

EMPLOYEE | PROVIDER | STUDENT | VOLUNTEER

# Orientation Guide



# WHAT’S INSIDE

- Welcome to Our Team .....3
- Our Executive Team.....4
- Our Mission, Vision, Core Values and Key Drivers .....5
- Be a Successful Team Member .....6
- Key Employee Policies and Expectations .....7
- Safety Practices .....12
  - General Safety ..... 12
  - Patient Safety ..... 13
  - Employee Safety..... 13
  - Employee Health..... 15
- Cultural and Ethical Issues .....18
  - Cultural Sensitivity and Patient Care..... 18
  - Clinical Ethics Committee ..... 19
  - Ethics and Compliance ..... 19
- Confidentially, Acceptable Use & Nondisclosure Agreement.....22
- EMTALA.....25
- Benefits .....26
- Human Resources Technology .....27
- Training & Development.....28

This manual 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 new employees to help us meet our mission of providing compassionate, high-quality health care. This guide includes information about benefits, payroll, technology and other topics. 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.

Matt Wenzel  
President and CEO

## Our Executive Team



**Matt Wenzel**  
President and CEO



**Jeremy Alexander**  
Chief Financial Officer



**Teresa Colgan**  
Chief Clinical Officer



**Shelby Dickens**  
Chief Quality Officer



**Robb Gardner**  
Chief Executive Officer  
Henry County Health Center



**Tomi Hagen**  
Chief Compliance Officer



**Jim Kammerer**  
Chief Administrative Officer



**Michael McCoy, MD**  
Chief Medical Officer



**Tim Reuschel**  
Chief Legal Officer



**Russell Rodriguez**  
Chief Physician Practice  
Executive

# 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

# BE A SUCCESSFUL TEAM MEMBER

## Stay Informed

### Great News

Our e-newsletter, Great News, is published monthly. It includes news about the health system and its services and events. Two versions are available – public and employee. Employees receive an email link to their version of the newsletter, which also includes information about benefits and employee-only activities.

### Other newsletters

Some examples:

- **Cerner Newsletter** – Cerner Electronic Health Record updates
- **IMPROVE** – Health Fitness and Universal Fitness newsletter
- **Staff Development Newsletter** – Hospital clinical staff

### Town Hall forums

President and CEO Matt Wenzel periodically delivers meetings with staff to share information about the health system. Meetings are scheduled to accommodate all shifts. A session is video recorded and available for employees who cannot attend.

### Websites and social media

The health system maintains an intranet for employees, which can be accessed within the organization by clicking the intranet icon on most computer desktops. The health system's website address is [greatriverhealth.org](http://greatriverhealth.org). The health system shares information on social media sites like Facebook.

## Know What Is Expected of You

### Know your job description.

Ask your leader if you need more information.

### Know what your leader expects from you.

You are responsible for understanding the expectations of your job and completing required training. Your first 90 days are a great time to carefully observe those around you and learn what is important. Ask questions. They demonstrate your interest in doing your job well.

### Check the New-Hire Important Dates form.

Many leaders use a New-Hire Important Dates form to communicate orientation or training deadlines to new employees. Ask your leader if there are dates you should know.



### **Keep certifications up to date.**

It is your responsibility to complete required education for your job before certification expires. This guideline is available on the intranet under Publications & Info/Education/Classes/Guidelines for Required Education.

- You can view your certification completions and expiration dates in Workday Learning.
- **Your wages for training time and training fees will be paid if you complete education before expiration dates.**
- If you become delinquent, it is your responsibility to pay for any training cost associated with your required education. Wages will not be paid.

### **Prepare for performance evaluations.**

Performance evaluations are completed annually. Many leaders conduct informal evaluations at other times during the year.

## **KEY EMPLOYEE POLICIES AND EXPECTATIONS**

### **Working for Great River Health**

To maintain an orderly, safe, and effective work environment, the health system has several Human Resources policies. Employees 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 employees. All policies and guidelines are stored in Policy Stat, which is available on the intranet.

### **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 employees, we seek to prevent, correct and discipline behavior that violates this policy.

