

## INTRODUCTION

This *Framework of Identity* describes who we are,  
what we do,  
why we do it and how we do it.

This  
document should inspire our Institution's shared mission;  
it should serve as a necessary and common point of reference  
for organizational and management policies  
adopted by our centres wherever we are present in the world,  
for the activities in each service,  
and our concrete behaviours.

*It will help you to gain a deeper insight into our  
Hospitaller Culture*

Rome, 30 October 2010

María Camino Agós  
Superior General



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# **HOSPITALER HISTORY**

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## ORIGIN AND IDENTITY

The origins of an institution reveal the motivations of its mission, its purpose and the original essence of its style. Recalling them is a crucial part of its identity.

It is for this reason that the Framework of Identity of our Institution begins with a chapter concerning our history. In that chapter, we especially trace back the beginnings of Hospitality, which has continued to characterize our actions throughout our history and which we are endeavouring to make relevant today.

## THE FOUNDERS

Saint Benedict Menni (1841-1914), together with María Josefa Recio (1846-1883) and María Angustias Giménez (1849-1897) are our founders. Their gifts and functions proved to be mutually enriching.

**Saint Benedict Menni**, a religious of the Order of Saint John of God, was a pioneer in the renewal of psychiatric care in the 19th century. He was very active in that field at the time in which he lived. He was a wonderful manager, for he focused his decisions on the holistic care of the patient and devised a care method integrating science and charity.

**María Josefa and María Angustias** were united in friendship by the Lord's call. With determination and self-giving, they both accepted the charism of Hospitality to serve mentally ill women, who at that time were the most excluded from care.

**The model of Christ the Good Samaritan** led the three to integrate human qualities and social concerns in the practice of charity in the Church for the world.

Their life, their values and the criteria which promoted their action serve as a beacon to guide us in our mission today. Like them, we ask ourselves **how should we be and what should we do in order to be hospitallers today?**

## CONTINUITY AND RELEVANCE

Throughout a century-old history, in the phases of its consolidation, expansion and renewal, our Hospitality has remained loyal to its mission, which we describe in the third chapter, always adapting to the different circumstances of time and place.

At the outset, our founders specifically met the needs of mentally and physically disabled women; on occasion, they also responded to other urgent requirements.

At the present time, our mission still makes a preferential option for the world of the mentally ill, although other services are also delivered according to the hospitaller charism.

Today Hospitality is calling sisters and co-workers to implement the Hospitaller Project as a shared mission. This decision requires that we all draw inspiration from the same framework of identity of our Institution.

By hospitaller Institution we mean the network of persons, centres, services and activities that carry out the mission of Hospitality.

*Reviving our Memory*  
*Enables us to make our Mission Relevant Today*



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**HOSPITALER  
COMMUNITY**

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## DESCRIPTION OF THE COMMUNITY

By Hospitaller Community, we understand and define the fabric of relations between all the persons involved in the HospitallerWork. It is a pluralistic community that is capable of establishing ties of cooperation and union around those who suffer.

This community thus comprises

**The people in our care**, who are the main target and active subjects of the hospitaller project;  
**their families**, who are part of the therapeutic process;  
**our co-workers**, who in a significant manner share the mission according to their competences and responsibilities;  
**volunteers**, who enrich our service gratuitously;  
**benefactors and friends**, who provide their support in different ways;  
**persons in training**, who receive a theoretical and practical education and contribute their dedication;  
and **the sisters**, who as a community and individually, by virtue of the gift they have received are the inspiration, presence and witness of an evangelizing hospitality.

## CENTRALITY OF THE SICK

The sick and needy are the cause, the center and the main criterion of the care services delivered by the Institution.

Whatever their illness or disability, we always appreciate their intrinsic dignity, characteristic of all human beings.

The Christian vision enhances this dignity, for it recognizes that each person in our care is an image of God, in whom we may glimpse the solidarity of Christ.

## CO-RESPONSIBILITY

The organizational style of the hospitaller community is characterized by a sense of co-responsibility on the part of all those who participate in the mission. We thus promote,

An attitude of appreciation of every human person, consideration of the importance of all tasks, information and active participation.

Cooperation, team work, the delegation of functions and the assumption of responsibilities at the different levels of the organization.

