

LOS ANGELES GENERAL MEDICAL CENTER POLICY

Subject: CONSIDERATE AND RESPECTFUL CARE		Original Issue Date: 7/11/75	Policy # 231
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Policy Owner(s): Chief Nursing Officer Executive Sponsor(s): Chief Executive Officer			
Departments Consulted: Nursing Services Ethics Resource Committee Fetus/Infant/Child Ethics Committee	Reviewed & approved by: Attending Staff Association Executive Committee Senior Executive Officer	Approved by: Chief Executive Officer	
		Chief Executive Officer	

PURPOSE

To ensure the Los Angeles General Medical Center provides considerate and respectful care to all patients.

POLICY

The Los Angeles General Medical Center shall provide considerate and respectful care, including consideration of psychosocial, spiritual, and cultural values that influence perception of illness.

Medical Center administration shall ensure that patient services are provided by competent staff within an environment conducive to healing.

- Active surveillance through continuous quality improvement monitoring shall be established to ensure employee's appearance and/or performance meets the Medical Center's mission, goals, and value statement.
- Provide a continuum of care through collaborative practices in an interdepartmental, interdisciplinary setting.
- Provide information to the patient regarding technology and equipment utilized for their care.
- Maintain a safe, clean, and quiet environment.
- Mandatory orientation of all staff including, but not limited to, attending staff, housestaff, allied health professionals, and nursing staff to the basic requirements for providing patient services and care.

RESPONSIBILITY

Administration
Attending Staff
Housestaff
Allied Health Professionals

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Nursing Staff
All Employees

PROCEDURE DOCUMENTATION

Attending Staff Manual
Nursing Policy Manual
Departmental Policy and Procedure Manuals

REFERENCES

California Code of Regulations, Title 22, Section 70707 (2)
DHS Policy #322, Patients' Bill of Rights
Joint Commission Standards (Patient Rights and Organization Ethics)

REVISION DATES

November 13, 1998; April 9, 2002; September 30, 2008; February 11, 2014; April 11, 2017; July 23, 2021