



St. Charles
MEDICAL CENTER

2500 NE Neff Road
Bend, Oregon 97701-6015
Telephone (541) 382-4321

Human Resources (541) 388-7770

To improve the health of those we serve in a spirit of love and compassion.

- St. Charles Mission

Dear Applicant:

We are pleased that you are interested in obtaining employment at St. Charles Medical Center. St. Charles is a 181 bed regional medical center providing medical care to a population of 170,000 within a 31,000 square mile service area. We have a staff of over 1300 caregivers (called employees in most industries) that are dedicated to providing a healing presence in this area.

We know that 100% of what we do and accomplish is done through the efforts of our caregivers. Because of this, we look at the recruiting/hiring process as a critical initial step. It is important for you to understand some of the basic principles about our vision, mission, organizational values, caregiver relations and caregiver performance standards so that you can decide if you are genuinely interested in becoming a team member in this type of organization. Before you actually complete an application, please take some time to review the enclosed materials. In doing so, you will learn more about St. Charles and how we approach our mission of healing.

If you are still interested in pursuing employment after reviewing this material, please complete the attached application and return it to Human Resources. At that time, we will welcome the opportunity to talk with you about your interests and goals related to working at St. Charles.

We are excited about our role in the health of central and eastern Oregon, and are looking for enthusiastic people to join us in this mission. We hope the thought of being a team member of an organization with this kind of vision is exciting to you.

Sincerely,

St. Charles Medical Center

VISION STATEMENT

St. Charles Medical Center is a world class community hospital and leader as a model regional health system that is totally focused on health service and provides an optimal environment of physical, mental, emotional and spiritual healing for all we touch. We maintain an unyielding focus on service to our community, our patients, their families and to each other striving to exceed expectations.

We create a compassionate and healing environment that promotes excellence by recognizing and supporting the unique contribution of all who serve here. We are a community with a unified sense of purpose and we treat each other with respect and honesty.

We carefully manage the resources entrusted to us and maintain the viability of our service.

QUALITY POLICY

Quality is anticipating and meeting patient, family, and other customer needs with continuous improvement of our care, service and processes. We strive to do the right thing right, the first time, every time, on time.

WHAT FELLOW CAREGIVERS WANT IN ASSOCIATES

We asked our caregivers what attributes they wanted their fellow caregivers to possess and model, and this is what they said:

- A strong team spirit of working together and mutual support
- Honesty, sincerity and respect
- Pride in your profession and life work
- Professional and technical ability
- Caring attitude toward patients, guests and each other
- Flexibility
- Strong self-confidence and self-esteem
- Communication skills (listening, understanding, expression)
- Sense of humor
- Positive motivation/attitude toward health care and work
- Risk-taking ability
- Balance in your life

OUR CREDO ST. CHARLES MEDICAL CENTER

St. Charles Medical Center places the genuine care and comfort of our patients and guests as our highest responsibility. In meeting their needs, ***everything we do must be of high quality, reasonable cost, accessible and timely.***

As caregivers, we pledge to provide the finest personal health care, service and facilities for patients and guests who will always be afforded a warm, welcoming, caring, healing environment.

The St. Charles Medical Center service experience instills confidence, well-being, safety, and fulfills the needs and even the unexpressed wishes of our patients and guests.

We are ***responsible to the men and women who work with us.*** Each is considered a worthy individual. We will do our best to provide the best possible work environment for them guided by our Principles of Personal Relations and recognizing that each has a life outside of health care.

We are ***responsible to the communities and individuals we serve and are dedicated to their health.*** We maintain proper stewardship of the resources entrusted to us and assure they are judiciously used to serve others.

Our final responsibility is to continue the development of St. Charles and its caregivers. We must experiment with new ideas and ways of service. Innovative programs must be developed knowing that mistakes are part of the learning process. New technology must be acquired, new facilities provided and new equipment purchased. Reserves must be created to provide for adverse times and for the future.

All associates of St. Charles Medical Center - - our employees, physicians, volunteers and others - - are considered Caregivers and are dedicated to service to our community through a mission of caring.

