

EMPLOYEE | PROVIDER | VOLUNTEER

# Orientation Guide



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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 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 & CEO



**Jeremy Alexander**  
Chief Financial Officer



**Teresa Colgan**  
Chief Clinical Officer



**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, events and wellness. 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’ newsletter
- **Staff Development Newsletter** – Hospital clinical staff

### Town Hall forums

President and CEO Matt Wenzel delivers meetings twice a year 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. 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 and completing required training for your job. 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.

### 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/Guidelines for Required Education. Your wages for training time and training fees will be paid if you complete education before expiration dates.** You can view your certification completions and expiration dates on Net Learning under My Recertifications.

*If you become delinquent*, it is your responsibility to pay for any training cost associated with the required education below *and* your salary will not be paid. *Continued*

**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.

**Prepare for performance evaluations.**

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

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# KEY EMPLOYEE POLICIES AND EXPECTATIONS

## Working for Great River Health

### 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.

### Mutual Trust and Respect Policy

Everyone at Great River Health should be treated fairly and respectfully, and with dignity. You have an obligation to promote an environment where employees want to work, and patients choose to come for care and services.

### Anti-Harassment

Employees have the right to a work environment that is free from harassing, abusive, disorderly and disruptive behavior. Such behavior will not be tolerated. If you believe you are being harassed, tell:

- Your supervisor
- Human Resources
- Any vice president
- President and CEO

You may choose any one of these people or any combination. You don't have to go to your supervisor if he or she is the source of the alleged harassment.

### Communications and release of information

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

- Director of Marketing and Communications
- Any vice president
- A nursing supervisor
- President and CEO

*Continued*



**Dress code**

Our Dress Code policy has been adopted to ensure employees maintain personal cleanliness, good grooming and professional and appropriate dress while at work. The primary objectives it serves are patient safety, professional image and employee pride.

There are six types of employee classifications within GRH regarding the employee dress code including: Clinical/Acute Care, Klein Center, Home Health/Hospice, Clinics, Support and Office/Professional.

Ask your supervisor about specific guidelines in your work area.

**Eating area restrictions**

Staff may not eat, drink or take breaks in the Lobby. You are encouraged to eat in the Cafeteria. Departments may have designated areas where food is allowed. Food taken 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.

**ID badges**

While on duty, employees are required to wear their identification badge on the upper chest area with their picture and name visible. Some identification badges contain security information allowing access to designated proximity readers. If you forget to bring your ID badge to work, get a temporary badge in Human Resources or from the House Supervisor during evening or weekend shifts.

**Internal investigations and searches**

The health system may conduct internal investigations pertaining to security, auditing or work-related matters. Employees are required to cooperate, if requested. When necessary, work areas and personal belongings may be searched without notice. Generally, the health system will try to get an employee's consent before a search but may not always be able to do so.

**Maps**

Maps for finding your way around the Great River Health campus are on the intranet under Shared Folders/Public Relations/Publications or [greatriverhealth.org](http://greatriverhealth.org) in Patients & Visitors section.

**Abuse**

If you suspect patient abuse/neglect contact your leader. Further training on abuse/neglect/harassment is given during orientation.

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### **Nicotine-free campus**

Great River Health has a nicotine-free campus. The use of nicotine products and E-cigarettes is not permitted in buildings, on grounds or in 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 ext. 1025. Staff, students, volunteers, agency/contract staff and business partners may smoke in their personal vehicles. All nicotine-product waste must be contained in vehicles.

### **Parking**

Employees who work in the hospital are encouraged to park in the employee parking lot and enter through the Employee Entrance. Employees who park in the Emergency Department or Main Entrance parking lots must park behind the white line. There are designated parking areas for employees who work in other areas on the health system campus. Ask your supervisor where you should park. The parking map is on the intranet under **Policies & Procedures/Workplace Safety/GRMC Parking Map**.

### **Patient confidentiality**

**The health system has more than 15 HIPAA-related policies. This is very important!**

The health system respects the rights of patients and enforces the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Patients' protected health information must not be shared with anyone unless he or she needs to know for patient care.

Besides health information, protected information includes, but is not limited to, a patient's name, address, age, sex, telephone number, social security number or any other patient-specific information that could be used to identify a patient.

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

There are heavy penalties for HIPAA violations. If protected health information is disclosed without consent or beyond the minimum necessary to perform a job, a fine of up to \$250,000 and/or up to 10 years in prison may be imposed. The person who disclosed the information is responsible for paying the fine.

Disclosure of medical information about alcohol and drug abuse, 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.

### **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. The health system's Lost and Found is in Plant Operations, ext. 3800.

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### **Personal use of phones and health system computers**

Personal use of health system computers and other information technology resources – including internet access – is prohibited and may result in disciplinary action up to and including termination of employment. The health system has the right to monitor all computer and network use.