#### **Attendance and Hourly Scheduling**

Regular attendance and punctuality by all exempt and hourly staff are important to maintain high levels of productivity and achieve company and department goals.

However, we recognize that staff occasionally become ill, need to miss work or are unavoidably late. The purpose of this policy is to ensure employees provide notice of such absences, and to track and address patterns of excessive absenteeism. Attendance points are only a tracking mechanism and should not be construed as negative, unless they reach excessive levels. The purpose of giving hourly employees advance notice of their schedules is to provide the leader with a planning tool and to allow the employee the opportunity to make plans for their time off.

### **Cell Phone and Similar Electronic Communications Device Use**

Provides employees 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 employees to present their concerns to management and have those concerns resolved internally

### **Employee Dress Code**

Ensures our employees maintain 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.

### **Employee Emergency Assistance Fund**

Financial help for employees dealing with major illnesses, emergencies or other catastrophic situations

### **Employer-Paid Bereavement Leave**

Establishes uniform guidelines for providing employer-paid bereavement leave to employees for absences related to the death of immediate family members. Employees may request paid time off (PTO) for absences or to attend the funeral/memorial service of someone who is not considered an immediate family member as defined in the policy.

### **Employment Practices and Procedures**

Provides a process for recruitment, applicant selection, pre-employment drug screening and background check processes, professional licensure, certifications, registrations and terminations. Great River Health will provide equal employment opportunity to all persons without regard to the applicant's race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, genetic information, or any other class protected by law. This includes the practices of hiring, assigning, training, promotions, terminations, compensation, employee benefits and all other conditions of employment.



**Holiday Schedule**

Recognizes observed holiday scheduling for purposes of office/clinic closures and outlines holiday pay for employees working on the actual holiday

**Jury Duty and Subpoena Pay**

Provides income protection while employees carry out their civic responsibility of serving jury duty or acting as a subpoenaed court witness

**Leave of Absence**

Addresses leaves of absence that are not included in the Family Medical Leave Act (FMLA). The leave can be covered by another law or by bargaining agreement. The leave also can be used to help an employee during extenuating circumstances not covered by a federal or state leave law.

**“Old Sick” and Paid Time Off (PTO)**

Addresses the use of old sick bank balances and the accrual, scheduling and use, donation and buy back of paid time off (PTO)

**Payroll Definitions and Procedures**

Describes the payroll process as it covers the employment classifications, overtime, differentials, holiday premium, timekeeping, payroll schedules, payment methods and payroll procedures

**Per Diem (PRN) Employment**

Provides guidance for the employment and scheduling of per diem (PRN) personnel

**Performance Evaluation**

Outlines the performance evaluation process, providing a means for discussing, planning and reviewing the performance of each employee

**Pre-Employment Drug Testing**

Establishes a pre-employment drug testing procedure, within the scope of applicable laws, and our organizational commitment to high-quality health care and maintaining a safe and healthy workplace, free from the influence of illegal drugs and/or alcohol

**Progressive Discipline**

Provides a structured corrective-action process to improve and prevent a recurrence of undesirable employee behavior and performance issues

**Solicitation/Distribution of Literature**

Outlines information related to the solicitation of and distribution of literature to employees at Great River Health

## **Working Remotely**

Establishes procedures for employees who are authorized to work remotely on a temporary or ongoing basis in a safe, secure and efficient manner

## **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, administrative staff, officers, volunteers and board members to:

- Conduct themselves to protect and promote the health system's integrity
- Enhance the health system's ability to achieve its mission

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 the request to:

- System Executive 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 during orientation.

### **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. 1025, FM campus ext. 212.

### **Parking**

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

### **Patient confidentiality**

The health system respects the rights of patients and enforces the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and related state laws. Patients' protected health information (PHI) must not be shared with anyone unless he or she needs to know for patient care. PHI is information that can be used to identify the individual. It covers past, present or future health care of an individual that was created, collected, transmitted, or maintained by the health system.

The health system secures medical and billing records and establishes internal policies to provide for their proper use and disclosure. All electronic PHI must be accessed, used or disclosed only through secure communication devices or applications.