WHAT YOU CAN EXPECT FROM ST. CHARLES MEDICAL CENTER

1. A work environment characterized by honesty, trust, open communication, and individual respect that provides meaningful and significant life-work, recognition, challenge and growth.
2. Competent and considerate management and leadership whose actions are just and ethical.
3. Clear policies and practices reflecting the rights and responsibilities, benefits, and privileges you may expect from St. Charles.
4. Equal opportunities and fair treatment.

5. A safe, secure, and supportive environment.
6. Compensation which bears a fair and reasonable relationship to our community and comparable institutions and which also assures equity within the hospital.
7. A comprehensive program of personal benefits.
8. The establishment of and consistent application of standards of performance which describe what is expected of all caregivers. You will receive assistance in attaining standards, goals and continued personal development.
9. Information and explanation, whenever possible, of the meaning and reasons for any actions which affect caregiver assignments, duties or interests.
10. Encouragement for, and consideration of, caregiver comments, suggestions, or complaints regarding hospital operations.
11. Job security to the greatest extent possible.
12. Recognition that caregivers have a life beyond St. Charles and of the importance of a proper balance between work and home.
13. The opportunity for any individual who believes that any human resources policy or practice is not being fairly applied to them; to present, without fear of recrimination, their complaint for fair and equitable consideration and resolution.

WHAT ST. CHARLES MEDICAL CENTER EXPECTS FROM YOU

1. Your support of the mission, vision, and quality policy of St. Charles Medical Center.
2. Your best efforts in serving our patients and their families, physicians, fellow caregivers, and the community.
3. Personal integrity and accountability, honesty, respect and professional conduct.
4. Positive constructive participation on a daily basis.
5. Being the person you represented to us when you joined the SCMC community.
6. Upholding the values and performance standards which guide our interrelationships and daily activities.

SUMMARY

The St. Charles Medical Center personnel relations philosophy is based on equality, the team approach, and the realization that we are all interrelated and interdependent.

We will actively promote participation by all in the affairs of our organization. We want and expect from each individual an active approach to solving problems, improving communication and enhancing cooperation with others, thus making both the organization and our own personal lives successful and effective.

We will empower our people to the maximum extent possible in accord with their acceptance of responsibility and accountability for effective performance.

We have a bias for meaningful action, creativity, problem-solving, risk-taking and service.



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Human Resources Office (541) 388-7770

Fax (541) 388-7791

Job Hotline
(541) 388-7708

We are an Equal Opportunity Employer. We are dedicated to a policy of non-discrimination of employment on any basis including race, age, sex, marital status, disabilities, creed, color, religion or national origin.

PLEASE PRINT CLEARLY AND COMPLETE APPLICATION EVEN IF YOU ATTACH A RESUME

DATE _____

Personal Information

Name _____ Last _____ First _____ Middle Name _____ Position Applying For _____

Address _____ Number _____ Street _____ Service or Specialty Preferred _____

City _____ State _____ Zip _____ When Available _____

Telephone (____) _____ Social Security No. _____ - _____ - _____ Salary Expected _____

Previous Address { Number _____ Street _____ SHIFTS AVAILABLE: Day Evening Night Weekends
 City _____ State _____ Zip _____ I WILL ACCEPT: Full Time Part Time On-Call

Are you a citizen or alien lawfully authorized to work in the United States? Yes No

TO ASSIST US IN SECURING EMPLOYMENT REFERENCES, LIST OTHER NAMES USED: _____

Work History

Employer Name and Address (Most Current Employer First)	Dates Employed	Hourly Pay Rate	Job Title & Description of Duties	Reason for Leaving
Firm Name _____ Address _____ City _____ State _____ Zip Code _____ Supervisor _____ Telephone No. _____	From _____ Mo. _____ Yr. _____ To _____ Mo. _____ Yr. _____			
Firm Name _____ Address _____ City _____ State _____ Zip Code _____ Supervisor _____ Telephone No. _____	From _____ Mo. _____ Yr. _____ To _____ Mo. _____ Yr. _____			
Firm Name _____ Address _____ City _____ State _____ Zip Code _____ Supervisor _____ Telephone No. _____	From _____ Mo. _____ Yr. _____ To _____ Mo. _____ Yr. _____			
Firm Name _____ Address _____ City _____ State _____ Zip Code _____ Supervisor _____ Telephone No. _____	From _____ Mo. _____ Yr. _____ To _____ Mo. _____ Yr. _____			