## FORMATION AND TRAINING

Belonging to the community entails formation and training processes in order to

Strengthen the hospitaller identity and values in all, especially in the newly hired professionals;

Promote professional refresher courses to further the hospitaller project,

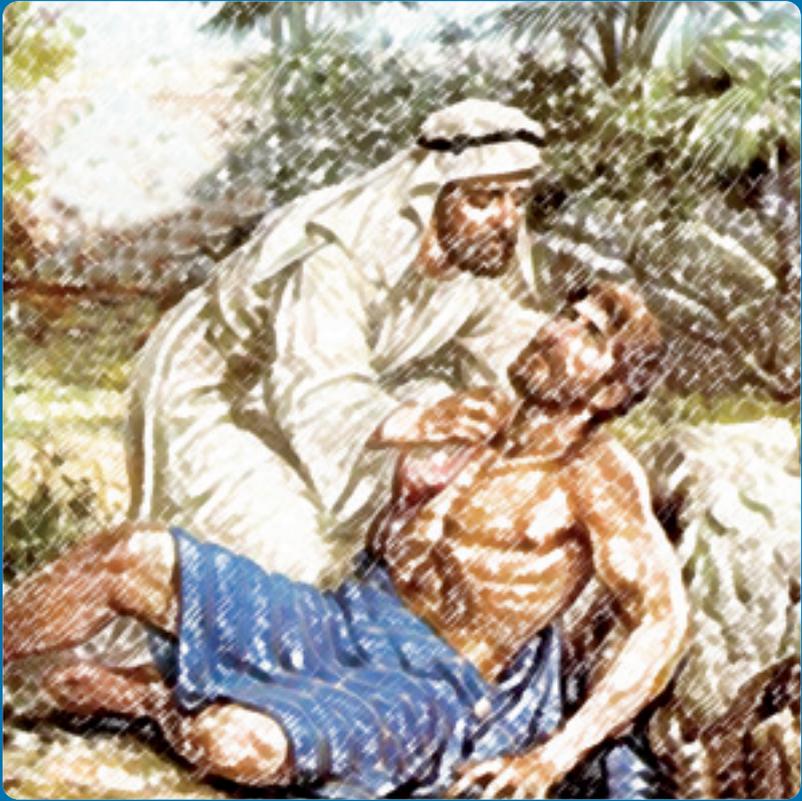
Foster Hospitality especially among management, in light of their great responsibility within the institution.

## THE CONGREGATION

The Congregation of Sisters Hospitaller of the Sacred Heart of Jesus is the owner of the hospitaller works.

In full respect of the principle of subsidiarity at the different levels of governance, the Congregation sets the general goals of the mission for the Institution at large, oversees their implementation in all contexts, supports management processes in a pertinent fashion, evaluates, and discerns and decides on the pertinence, relevance and future of the hospitaller project.

*Our Common Identity  
Responds to the Challenges of Hospitality*



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# **HOSPITALER MISSION**

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## OUR MISSION

### The Hospitaller Mission

is consistent with its charismatic origin and in response to contemporary challenges, it continues over time and in different contexts the healing mission of Jesus of Nazareth.

**It consists** in welcoming, assisting, and providing specialized and preferential care for the mentally ill, persons with physical or psychological disabilities and other sick persons. In so doing, it takes into account the needs and urgent requirements of every time and place, with a special preference for the poorest and most marginalized.

It has a humanistic and Christian vision of the human person, considered in its inviolable unity and dignity. It thus accepts all, with no distinction on the grounds of race, gender, religion, ideology or social status, and provides all with holistic care.

## THE UNIVERSALITY OF OUR PRESENCE

In its universal and intercultural dimension, this mission responds to existing needs in its own distinctive way, and is carried out in countries where it serves the needy in a spirit of solidarity.

We are currently present in 25 countries in four continents, namely **Europe**, **America**, **Africa** and **Asia**.

The Hospitaller Work relies on a wide range of equipment, human resources and care facilities, according to the different circumstances of time and place. They are characterized by an attitude of humanization and professionalism, innovation, social engagement and a strong sense of solidarity.

Our Institution has a network of structures and services, especially in the area of mental care. Its scope of action ranges from psychiatry to psychogeriatrics and geriatrics, mental disabilities, medical practice, surgery, social and health care services, as well as other emergencies.

## SCOPE AND SIGNIFICANCE

The hospitaller service is open and dynamic, and is inspired by an inclusive, reintegrating and life-promoting vision. As such, it is a boundless force of social transformation towards a healthier and more fraternal humanity.

As institutions of the Church in her social and charitable dimension, our institutions are always characterized by a sense of justice and a commitment to concretely love one's neighbour.

For this reason and from the outset, the hospitaller project has been at the service of evangelization by spreading the Good News through the witness of its healing action towards the sick and needy.

All those who carry out the hospitaller service are like the good Samaritan, according to visions that may vary but that are unified by Hospitality. We don't just walk on by, instead we look, we see, we let ourselves be moved and act in a spirit of compassion and solidarity. In other words,

*We are hospitallers,  
And this is our shared mission*



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# **HOSPITALER VALUES**

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## THE CRUCIAL IMPORTANCE OF VALUES

We consider hospital values as a key element of the identity of our Institution. They manifest the original aspect of our Action and are a distinctive and appreciated feature of our Work.

As human values, which according to our tradition spring forth from the Gospel, they are taken on board by all. They are incarnated in each culture, guide the decisions of those in charge and inspire the concrete behaviours of each individual in his or her task.

