



Harbor-UCLA
MEDICAL CENTER

MANAGEMENT BULLETIN

MB NO. 16-13

April 29, 2016

TO: All Staff

FROM: Kim McKenzie, RN, MSN
Interim Chief Executive Officer

SUBJECT: SAFE AND RESPECTFUL WORK ENVIRONMENT

Respect is one of Harbor-UCLA Medical Center's guiding principles. This includes not only respect for our patients, but respect for each other. Treating others with respect, dignity, collegiality and kindness is fundamental to building a respectful, professional and collaborative work environment that is free from verbal, emotional or physical bullying of any kind.

Each of us must consider how our personal words and actions impact those around us. We must listen to others, including our patients, with interest, respect, without intimidation, and demonstrate openness to differing points of view, experiences and alternate ideas. This includes our body language: eye rolling, crossed arms, or standing (towering) over each other may be examples of disrespectful behaviors.

Lastly, it is essential that we accept personal responsibility for our actions. It is essential for supervisors to give corrective feedback at times. It is actually disrespectful to a workforce member to let them keep performing a job incorrectly. This feedback must be given in a manner that shows respect to all our workforce members.

We must foster an environment where all employees feel safe to speak directly to the person with whom one has an issue without fear of an unprofessional response. We strongly encourage reporting of unprofessional behavior at all levels. At Harbor, we do not tolerate unprofessional and disrespectful behavior and we fully expect each member of our staff to comply with the DHS Zero Tolerance policy (DHS Policy 792).

Thank you for your help in creating a respectful, safe, and healthy environment for our employees, patients and visitors. When we treat each other with respect, we can excel together as an organization.

/KM

*New challenges require a renewed focus on
cultivating our most precious resource —
our people.*