

STUDENT | VOLUNTEER | TRAVELER | LOCUM

Orientation Guide



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This guide is not to be considered in any way as a contract of employment. Employment, as well as terms and conditions of employment, can be terminated, with or without cause or notice, at any time, at your option or at the option of the company in accordance with the State of Iowa’s Employment at Will status.



WELCOME TO OUR TEAM

Welcome to Great River Health!

As you know, we carefully choose the team members who will help us meet our mission of providing compassionate, high-quality care. This guide includes information we feel will help you be successful in your time with our organization. When you have questions, please ask a co-worker or your supervisor. Our friendly employees are ready to help you become a successful team member.

Thank you for joining us.

Dr. Michael McCoy
President and CEO of Great River Health

Our Executive Team



Michael McCoy, MD
President and CEO
of Great River Health



Jeremy Alexander
Chief Financial Officer



Teresa Colgan
Chief Executive Officer
HCHC, GRH Chief
Integration Officer



Hope Dunn
Chief Nursing Officer



Tomi Hagan
Chief Compliance Officer



Russell Rodriguez
Chief Clinical Operations
Officer



Joel Ryon, MD
Chief Medical Officer



Michael Yost
Chief Human Resources
Officer



Todd Chelf
General Counsel

OUR MISSION, VISION, AND VALUES

Mission Statement

Great River Health empowers our people to provide compassionate, high-quality care while being good stewards of our resources.

Vision Statement

Empowering People, Transforming Lives, Fulfilling Dreams

Core Values

People
Quality
Customer
Stewardship

Credo

I show **respect**.
I am **committed** to those we serve.
I am **responsible** for safety and high performance.
I listen and **communicate** effectively.
I have a sense of **ownership**.

Key Drivers

Innovation
Growth
Learning

KEY POLICIES AND EXPECTATIONS

Working for Great River Health

** See Henry County Health Center specific policy*

To maintain an orderly, safe, and effective work environment, the health system has several Human Resources policies. You should be familiar with these policies, in addition to other corporate and department-specific policies. Below is a listing of Human Resources policies, along with a description of each policy's purpose. Other corporate policies and expectations are listed too. This brief list is intended to help new you. All policies and guidelines are stored in PolicyStat, which is available on the intranet/portal.

Human Resources Policies

Anti-harassment Policy and Complaint Procedure (includes Dating/Consensual Relationship Policy Provision)

Great River Health strives to create and maintain a work environment in which people are treated with dignity, decency, and respect. Great River Health will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy and by education of students/locums/travelers, we seek to prevent, correct, and discipline behavior that violates this policy.

Attendance and Hourly Scheduling

Regular attendance and punctuality is important to maintain high levels of productivity and achieve company and department goals. Although the attendance points are not applicable, regular and reliable attendance is very important and will be discussed if necessary.

Cell Phone and Similar Electronic Communications Device Use

Provides you with an outline for using cell phones and similar electronic communications while at work.

Conflict Resolution

Provides a quick, effective, and consistently applied method for you to present your concerns to management and have those concerns resolved internally.

Dress Code

Ensures a professional appearance and appropriate dress while at work or at functions representing Great River Health. The purpose of this policy serves patient safety, professional appearance, and employee pride.

Holiday Schedule

Travelers/Locums – Please review your employment contract for the terms agreed upon.
Students/Volunteers - Please work with appropriate leadership on how the holiday affects your schedule.

Progressive Discipline

Although the policy may not be applicable, appropriate leadership may bring up any issues and the relationship may be termed at any point.

Inclement Weather Guidelines

Provides expectations for addressing employee attendance and transportation issues that arise during extreme weather conditions.

Other Corporate Policies and Practices

Code of Conduct

The health system has a Code of Conduct that provides standards for employees, medical staff, volunteers, students, locums, travelers, contractors, volunteers and board members to:

- Conduct themselves in a way that promotes integrity.
- Carry out the health system's mission, vision, and values.
- Act in a manner that is consistent with the Code of Conduct.

Failure to abide by this code or the guidelines for behavior, which the Code of Conduct represents, may lead to disciplinary action.

Communications and release of information

If you are approached by the media, refer to the request to:

- Director of Marketing and Communications
- A nursing supervisor
- A health system chief or the president and CEO

Abuse

If you suspect patient abuse or neglect, contact your leader. Further training on abuse, neglect and harassment is provided.

Nicotine-free campus

All Great River Health facilities and outdoor spaces, including parking lots, are nicotine-free. The use of nicotine products and e-cigarettes is not permitted in buildings, on grounds or in personal or health system vehicles. You are encouraged to help educate visitors and enforce the nicotine-free policy. If visitors refuse to comply with the policy, call Security at WB campus ext. 1029, FM campus ext. 212, HCHC campus ext. 6572.