## FORMULATION OF THE VALUES

All of our values may be summarized in a single one.

### **HOSPITALITY**

Hospitality is an essential human value in the social and health care sphere.

It consists in providing space and time, assistance and care, humanity and resources to the beneficiaries of our mission.

This overarching value comprises eight sub-values which we have paired up.

Sensitivity  
which becomes a  
Service

#### 1. SENSITIVITY FOR THE EXCLUDED

Our hospitality entails and nourishes a sense of empathy, preferably towards those who have been excluded from society as a result of their mental illness or disability.

#### 2. SERVICE TO THE SICK AND NEEDY

Everything and everyone is at the service of the persons in our care. They are at the center of our organization.

Welcoming  
and  
Holistic Care

3. LIBERATING WELCOMING

We are known for the warm way in which we accept those in our care, and for our patient gratuitousness. We strive for the highest standards of rehabilitation. We look after our patients with warmth and tender care.

4. HOLISTIC HEALTH

Our work in health care embraces all the dimensions of the human person, according to the concept of holistic humanism. Our goal is to cure and to look after those in need of care.

Professional  
Quality  
with a special  
Humanity

5. PROFESSIONAL QUALITY

What makes our service effective is our professional rigour, efficient management, teamwork, the adaptability of our systems and the constant updating of our professionals.

6. HUMANITY IN CARE

In explicit and practical ways, we cultivate a humane approach in every concrete activity. We consider medical care to be a human encounter which gives priority to the dignity of the human person.

The Respect  
of Ethical  
Standards  
and  
Historical  
Awareness

7. RESPECT OF ETHICAL STANDARDS

We demand the respect of ethical standards in all of our activities, according to the principles of bioethics and Hospitality.

8. HISTORICAL AWARENESS

We encourage the individual and collective awareness of being part of the hospitaller history, faithful to our origins, protagonists of the present, and builders of the hospitaller future.

*Our values identify our works and  
inspire the behavior of all*





# **HOSPITALER MODEL**

## THE HOSPITALLER MODEL

includes a health care model, a management and administration model, a model of relations with the co-workers, and also dialogue with society.

### HEALTH CARE MODEL:

This model considers the biological, psychological, social, spiritual and religious dimension of the person. The approach to care is personalized and interdisciplinary, involves teamwork and the commitment to constantly improve quality by integrating science and humanism and adjusting structures to people's needs.

The model encompasses prevention, treatment, rehabilitation and the individual's reinstatement into his or her familiar environment through the continuing care process.

Pastoral care is a fundamental pillar of the therapeutic process and is fully integrated into the approach to care.

In keeping with its ongoing commitment to improve care standards and the professional skills of its co-workers, the Institution fosters and develops research, training and teaching initiatives.

Finally, volunteerism is a dimension which characterizes the personalized relationship with each individual in our care.

### MANAGEMENT AND ADMINISTRATION MODEL:

This model is based on the legacy of Saint Benedict Menni and is inspired by the following principles proper of our management style.

#### Basic Principles:

Consistency with the institutional identity, ethics and legality, economic resources directed towards the good of our beneficiaries, fairness and solidarity, sobriety, non-profit making, and transparency.

## Operating Principles:

Technical skills, integration of new technologies, effectiveness and efficiency, self-financing and sustainability, proactive attitude vis à vis new needs, establishment of synergies between Centers and Provinces, and fostering of innovation.

## MODEL OF RELATIONS WITH THE CO-WORKERS:

According to our institutional vision, a co-worker is anyone who works in our facilities and is at the service of the beneficiaries of our Mission by contributing his or her knowledge, sharing the ideals of the Institution, and being actively committed to the hospitaller project.

Co-worker development policies fundamentally seek to foster their actual integration into the institutional mission and to instil in them a sense of belonging to the Hospitaller Community. They include a special emphasis on the incorporation process, ongoing training in all of its aspects, a model of labor relations based on ethics and mutual trust, the establishment of an internal communication mechanism, and areas of active participation.

## DIALOGUE WITH SOCIETY:

Our Institution establishes channels of communication and dialogue with the social environment in which it operates. It adjusts its communication plans to each culture and motivates each co-worker to be an enthusiastic communicator of our projects.

Our commitment to society is voluntary and is based on values which promote equitable access to health care for all of humankind.

*Our own model  
Guarantees hospitality and quality*



## **A LOOK TO THE FUTURE**

Since the beginning, we have been faithful to our mission and have adapted to the needs of each time and place.

Today, we are faced with new challenges which once again require us to be creative.

We engage in the identity of our Institution to guarantee the future of Hospitality.

*This Document is  
our guiding light*

*Edited by:*  
**Sisters Hospitallers of the Sacred Heart of Jesus**

**October 2010**

*Design and layout*  
eMeDeCe Graphic design

Printed in Spain

L.D.: P-6/2011