Education & Training

SCHOOLS	NAME AND ADDRESS OF SCHOOL	GRADUATED YES	GRADUATED NO	DEGREE RECEIVED	AVERAGE GRADE	AREAS OF SPECIALIZATION
High						
College						
Graduate						
School of Nursing or Technology						
Special Training/ Military Training						

Registration

Professional Registration, License, or Accreditation	REGISTRATION NUMBER	STATE	EXPIRATION DATE
TYPE _____			
DRIVER'S LICENSE (IF REQUIRED FOR JOB):			

Clerical Skills (if applicable)

<input type="checkbox"/> Typing wpm _____	Microsoft Word	Excel	<input type="checkbox"/> Medical Transcription	<input type="checkbox"/> Medical Office Exp.	<input type="checkbox"/> Insurance Billing
<input type="checkbox"/> Multi line phones	<input type="checkbox"/> Beg. <input type="checkbox"/> Inter. <input type="checkbox"/> Adv.	<input type="checkbox"/> Beg. <input type="checkbox"/> Inter. <input type="checkbox"/> Adv.	<input type="checkbox"/> Data Entry	<input type="checkbox"/> Medical Terminology	<input type="checkbox"/> Medical Record Coding

Please give any other details of your experience you believe would be helpful in assessing your qualifications.

Information

Have you ever been employed at St. Charles Medical Center? Yes No If yes, when? _____

How did you learn about the job for which you are applying?

<input type="checkbox"/> Advertisement	<input type="checkbox"/> Internet
<input type="checkbox"/> Newspaper	<input type="checkbox"/> SCMC Web Page
<input type="checkbox"/> Bulletin	<input type="checkbox"/> Other _____
<input type="checkbox"/> Oregonian	<input type="checkbox"/> Employee Who? _____
<input type="checkbox"/> Other _____	
<input type="checkbox"/> Other _____	

Have you been convicted of a felony within the last seven years? Yes No

If yes, what charge _____ . (A conviction will not necessarily bar you from employment.)

All offers of employment at St. Charles Medical Center will be contingent upon passing a job related physical exam and a urine drug screen.

I freely and voluntarily agree to take a urine drug screen as part of the pre-employment process. I understand that refusal to take this test or positive test results will disqualify me from further consideration for employment with the facility for a period of one year.

I understand that the facility is a smoke-free facility and no smoking is allowed within the facility or any building or space leased by the facility.

I understand my employment is contingent upon proof of identity and verification of eligibility for employment in the United States, in accordance with the Immigration Reform and Control Act of 1986.

General

The answers to the foregoing questions are true and correct to the best of my knowledge. I understand that termination can result from any answers that are knowingly false or incomplete.

Signature _____ Date _____

Signature

I am applying for a job at St. Charles Medical Center.

I understand that St. Charles Medical Center must check with prior employers in order to make a knowledgeable decision as to my being hired. I know that a complete answer is important to my being hired or in obtaining future employment elsewhere. Therefore, I consent to and authorize the Human Resource Department of St. Charles Medical Center to ask any or all prior employers for information concerning me, whether good or bad. I further authorize St. Charles Medical Center to provide other prospective employers with information concerning my employment at St. Charles Medical Center, in the event I seek employment elsewhere at a later date.

I consent to and authorize St. Charles Medical Center to complete a pre-employment criminal background check.

I therefore RELEASE and HOLD HARMLESS all parties and persons, including my prior employers, from all claims, liability and damages for whatever reason, related to providing pre-employment information either now or in the future.

My present employer may may not be contacted not currently employed

Signature _____ Date _____

Reference Release

I have read the vision, mission, and credo statements of St. Charles Medical Center and I would like to become a team member of this organization.

Signature _____ Date _____

Mission