Parking

- West Burlington campus: Park in the employee parking lot or behind the white line in the Emergency Department or main entrance parking lots.
- Fort Madison campus: Park in employee parking. Employee parking spaces are designated by a white circular marking. You should enter and exit the campus at the stoplight.
- Rural clinics and others: There are designated parking areas. Ask your supervisor where you should park.
- Henry County campus: Park in designated employee parking areas.

Patient confidentiality

Great River Health respects the rights of patients and enforces the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and related state laws. Protected Health Information (PHI) should not be accessed, used, or shared without a working need to know. PHI is any information that can be used to identify the patient. It covers past, present, or future health care of an individual that was created, collected, transmitted, or maintained by the health system.

Confidential information should not be read or discussed by any employee unless it pertains to his or her specific job requirements. Employees, students, volunteers, and contractors are not allowed to access their own records or those of their family members without a working need to know.

All electronic PHI must be accessed, used, or disclosed through secure communication devices or applications. User IDs, passwords and other authentication devices must be safeguarded and never shared or disclosed.

Disclosure of medical information about substance abuse treatment, mental health and HIV/AIDS-related information is subject to state and federal laws that provide extra protection and require specific permission to release information on these conditions.

Violation of laws and/or organizational policies and procedures related to patient privacy may result in disciplinary action up to termination, civil or criminal charges, and licensing board actions.

Personal property

The health system is not responsible for lost or stolen property. We recommend you leave valuable items at home. Please ask your supervisor about securing personal items. Do not store personal items, purses, or backpacks at nursing substations or in plain sight.

Social media

You should follow established guidelines for participation in social media. Posting or commenting in a manner that violates patient privacy, including photo or video of work areas, or includes medical advice is not allowed. You should make it clear that you are expressing your own views and not those of the health system.

Eating area restrictions

You may not eat, drink, or take breaks in hospital lobbies. You are encouraged to eat in the cafeteria. Departments may have designated areas where food is allowed. Food carried out from the cafeteria must be in covered containers.

Elevators

Main elevators are reserved for patients and families. You should always use the stairs or designated elevators.

SAFETY PRACTICES

Great River Health strives to incorporate safety into all areas of patient care and workplace practices.

General Safety

Handwashing

Proper hand washing is the most-effective way to prevent infection. Wash your hands:

- Before and after caring for a patient
- After handling a patient's articles or dressings, or equipment used in his or her care
- After removing gloves
- After using a handkerchief or blowing your nose
- After using the restroom
- Before and after feeding a patient
- Before eating
- Before handling a patient's food and food trays, and between carrying trays whenever necessary
- When arriving at your workstation, and before leaving for the day

Infection prevention

- We expect employees, medical staff, students, locums, and travelers and volunteers to follow standard health system infection-prevention guidelines.

DO:

- Wash your hands often.
- Wear a clean uniform every time you work.
- Get appropriate immunizations.
- Place patients with known or suspected communicable diseases in appropriate isolation areas and follow procedures.

DON'T:

- Wear your uniform in public or at home after work.
- Bring your coat to your assignment area. We will tell you where to store it.
- Come to work if you are ill *before* contacting your supervisor for instructions.

Latex policy

Great River Health minimizes the use of latex products. Latex balloons are not allowed in our facilities. A protein associated with latex can be released into the air and be a life-threatening allergen for people who have been exposed in the past.

Patient Safety

Electronic Event Reporting System (eers)

You must complete an electronic event report (incident report) in Vigilanz, either on the intranet (SEIRMC) or portal (HCHC) when an event or incident involving patient safety has occurred. If you identify a safety event or potential safety event, “good catch” or near miss report the incident to your supervisor immediately and complete a report. Completing an incident report is non-punitive and is used for tracking, trending, and making improvements.

Sentinel Events

A sentinel event is an unanticipated Incident resulting in death or serious physical or psychological injury to a patient that is not related to the course of the patient’s illness. The Centers for Improvement in Healthcare Quality tracks serious adverse and unexpected occurrences at hospitals to prevent future occurrences. Report a sentinel event and “near misses” or “close calls” to your supervisor immediately. *

Time Out

Before procedures and surgery, it is the surgeon/proceduralist’s responsibility to assure all team members present pause and actively participate in the Time Out.*

Stop the Line

Everyone has the responsibility and the authority to immediately intervene to:

- Protect the safety of a patient.
- Prevent a medical accident.
- Avert a sentinel event.

All participants are expected to stop immediately and respond to the request by reassessing the patient’s safety.

Employee Safety

You are expected to work safely. You may not engage in activities with potential for injury to yourself or others. If you see a safety issue or potential safety issue, report it immediately to a supervisor, manager, or director.

Right-to-Know Law

You have the right to know about possible health hazards associated with your work, including environmental hazards.

