

## HCBH Corporate Policy

Harbor City Behavioral Health Center is committed to improving the mental health and wellness of individuals and families.

At the board level, we have made the decision to always seek continuous improvement and innovation. We actively seek the full support of our employees, hospital partners, and community in our quest for a better quality of life for those in our community.

## General Guiding Principles

- Success is not, in our view, measured by our asset worth; it is instead measured by our personal worth and attributes.
- Our priority will always be our patients and their mental health.
- Our patients may not always be right, but they always come first in our considerations.
- Our policy is to provide a quality service, focused on providing effective behavioral health outcomes that are responsive to the needs of our community.
- We seek to provide a service that is based on trust and mutual respect.
- Communication forms a significant proportion of our approach and to our business affairs, and we seek to encourage effective discussion and exchange with our patients and the community. We will actively encourage our patients to communicate any concerns they have to us. Our commitment is to seek quick, responsive, and convenient resolution of our patients' concerns.
- We commit to ensuring that all of our employees fully understand our patient relations policy and protocols and implement all requirements of these.

## In keeping with our core values and mission, our activities include:

- Regular meetings with staff to discuss current trends in behavioral health and better ways of doing things to provide quality services
- Surveying patients to get their perspective

## Our management system provides a framework for addressing the following needs:

- Availability of information and resources necessary to support center operations
- Understanding the needs of our industry and our patients
- Design and development of services, to meet market requirements
- Selection and training of staff to maintain high standards
- Regulatory compliance
- Monitoring our patients' level of satisfaction after treatment
- Ensuring that not only our immediate patients, but also other community stakeholders benefit from the quality of our work
- Setting and reviewing measurable business objectives
- Commitment to continuous improvement