Disclosure of medical information about alcohol and drug 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. Don't store personal items, purses or backpacks at nursing substations or in plain sight.

### **Social media**

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

### **Eating area restrictions**

Staff 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. Employees should always use the stairs or staff 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 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**

You must complete an Electronic Event report (eers) on the intranet 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 an eers.

### **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 events 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**

All health system employees, contracted staff, medical staff, volunteers, students, patients and visitors have a 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**

Employees 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 319-768-3346. 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.
- 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.
- Don't overfill sharps containers.

# EMPLOYEE HEALTH

## Employee Health:

- Helps protect employees and patients from contagious diseases
  - Helps protect employees from injuries
  - Provides education to employees
  - Promotes health
- 
- West Burlington campus – The Employee Health office is in Human Resources. 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 Marketing and Communications. Employee Health staff will be on site once a week to meet with employees by appointment. The telephone number is 319-376-2440.

## **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 the Employee Health coordinator at 319-768-3345.

## **Immunizations and Infection Control**

- **Tuberculosis (TB) screening** - Symptom review and the Quantiferon Gold (IGRA) test are completed before the first day of patient care. The IGRA test may be omitted with documentation of two negative two-step, one within 30 days of hire and the other within 12 months of hire. Further TB testing is not required unless a TB exposure occurs.
- **Influenza (flu) shot** - The health system considers flu shots necessary to protect employees and patients from influenza. Free flu vaccines are offered to employees and volunteers from October through March. Flu shots are available to others for a fee.
- **Hepatitis B series** – Employees who are at risk for blood or body-fluid exposure are offered the Hep B series and Hep B titer at the time of hire. If you decline, you may request the series or titer later.
- **Tetanus, diphtheria and pertussis (Tdap)** – A Tdap vaccine is a tetanus shot with pertussis (whooping cough) protection added. A one-time Tdap booster dose is recommended for adults. Td/Tdap booster is recommended every 10 years after.



- **Measles, mumps, rubella (MMR)** – A documented history of two doses of MMR vaccine or laboratory evidence of immunity of measles is needed at the time of hire. Rubeola antibody titer can be drawn to check immunity. If not contraindicated, two doses of MMR vaccine can be given four weeks apart.
- **Varicella** – A documented history of two doses of vaccine, positive blood test indicating immunity or a documented diagnosis of shingles (herpes zoster) or chicken pox (varicella) by a health care provider is needed at the time of hire. Varicella titer can be drawn to check immunity. If the titer is negative, two doses of the Varicella vaccine will be offered and given at least 28 days apart.
- **Meningococcal** – Documentation of the meningococcal vaccine is needed for employees working in Microbiology. This vaccine must be less than 5 years old. If not, the vaccine is offered with a booster dose every five years for employees that remain at an increased risk.
- **Mask-fit test and questionnaire** – Required annually for employees working in specific departments with a high potential for TB or airborne illness exposures.

### **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 at the time of hire and every four years thereafter. For Kid Zone employees, subsequent statements and assessments are required every three years.

### **Work injuries**

- If you are injured at work, report the injury immediately to your supervisor or the house nursing supervisor if your supervisor is not available. The injured employee must report the injury through the Electronic Event Reporting System (eers) on the intranet before going home on the day of the occurrence.
- eers are reviewed for trends. Trends are addressed, and attempts are made to alleviate causes of injuries, such as patient-handling injuries and falls in parking lots.
- The Iowa Work Comp law states the employer will direct health care for work-injured employees. **If you think medical attention is needed for a work injury, you must call Employee Health at 319-768-3345.** The coordinator will make arrangements for the employee to be evaluated by a physician. **Don't go to the Emergency Department unless it is a life-threatening emergency**, such as an allergic reaction causing respiratory distress. **Don't go to your private physician for treatment unless it is approved by the Employee Health coordinator.**

- 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,

### **Family and Medical Leave**

In accordance with the Family and Medical Leave Act (FMLA) of 1993, Great River Health provides up to 12 weeks of unpaid, job-protected leave to eligible employees for certain family and medical reasons in a rolling 12-month period. Employees are required to use any available vacation and personal holiday time concurrently with FMLA.

