your mentor's:

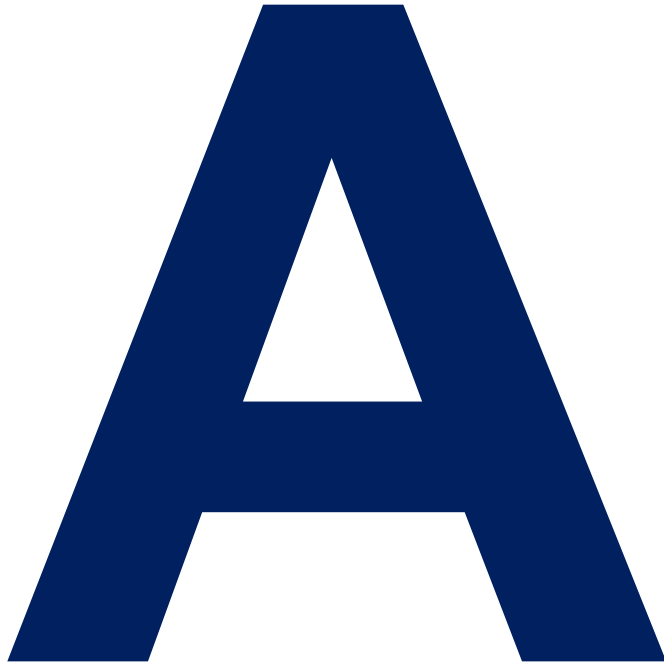
- a) Interactions with patients, families and other staff,
- b) career history,
- c) or their competencies that may benefit you in your journey to become a caregiver?

LISTEN

E

ENGAGE

Ask questions when the time is right.
Request advice. Engage with patients and
their family members.



ATTENTION

Healthcare can be very busy. Our patients and your mentor deserve your utmost attention for you to have a quality experience. Please refrain from using your cellular device during your educational experience. If a patient sees you on your phone or consistently glancing at your smart watch, it can give them the impression that you don't care or that their care is not important to you.

R

RESPECT

First and foremost, your mentor is here to treat patients. Be patient if you have a question. Refrain from interrupting if it disrupts patient care. Arrive on time and communicate with your mentor so they know when to expect you. Come **prepared**. Prepare questions before you arrive, summarize your thoughts after you leave, and follow up with any additional information you may need.

N

NETWORK

At Samaritan there are over 2,600 amazing caregivers!

Our job is to place you with the best mentor possible to support your interests and educational needs.

Your job is to be engaged, inquire, question, and reach out!

We are here to help you grow.

Expectations of program mentor:

T

TRAIN

E

ENGAGE

A

ACCLIMATE

C

CHALLENGE

H

sHare



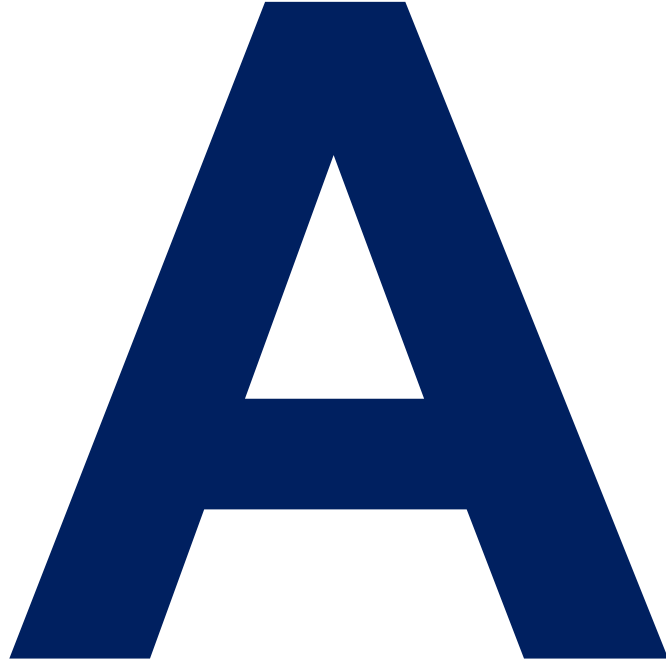
NETWORK

Our program mentors are here to help develop our future caregivers, you! They are here to not only train you in their techniques but also how to talk with patients, interact with family members, and review competencies necessary to do their jobs well.

E

ENGAGE

Your mentors are to consistently engage you in patient interactions, they're going to ask you questions, and check for understanding - be prepared for them to ask your opinion too!



ACCLIMATE

Your mentors are expected to orient you to the area that you are observing in. What should you wear each day, where are the restrooms, what are the emergency procedures, and any other pertinent information. If you don't know the answer to something or need clarification, ask!!



CHALLENGE

Simon Sinek said it best “It starts with Why?” part of your mentor’s role in your experience is to challenge you. “Why do you think we do it this way?” or maybe even “What do you think we should do next?” these questions are not meant to embarrass or intimidate you but to help develop your critical thinking skills!



sHare

Our program mentors are expected to share their educational and professional journey that developed them to be the caregiver they are today. We expect them to share with you appropriate patient information, steps and procedure during patient care, and all other information they feel is pertinent to your learning experience and educational/professional goals.

After you click “take the test” there will an opportunity to sign off on all of the information covered in this presentation.

Doing so is acknowledgement that you understand and agree with our expectations of our educational experience participants.

Welcome to Samaritan!!