

Your guide to serving with *heart* and creating an excellent patient experience.



Welcome to Your At-A-Glance Guide to Excellence!

At Camarena Health, we're the Heart of Healthcare in the Central Valley, and we're committed to upholding that at every opportunity. This booklet is designed for you—our front-line heroes—who bring our mission of compassionate, high-quality care to life every day.



What's Inside:

- › Practical tips and quick reminders for making every patient interaction count
- › A focus on our core values and best practices that ensure exceptional care
- › Tools to help you serve with H.E.A.R.T., creating meaningful and memorable experiences



Why It Matters:

- › You are the heartbeat of our mission.
- › Every interaction is a chance to deliver Consistent, Collaborative, Comprehensive, and Compassionate care.
- › By embracing these principles, you'll help us elevate patient care across our community.




How to Use This Booklet:

- › Keep it handy as a quick-reference tool throughout your day.
- › Lean on it for reminders of our best practices and core values.
- › Celebrate your efforts and those of your teammates when you see these principles in action!





 Together, we'll continue
leading with *heart*, creating
truly exceptional experiences
for every patient, every day.



CONTENTS

Our Brand

Mission 1

Vision 2

Values 3–4

Our Cornerstones of Care



Consistent

6–12



Collaborative

13–20



Comprehensive

21–26



Compassionate

27–34

Our Brand

The heart of healthcare.

Mission

Camarena Health's mission is to promote healthy communities by providing quality and compassionate healthcare.



Vision

As a patient centered health home and teaching health center, Camarena Health is setting the standard for the delivery of healthcare through innovation, technology, and community partnerships. Camarena Health is dedicated to creating stronger, healthier, and more vibrant communities as the leading provider of healthcare services.



Values

Honesty

Foster a culture of openness and transparency, not only with our patients and community, but also with our employees and stakeholders.

Excellence

Commit to providing the highest-quality healthcare possible, as well as lead the way within our industry and community.

Accountability

Work diligently to honor commitments and take responsibility for your work in support of the mission and vision.



Respect

Consider mindfulness during encounters with individuals and organizations regardless of background by showing empathy in all situations.

Teamwork

Support coworkers and community members by selflessly putting the needs of others before your own.





Consistent

Providing reliable, high-quality care in every interaction.

Consistency means delivering the same high level of care every single time—no surprises. When we're consistent, we build trust. Patients feel secure knowing they'll get the same great experience at every visit.





Consistent

Chart the Path

Set clear expectations.

- › Communicate directly.
- › Outline steps and timelines.
- › Ensure transparency in care plans.





Time + Time Again

Follow through on commitments.

- › Complete tasks as promised.
- › Update patients regularly.
- › Close the loop on all actions.





Consistent

Raising the Bar

Maintain high standards.

- › Use best practices.
- › Double-check for accuracy.
- › Ensure consistent care quality.





On the Dot

Be punctual.

- › Arrive on time.
- › Minimize delays.
- › Follow up promptly.





**Every patient
deserves our best,
every time.**







Collaborative

Working together to deliver comprehensive, team-based care.

Collaboration means teaming up to deliver the best care possible. Whether it's working with colleagues or including patients in their own care, we get better results when we work together and share ideas.





Collaborative

Better Together

Work as a team.

- › Listen to others' ideas.
- › Support colleagues when needed.
- › Contribute to collective problem-solving.
- › Celebrate each team members' contributions.





How Am I Doing?

Encourage feedback.

- › Ask for input.
- › Be open to suggestions.
- › Avoid taking feedback personally.





Collaborative

Kindness Counts

Be polite and courteous.

- › Use respectful language.
- › Acknowledge others' efforts.
- › Say, “please,” “thank you,” and “you’re welcome.”





Engage + Empower

Involve patients in their care.

- › Encourage questions and feedback.
- › Explain care plans in simple terms.
- › Respect patient input in decision-making.





Collaborative

Own Your Actions

Take accountability.

- › Own mistakes.
- › Correct issues promptly.
- › Resolve to everyone's satisfaction.





**Together, we will
achieve m♥re for
our patients.**





Comprehensive

Offering well-rounded care that addresses all aspects of health and well-being.

Comprehensive care means looking beyond the symptoms. We consider the whole person—their physical, mental, and emotional needs—making sure no aspect of their health is overlooked.





Comprehensive

Keep It Clear

Ensure thorough communication.

- › Break down complex information.
- › Use simple language.
- › Confirm understanding at each step.





All About You

Offer personalized care.

- › Build a relationship with each patient.
- › Prioritize individualized attention.
- › Adjust based on changing circumstances.





Seeing the Full Picture

Take a proactive, full-range approach.

- › Address physical, mental, emotional, and social needs.
- › Discuss long-term health goals.
- › Consider the overall patient journey.





**Complete care for
complete well-being.**



hear

TRUST

care

STONES

COMPL

YES

CORNER



Compassionate

Leading with empathy and understanding in every interaction.

Compassion is at the core of everything we do. It's about truly listening, understanding, and caring. When we show compassion, our patients feel valued, supported, and safe.





Compassionate

Come On In

Create a welcoming environment.

- › Greet patients warmly.
- › Address patients by their preferred names and pronouns.
- › Foster a positive, caring atmosphere.





Here for You

Provide emotional support.

- › Offer comforting words.
- › Be patient and gentle.
- › Recognize and address emotional needs.





Compassionate

Care from the Heart

Show empathy.

- › Listen actively without interrupting.
- › Validate patient concerns.
- › Respond with kindness and understanding.





Respect for All

Treat everyone with dignity.

- › Respect each patient's background and experiences.
- › Honor cultural differences.
- › Avoid making assumptions.





Compassionate

Read the Room

Notice the nonverbal cues.

- › Observe body language and expressions.
- › Acknowledge discomfort or anxiety.
- › Adjust your approach accordingly.





**See what can
happen with a
little heart.**



Consistent

- › Set clear expectations.
- › Follow through on commitments.
- › Maintain high standards.
- › Be punctual.



Collaborative

- › Work as a team.
- › Be polite and courteous.
- › Involve patients in their care.
- › Encourage feedback.
- › Take accountability.



Comprehensive

- › Ensure thorough communication.
- › Offer personalized care.
- › Take a proactive, full-range approach.



Compassionate

- › Create a welcoming environment.
- › Show empathy.
- › Provide emotional support.
- › Notice the nonverbal cues.
- › Treat everyone with dignity.

scribble your ideas







A series of ten horizontal lines, evenly spaced, intended for writing. The lines are dark teal and have a slightly wavy, hand-drawn appearance.



scribble your ideas







Hand-drawn horizontal lines for writing, consisting of ten parallel lines in dark blue ink.



scribble your ideas





camarenahealth.org