Safety Data Sheets

Safety data sheets provide details about chemical materials used in the health system. You should not work with a substance until you read the safety information.

Blood-borne pathogens

Blood-borne pathogens are infection- and disease-causing microorganisms carried in blood or body fluids. Examples of blood-borne pathogens include the human immunodeficiency virus (HIV), hepatitis B and hepatitis C. Exposure to blood-borne pathogens can occur through:

- Contact with broken, chapped or cut skin, or with mucous membranes.
- Handling or touching contaminated surfaces.
- Needle-stick injury

If you are exposed to blood or body fluids, notify your immediate supervisor or the house supervisor and report the exposure. Call Employee Health at 319-768-3345. If the employee health coordinator is unavailable, please leave a voicemail.

To protect against blood-borne pathogens:

Always wash your hands before and after patient contact, and after you remove your gloves. Alcohol-based gel is available for hand hygiene when your hands are not visibly soiled.

- Call Environmental Services staff promptly to clean up spills.
- Never eat, drink, apply lip balm or handle contact lenses in patient care or work areas.
- Wear gloves and change them appropriately when performing tasks with the potential for exposure to blood, body fluids, broken skin, or contaminated surfaces.
- Use needle-safe devices properly. This is the most common cause of needlesticks.
- Never recap needles. When needed, use the one-handed scoop method to reduce the chance of needle-stick injury.
- Place sharps carefully in proper disposal containers.
- Do not overfill sharps containers.

EMPLOYEE HEALTH

Employee Health:

- Helps protect from contagious diseases.
 - Helps protect from injuries
 - Provides education
 - Promotes health
-
- West Burlington campus – Employee Health is located right before Human Resources on the right. It is open from 7:30 a.m. to 4 p.m., Monday through Friday. The telephone number is 319-768-3345.
 - Fort Madison campus – Employee Health is across the hall from Billing/Medical Records. Employee Health staff will be on site once a week to meet with employees by appointment. Please call the West Burlington campus to arrange your appointment at 319-768-3345.
 - Henry County campus- is located inside the administration offices in suite A102. Employee Health staff will be on site once a week to meet with employees by appointment. Please call the West Burlington campus to arrange your appointment at 319-768-3345.

Americans with Disabilities Act (ADA)

The ADA prohibits discrimination against qualified individuals with disabilities in all aspects of the employment process, including terms, conditions, and privileges of employment. Reasonable accommodation standards must be considered at all points in this process. Application, testing, hiring, assignments, evaluation, disciplinary actions, promotions, medical examinations, layoff/recall, termination, compensation, and leave are included in this protection. For more information, call Employee Health at 319-768-3345.

Personal health statements and health assessments

A health statement and health assessment (blood pressure, pulse, respiration, heart rate, and heart and lung sounds) are required by the Center for Improvement in Healthcare Quality and State of Iowa. This is completed by the student's, locum's, traveler's school/agency, etc. prior to assignment/hire and every four years thereafter.

Work injuries

- If you are injured at work, report the injury immediately to your supervisor or the nursing supervisor if your supervisor is not available.
- If you are injured at work during evening or night hours, during the weekend or on a holiday, contact the House Supervisor, who will assess the injury. If you need immediate medical treatment, you will be sent to the Emergency Department. ☎

CULTURAL AND ETHICAL ISSUES

Cultural Sensitivity and Patient Care

Great River Health prioritizes human dignity and respect and is committed to fostering a culture of diversity, equity, and inclusion. We deeply value all people and do not tolerate discrimination based on any factor, including but not limited to:

- Age
- Gender or gender identity
- Race
- Ethnicity
- Religious beliefs
- Income and ability to pay
- Functional ability
- Sexual orientation

Culture sensitivity means respecting patients' beliefs, situations, and choices. Culture, ethnicity, religious beliefs, and ability to pay may affect health care decisions. For example, patients may:

- Refuse blood transfusions
- Have customs for birth, illness, or death
- Not seek preventive care or get recommended medicines because they can't pay for it

GRH expects all staff to treat everyone with dignity and respect.

Communication tips

Open-ended questions that do not require “yes” or “no” answers can help you evaluate the needs of patients or family members. They also can help you determine how well patients understand the information. Watching nonverbal communication also is helpful.

Examples of open-ended questions:

- “Could you tell me more about that?”
- “How may I help you with this?”

Patients with functional disabilities

A functional disability such as hearing loss, vision problems or confusion from illness or medicine can affect communication. **If you need interpreter services, you must use an approved language interpreter service rather than a family member.** A family member may not accurately interpret important health information, or they may feel uncomfortable sharing certain information. Please contact your supervisor for more information.

Spiritual Needs Chaplains are available to help patients, family members, staff, and others with spiritual concerns. Call the Spiritual Care Department at ext. 4060 or dial 0 for a Switchboard operator. HCHC call 6110 to obtain a list of area chaplains.

