



Ombuds Office

A confidential, neutral, and informal place for Southwest Health employees to talk about work concerns.

Who Can Use the Ombuds?

- ✓ All Southwest Health employees (Clinical and non-clinical)
- ✓ Members of the Southwest Health medical staff
- ✓ Designated daily on-site contractors (e.g., Environmental Services, Laundry, Biomed, Anesthesia teams)

Using the Ombuds is voluntary; you choose if and when to reach out!

How Can the Ombuds can help?

- ✓ Listen confidentially so you can sort out what is going on
- ✓ Help you clarify your goals and think through options
- ✓ Coach you on how to have a difficult conversation
- ✓ Facilitate a conversation with others if everyone agrees



What the Ombuds Does

- Provides a confidential yet neutral space to talk
- Helps you think through informal and formal options
- Supports fair process and respectful communication



What the Ombuds Does NOT Do

- No formal investigations or findings
- No management decisions, discipline, or records
- No legal, clinical, or mental-health advice

OMBUDS IS NOT A FORMAL COMPLAINT OR REPORTING CHANNEL.

The Ombuds Office is a safe, off-the-record resource where Southwest Health workforce members can talk through concerns, explore options, and get support navigating difficult situations within the workplace

Conversations with the Ombuds are confidential and off the record. The Ombuds is not an agent of notice, and communications do not constitute formal reporting. Limited exceptions apply for imminent risk of serious harm or legal requirements. The Ombuds supplements, does not replace, formal resources (HR, Compliance, Legal, Risk Management).



How the Ombuds Works?

What to Expect in a Visit:

1. Reach Out

- Call or email to request a time to talk
- Share only the basics by email; details are saved for the conversation

2. Before We Start

- You'll hear a brief confidentiality advisory
- We'll confirm you are in a private space (for phone/virtual visits)

3. After the Visit

- You share what's going on and what you hope will change
- We'll clarify your goals and explore options together
- We may discuss both informal approaches and formal channels

4. During the Visit

- You decide what, if anything, to do next
- You can reach back out for follow-up, coaching, or check-ins

Examples of Concerns You Can Bring

- ✓ Communication breakdowns with colleagues, leaders, or teams
- ✓ Concerns about respect, culture, or how people are being treated
- ✓ Questions about how a policy or decision is being applied
- ✓ Worries about workload, change fatigue, or team dynamics
- ✓ Feeling stuck after trying other avenues and not being heard
- ✓ Navigating sensitive topics such as bias, inclusion, or retaliation fears
- ✓ "I'm not sure where this belongs, but something feels off..."

Our Guiding Principles (CNII)

Confidential

Conversations are private and off the record. The Ombuds does not share your name or details that would identify you, except in rare situations involving imminent risk of serious harm or legal requirements.

Independent

The Ombuds is independent from HR, Compliance, Legal, and management decision-making. The role reports high in the organization for access and accountability, not for control over cases.

Neutral

The Ombuds does not take sides or advocate for any party. The focus is on fair process and helping everyone think through options.

Informal

The Ombuds is an informal, voluntary resource. Meeting with the Ombuds does not initiate a formal complaint, investigation, or appeal.



Meetings:
In-person, phone, or virtual by appointment



Phone:
601-250-4303



Email:
ombuds@smmc.com