All employees are eligible for FMLA if they have worked for Great River Health for at least one year, with a minimum of 1,250 hours during the previous 12-month period immediately preceding the start of the leave. To check eligibility, call Employee Health at 319-768-3345.

# CULTURAL AND ETHICAL ISSUES

## Cultural Sensitivity and Patient Care

Respect and appreciation of others' diversity is expected at Great River Health. Many factors are involved:

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

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

Cultural sensitivity means respecting patients' beliefs, situations and choices, including same-sex and biracial couples or couples who live together but are not married. You should treat everyone with dignity and respect.

### Communication tips

Open-ended questions that don't 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 a Language Line interpreter 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 always 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.

## **Clinical Ethics Committee**

The health system's Clinical Ethics Committee helps protect patients' interests when patients, their family members or representatives face ethical dilemmas. It also provides a forum for ethical issues in patient care. Although the committee doesn't make recommendations or decisions in individual cases, it helps people explore alternatives.

To access the Clinical Ethics Committee, contact:

- Spiritual Care
- Any department manager
- Quality
- Chief Legal Officer
- Chief Medical Officer
- Chief Compliance Officer
- Chief Clinical Officer
- CEO

## **Ethics and Compliance Program**

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

The goal of the health system's Ethics & 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 Ethics and 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 Ethics & Compliance**

### **Respect**

- We are committed to following our credo and keeping offensive or disruptive behavior out of the workplace.
- We respect and protect confidential information regarding our patients, employees and operations.

### **Committed to Those We Serve**

- We are committed to fair and equitable treatment of employees, patients and others, and we will not discriminate.
- We are committed to compliance with all applicable laws, rules and regulations.

### **Responsible for Safety and High Performance**

- We provide anonymous methods to report actual or suspected compliance concerns.
- We comply with the False Claims Act, Anti-Kickback Statute, federal and state government program requirements, HIPAA, and other state and federal laws.

### **Listen and Communicate Effectively**

- 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.

### **Sense of Ownership**

- We do not accept, offer or provide gifts that affect business judgement.
- We do not pay for referrals or accept payment for referrals made.

## **Spotting Compliance Issues Anti-kickback/Stark**

- Offering items of value to groups that may refer patients to the hospital
- Giving or receiving free items or discounts

### **Coding/billing/payments**

- Billing for services that are not medically necessary or not provided
- Inaccurate coding or billing

### **Conflict of interest**

- Any situation where job performance or decision making is influenced by anything other than patient needs or hospital interests

### **Documentation**

- Incomplete or inaccurate documentation
- Missing documentation

### **HIPAA privacy/security**

- Fax containing confidential information sent to an incorrect number
- Wrong paperwork given to a patient
- Test results sent to the incorrect physician
- Patient registering under a false name (identify theft)
- Social media posts about patients or patient care

### **Confidential reporting**

Employees, medical staff, students and volunteers all have a responsibility to report activity or conduct they 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) or using the Electronic Event Report System (eers)

### **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.
- Don't be afraid to ask questions.

- When in doubt, report.
- Maintain confidentiality even when you are no longer employed by or associated with the health system.

Refer to Ethics & Compliance Program Plan and Code of Conduct.

## **Confidentiality, Acceptable Use and Nondisclosure Agreement**

This agreement acknowledges that I understand the responsibility of securing the confidentiality of individually identifiable protected health information (PHI) in electronic communication. The level of access granted to medical staff, employees, volunteers and students is based on position, job functions and responsibilities. The level of access granted to non-employed providers, business associates or other service providers is based on the scope of a pertinent agreement or contract.

The following statements provide an understanding of my responsibilities. Statements referring to electronic access apply when access is granted. Regardless of electronic access, I understand my responsibility for protecting patients' confidentiality and privacy.

