

Subject: CONSIDERATE & RESPECTFUL CARE		Issued By: ADMINISTRATION	
		Approved By: Kathleen R. Hurtado President & CEO	
Policy #: 104	Issue Date: June 15, 2005	Revised Date: May 30, 2008	Effective Date: June 15, 2008

Reference: Revised from LAC + USC Healthcare Network Policy #104, original Considerate & Respectful Care Policy dated 7-11-75 and updated as of 6-15-05.

PURPOSE

To ensure that all Research Participants are afforded considerate and respectful care from all Caregivers associated with HRA.

POLICY

Caregivers shall provide Research Participants with considerate and respectful care including, but not limited to, consideration of psychosocial, spiritual, and cultural values that influence Research Participants’ perception of disease. All Supervisors of Caregivers associated with HRA must ensure that services to Research Participants are provided by competent and appropriately licensed Staff Members within an environment conducive to healing and/or treatment. This includes, but is not limited to, the following:

1. **ACTIVE SURVEILLANCE OF PERSONNEL WORKING ON BEHALF OF HRA:** Supervisors will maintain active surveillance – such as continuous quality control, quality improvement, and monitoring – which ensure that HRA’s representatives’ appearance, behavior and/or performance reflect HRA’s goals and objectives;
2. **CONTINUUM OF CARE:** Those acting on HRA’s behalf will strive to provide Research Participants with a continuum of care through collaborative practices in an interdepartmental, multidisciplinary setting;
3. **TECHNOLOGY/EQUIPMENT EXPLAINED:** Research Participants must be provided with information regarding any technology and/or equipment which is being utilized for their care and/or treatment;
4. **SAFE, CLEAN & QUIET ENVIRONMENT:** Caregivers shall always maintain a safe, clean and quiet environment;
5. **MANDATORY ORIENTATION:** Anyone acting on HRA’s behalf must participate in a mandatory orientation and training session, which covers the basic requirements for providing Research Participants with professional services, care and/or treatment(s).



HEALTH RESEARCH ASSOCIATION

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RESPONSIBILITY

All Staff Members, Volunteers, Students and Independent Contractors are subject to this policy. Failure to comply with applicable provisions of this policy shall result in disciplinary action and/or possible civil and/or criminal charges in accordance with the law.