

*System – Human Resources***TITLE:**

Statement of Employee Relations

OUTCOME STATEMENT:

SSM Health (SSM) is committed to creating an exceptional employee experience by maintaining a positive, productive work environment that encourages employee engagement. SSM is devoted to cultivating positive employee relations centered on open and direct communication. This type of relationship helps ensure a happier work place and safer care for our patients. SSM strives to cultivate a work environment consistent with the mission and values of SSM as well as the moral and social teachings of the Catholic Church.

SCOPE:

This policy is applicable to all employees of SSM Health, including SSM hospitals*, SSM Medical Groups and all other operating entities with the exception of Saint Louis University Hospital which maintains separate policies.

FILE MAINTENANCE INFORMATION:

Original Effective Date: 11/01/2014
Revision Dates: 12/16/2016
Review Dates:
Author(s): Julie Bregande, Assistant General Counsel – Labor
Body or Person Last Approved: Lynn Bruchhof, Senior Vice President Human Resources
System Policy Board

* As required by CMS Regulation §482.12 A-0043 Conditions of Participation: Governing Body, the following hospitals are included as SSM entities:
Missouri: (1) SSM Health St. Mary's Hospital – St. Louis and SSM Health Cardinal Glennon Children's Hospital, (2) SSM Health DePaul Hospital – St. Louis, (3) SSM Health St. Clare Hospital – Fenton, (4) SSM Health St. Joseph Hospital – Lake St. Louis, (5) SSM Health St. Joseph Hospital – St. Charles and SSM Health St. Joseph Hospital – Wentzville, (6) SSM Health St. Francis Hospital – Maryville, (7) SSM Health St. Mary's Hospital – Jefferson City, (8) SSM Health St. Mary's Hospital – Audrain,
Oklahoma: (1) St. Anthony Hospital and Bone & Joint Hospital at St. Anthony, (2) St. Anthony Shawnee Hospital,
Wisconsin: (1) St. Mary's Hospital, (2) St. Clare Hospital, (3) St. Mary's Janesville Hospital,
Illinois: (1) SSM Health St. Mary's Hospital – Centralia and (2) SSM Health Good Samaritan Hospital – Mt. Vernon

PROCESS:

- I. Commitment to Employees: Maintain a positive, productive and cohesive work environment by developing, implementing and analyzing the following as appropriate:
 - A. We offer opportunities for career growth and provide competitive market-based compensation and benefits.
 - B. We cultivate a safe, healthy and diverse work environment.
 - C. Policies and practices that prohibit any form of unlawful workplace discrimination or harassment
 - D. Effective tools for communication and employee engagement.
 - E. Monitoring and managing the work of employees to help ensure a high level of job satisfaction and engagement.
 - F. Action to address identified areas of concern regarding employee performance or conduct, generally through feedback, regular and timely performance assessment.
 - G. Opportunities and processes for employees to engage with management and express their views regarding issues and decisions that affect their work environment and the delivery of services. We cultivate meaningful connections between employee and managers.
 - H. Published processes to resolve employees' workplace problems that can be assessed without fear of reprisal or retaliation.
 - I. Recognition and rewards programs that highlight exceptional service and high-level performance by employees. We celebrate and recognize our high performing colleagues.

- II. SSM position on Third Party Representation
 - A. SSM deeply values our employees and the strong partnership through open and direct interaction between employees and managers.
 - B. SSM does not believe that a third party is in the best interest of employees, patients and our ministry.
 - C. SSM believes bringing a third party into SSM could be divisive to our relationships with employees and affect patient care.
 - D. SSM will act in a manner consistent with its core values and employ processes that respect the rights of employees, follow relevant laws and create a culture of trust.
 - E. SSM is committed to uninterrupted service to the patients and communities it serves.
 - F. SSM is committed to the right of employees to make an informed decision whether they wish to be represented by a third party after having received all the facts.