### **I. Access**

- I will access, use or disclose PHI only according to Great River Health's policies and procedures and the Health Insurance Portability and Accountability Act (HIPAA).
- I understand all PHI is confidential, and it must not be accessible to unauthorized persons.
- I will not access PHI for any unauthorized purpose. I will appropriately access, use or disclose minimally necessary information only on a need-to-know basis to do my job.
- I will not remove any electronic devices storing PHI from Great River Health locations except in the performance of my duties, and then only according to HIPAA privacy and security policies and regulations.

### **II. Login**

- I understand my user ID and password (login) must be kept confidential, and it is the equivalent of my signature. I will not disclose my login to anyone, and



I will not knowingly allow anyone to access or alter information under my login. I will be accountable for all work done under my login.

- I will not attempt to learn or use another person's login.
- I will periodically change my password.
- If I believe the confidentiality of my login has been breached, I will contact Informatics Support to have my password changed. I also will notify Great River Health by either the compliance hotline (800-565-0675) or compliance email ([compliance@grhs.net](mailto:compliance@grhs.net)).

### **III. Security**

- I will properly secure confidential information on my computer, and I will ensure that others cannot view or access such information. When I am away from my workstation, I will secure it by logging off or locking the computer or laptop to prevent unauthorized access.
- I will use email and intranet access only according to policy and procedures.
- I will not use computer resources to engage in illegal activities or to harass anyone. I will not seek, or allow others to seek, personal benefits by accessing or disclosing any confidential information.
- I understand my access and use of confidential information or data is monitored, and that my access rights are subject to periodic review or change.
- I have completed, or will complete, orientation and ongoing training as required by the health system.
- I will report any suspicious activity, lost or stolen devices, or unauthorized access, use or disclosure of PHI to either the compliance hotline at (800-565-0675) or the compliance email ([compliance@grhs.net](mailto:compliance@grhs.net)).

### **IV. Software**

It is the policy of Great River Health to respect all computer copyrights and to adhere to the terms of all software licenses. I understand:

- I will not duplicate any licensed software or related documentation for use within the health system or elsewhere.
- Software will be installed or be approved for installation by Informatics.
- Software licenses may be retained by Informatics.
- Unauthorized or malicious duplication or installation of software is a violation of health system policy.

## **V. Remote Access**

If access is granted, I will abide by these best practices:

- I will maintain up-to-date virus protection software, which should not be older than 12 months, and virus definition files or updates should be performed at least weekly.
- I will keep current with all operating system and browser updates.
- Software access while connected remotely is limited to the following (list may be added to without notice): Intranet, email, document viewers and electronic health record (EHR).
- The computer used to remotely access may require software to be installed.
- Printing capabilities should be limited.
- Technical support will be provided only for problems related to the remote session.

## **VI. Personal Mobile Devices**

- I agree that my use of a personal mobile device, such as a phone or tablet, to access company information, such as email or secure messaging apps, is voluntary.
- I agree that my device will utilize encryption technology at all times.
- I agree that my device will lock after a period of inactivity.
- I agree that my device will require a passphrase or biometric to unlock.
- I understand that Great River Health is the sole owner of the company information accessed by my personal mobile device.
- I understand that this access is a privilege and may be revoked at any time.

## **VII. Notification**

- I agree to provide notification to Great River Health within 48 hours of any potential breaches regarding my login information.
- I agree to provide notification to Great River Health within 48 hours regarding any potential or actual breach of EHR information or any other confidential PHI.
- I agree to notify Great River Health by either the compliance hotline (800-565-0675) or the compliance email ([compliance@grhs.net](mailto:compliance@grhs.net)) if any such problem arises.

## **VIII. Education**

- I agree and warrant, as an express term of this Agreement, that I have educated or will educate myself according to Great River Health's policies and procedures and HIPAA.
- I agree to fully review these policies prior to accessing Great River Health's EHRs.

## **IX. Monitoring**

- I consent to having all or any part of my use of and access to Great River Health's EHR recorded, audited, or reviewed at any time by Great River Health or a third-party auditor designated by Great River Health, without notice.