Corporate Compliance Program

Listen with curiosity. Speak with honesty. Act with integrity.

The goal of the health system's Compliance Program is to establish and maintain a culture that promotes:

- High-quality and efficient patient care.
- The highest standards of ethical business conduct.
- The prevention, detection, and correction of noncompliance with state and federal laws, rules, and regulations.

The health system's Compliance Program shows our commitment to both legal and ethical conduct. The Code of Conduct provides guidance in carrying out daily activities with integrity while upholding our mission, vision, and values.

Applying Our Credo to Compliance

- We are committed to compliance with all applicable laws, rules, and regulations.
- We respect and protect all confidential information.
- We take all reports of compliance concerns seriously.
- We protect personnel who make reports or participate in an investigation in good faith against retaliation or retribution.

Spotting Compliance Issues

- Offering items of value to groups that may refer patients to the hospital
- Giving or receiving free items or discounts
- Inaccurate coding or billing or billing for services that are not medically necessary
- Any situation where job performance or decision making is influenced by anything other than patient needs or hospital interests
- Incomplete or inaccurate documentation
- Patient registering under a false name (identify theft)
- HIPAA violations- even when accidental:
 - Unauthorized release of PHI
 - Fax containing confidential information sent to an incorrect number
 - Clinical results sent to the incorrect physician
 - Social media posts about patients or patient care

Confidential reporting

You have a responsibility to report activity or conduct that you suspect is illegal, unethical, or not in adherence to our mission, compliance program, or state and federal laws and regulations. Make reports:

- To a manager
- To the Chief Compliance Officer
- Anonymously by calling the compliance hotline (800-565-0675)

Retaliation/Non-Retribution Policy

The health system prohibits any action directed against any employee for reporting concerns in good faith or assisting in the investigation of a concern. Any employee who engages in retaliatory or harassing behavior directed toward a person who raises a concern, is believed to have raised a concern or assists in an investigation is subject to disciplinary action up to and including termination or loss of privileges.

Your responsibilities:

- Read the Code of Conduct.
- Call Compliance directly with any questions or concerns.
- When in doubt, report.

Refer to the Compliance Program Plan and Code of Conduct.

EMTALA

The Emergency Medical Treatment Active Labor Act (EMTALA) requires hospitals that receive Medicare benefits to provide medical screening examinations to all patients who visit the emergency department requesting emergency care, regardless of ability to pay or the source of their insurance.

We must provide a medical screening examination to anyone who arrives on Great River Health's campuses (up to 250 yards from the hospital building, excluding private office space) and:

- Cannot make it to the emergency department under their power
- Is asking for medical attention
- Cannot request medical care but is obviously in need of attention

If the medical screening examination finds that the patient has an emergency medical condition, the hospital must provide stabilizing treatment. If the hospital does not have the capability or capacity to treat the patient, then an appropriate transfer will be arranged. We have an obligation to accept transfers requested by other hospitals if we have the capability and capacity to do so.

HUMAN RESOURCES TECHNOLOGY

Kronos Teletime (time clock phone system)

Hourly employees use the telephone system to record their time worked. Please refer to the Kronos pocket guide for specific instructions. Replacement Kronos guides are available in Human Resources and additional Kronos job aids are on the HR SharePoint site.

Kronos Software (timecard and attendance points)

- Find the Kronos icon on your desktop.
- Login with your network username and password.
- View your timecard, schedule, PTO balance and attendance points
- To reset your password, call Informatics: WB – ext. 4400; FM – ext. 345; HCHC – ext. 6747

Workday (Job aids are available on the HR SharePoint site.)

- Find the Workday icon on your desktop.
- Login with your network username (GRXXXXXX@grhs.net) and password.
- To reset your password, call Informatics: WB – ext. 4400; FM – ext. 345; HCHC – ext. 6747

Workday is used for all human resources functions except time tracking. These include:

- Core HR – Manages your personal and job data such as demographic information, hire date, compensation, and organizational reporting structure
- Benefits – Manages your benefits enrollment, life events changes and open enrollment
- Payroll – Manages your biweekly paycheck, tax withholding and direct deposit information.
- Recruiting – See and apply for job openings
- Talent and Performance – Enter and track your goals in Workday. It also is used for employee performance evaluations.

Workday can also be accessed through:

- greatriverhealth.org – Go to the bottom of the homepage and click For Employees
- Workday app

TRAINING & DEVELOPMENT

Main Number for all campuses 319 768-4000

West Burlington Office-Opened Monday-Friday 7-3:30pm

Fort Madison Office-As posted

HCHC Office As posted

Class information is on the Training and Development SharePoint Site/HCHC Portal.
Register for classes in Workday Learning/HCHC Portal.

The Guidelines for Required Education is available on Policy Stat. This will give you an understanding of your training expectations.