## **X. Acknowledgement**

I acknowledge:

- I have read, understood and agree to all of the terms and statements above.
- I understand that my obligations to this agreement are in effect during employment and continue after my employment or affiliation with Great River Health.
- I will contact an administrator, director, manager, supervisor or compliance officer if I have any questions, comments or concerns about my training or obligations under this agreement.
- I understand that not abiding by this agreement, misusing my confidential login, and violating HIPAA or health system policies will subject me to access revocation or disciplinary action, up to and including termination of employment or affiliation with Great River Health.
- I may be subject to civil and criminal prosecution.

## **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 Southeast Iowa Regional Medical Center 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.

# BENEFITS

## Insurance, Retirement and Voluntary Benefits

Employees should refer to the Benefits Guide on the HR Sharepoint site for specific information on insurance, retirement and other voluntary benefits.

### Qualifying life event changes

You can change your marital status or add or remove a dependent from your benefits plan during the year if you make the change during the special enrollment period shown on the next page for each event. Initiate status changes in Workday. If you don't request the change during the special enrollment period, you will have to wait until the next annual enrollment period.

LIFE EVENT	ENROLLMENT PERIOD	DOCUMENTATION
Marriage	30 days	Marriage Certificate
Divorce	30 days	Divorce Decree
Birth/Adoption	60 days	Birth certificate/Adoption Decree
Death of spouse or dependent child	30 days	Certified copy of Death Certificate
Change in employment status of employee, spouse or dependent child	30 days	Document showing loss/gain of coverage effective date
Entitlement to Medicare or Medicaid	30 days	Document showing coverage effective date
Qualification by Plan Administrator of a child support order for medical coverage	30 days	Document will be submitted by State to Plan Administrator
Change in cost of dependent care (only for flexible dependent care spending account)	30 days	Employee statement of decreased daycare costs

## Other Benefits

### Employee and Family Resources (EFR)

The health system's employee assistance program is provided by EFR, which offers confidential help life problems, such as:

- Balancing work and home
- Marital or family issues
- Divorce
- Money problems
- Alcohol or drugs
- Aging parents

Employees and their immediate family members may receive up to three free counseling sessions per issue. If you want to continue after the three visits, the regular fee for counseling services will be charged. Your supervisor will not know if you use EFR.

Information is released only with your written permission. Call 800-327-4692, to make an appointment with a counselor or visit [efr.org/myeap](http://efr.org/myeap).

### **Discounts**

Employees may receive discounts from local businesses or companies that do business with the health system. A list of discounts is available on the HR Sharepoint site.

### **Kid Care**

Employees can bring their sick children who have noncommunicable diseases or illnesses to the hospital's Pediatrics Unit (West Burlington only) so they can work their scheduled shifts. Employees must call the Women and Family Center at 319-768-2800 before bringing their children to determine whether space is available. There is an hourly fee.

### **Kid Zone**

Kid Zone is the health system's on-site childcare center in West Burlington is for employees' dependent children. Transportation is available to and from the Burlington and West Burlington school districts. Space is limited. For a tour and fee schedule, call 319-768-1234.

### **Fitness center membership**

Health system employees receive free membership to Health Fitness and Universal Fitness. To join, call 319-768-4191 to schedule an orientation appointment.

## **HUMAN RESOURCES TECHNOLOGY**

### **Kronos Teletime (time clock phone system)**

Hourly employees use the telephone system to record their time worked. Please refer to the blue 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

### **Workday**

- 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

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.

Job aids are available on the HR Sharepoint site.

Employees also can access Workday through:

- [greatriverhealth.org](http://greatriverhealth.org) – Go to the bottom of the homepage and click For Employees
- Workday app

## TRAINING & DEVELOPMENT

### Continuing education programs

Training & Development offers continuing-education programs for these health care professionals:

- Athletic trainers
- Dietitians
- Medical assistants
- Nurses
- Physical therapists
- Physicians
- Radiologic technologists
- Respiratory therapists
- Social workers
- Speech/language pathologists

Class information is on the intranet. Register for classes in Workday Learning.

### Health Career Workshops

Employees, students and community members learn more about health care jobs and career opportunities. Get more information at [greatriverhealth.org](http://greatriverhealth.org).