Telephones in patient rooms and health system departments are for the use of patients and for business operations. The health system recognizes limited personal use of the telephone is necessary in any work environment; however, it is important that you understand personal telephone use can compromise job performance. Excessive personal use of the telephone during work hours, including personal cellphones, may result in disciplinary action up to and including termination of employment.

### **Social media**

Employees should follow the established guidelines for commenting on the health system’s social media sites and when posting as a representative of or being affiliated with the health system on a non-health system site.

When participating in social media on personal time, don’t post messages that reflect negatively on the health system, including health system providers.

### **Solicitation**

Health system employees **may not**:

- Solicit or distribute literature during working time
- Solicit or distribute literature at any time in working areas or immediate patient-care areas
- Use corporate e-mail or telephone-based voice mail to solicit others

Nonemployees may not solicit or distribute literature to employees at any time in working areas.

# CULTURE OF SAFETY

The culture of safety is a set of beliefs, norms, attitudes, roles, and social and technical practices that minimize the exposure of patients, employees and the public to dangerous conditions. Great River Health strives to incorporate safety into all areas of patient care and workplace practices.

## General Safety

### Hand washing

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 patients' 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 to help prevent the spread of infection.

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 for patients and staff 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.

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## **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.

### **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.

### **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.

## **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.

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## **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. There are two ways to find safety data sheets on the intranet:

- Click Program Shortcuts/MSDS Employee Search
- Click Clinical Info/MSDS Employee Search

## **Bloodborne pathogens**

Bloodborne pathogens are infection- and disease-causing microorganisms carried in blood or body fluids. Examples of bloodborne pathogens include the human immunodeficiency virus (HIV), hepatitis B and hepatitis C. Exposure to bloodborne 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 between 7:30 a.m. and 4:00 p.m. Monday through Friday, go to Employee Health. At other times, ask the House Supervisor for assistance.

To protect against bloodborne 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.
- Contact Environmental Services staff promptly to clean up spills.
- Don't overfill sharps containers.
- Never eat, drink, apply lip balm or handle contact lenses in patientcare or work areas.
- 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.
- Use needle-safe devices properly.
- Wear gloves and change appropriately when performing tasks with the potential for exposure to blood, body fluids, broken skin or contaminated surfaces.

# EMPLOYEE HEALTH

Employee Health:

- Helps protect employees and patients from contagious diseases
- Helps protect employees from injuries
- Provides education to employees
- Promotes health

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. Confidential Employee Health records are kept in locked files.

## Americans with Disabilities Act (ADA)

The Americans with Disabilities Act 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 768-3346.

## Immunizations and infection control

- **TB** – All new employees are required to receive a two-step tuberculosis test according to CIHQ, OSHA and State of Iowa regulations. Further tuberculosis testing is not required unless a TB exposure occurs.
- **Flu shots** – The health system considers flu shots necessary to protect employees and patients from influenza. Free flu shots are offered to employees and volunteers from October through March. Flu shots are available to others for a fee. Employees who decline a flu shot must sign a Flu Shot Declination Form by 12/31.
- **Hepatitis B series** – CIHQ requires employers to offer the Hep B series and a Hep B titer to employees who are at risk for blood or body-fluid exposure. These are offered at the time of hire. If you decline, you may change your mind at any time.
- **Mask-fit questionnaire** – A mask-fit questionnaire is required annually for employees working in specific departments with the potential for TB exposure.
  - Mask-fit test – A mask-fit test and questionnaire is required annually for employees working in specific departments with a high potential for TB exposure.
- **Tdap injections** – A tetanus, diphtheria and pertussis (Tdap) vaccine is a tetanus shot with pertussis (whooping cough) protection added. The CDC recommends a one-time Tdap booster for adults. A Tdap injection is not required. It is offered only to employees working in an area at high risk for pertussis.

## 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.

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## Work injury

- If you are injured at work, the ill/injured employee must report injury/illness through the Electronic Event Reporting System (eers) on-line prior to going home on the day of the occurrence. On the intranet, click eers.
- 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 contact the Employee Health** at extension #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.



# 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 decide how well the patient understands 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.

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## **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
- Chief Legal Officer
- Chief Medical Officer
- Chief Compliance Officer
- Quality Resources
- Chief Clinical Officer
- CEO

## **Ethics and Compliance Program**

Great River has implemented an Ethics & Compliance Program to support the mission, vision, and values of the organization. The goal of the Ethics & Compliance Program is to establish and maintain a culture that promotes high-quality and efficient patient care; highest standards of ethical business conduct; and the prevention, detection and correction of non-compliance 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. We are dedicated to treating all our patients, employees, and volunteers with respect and dignity while providing the highest quality healthcare services. We will honor these commitments in accordance with the Code of Conduct and related policies, procedures and standards.

The Code of Conduct provides guidance in carrying out daily activities with integrity while upholding our mission, vision, and values.

### **Show our Credo**

- I. Respect
  - We respect patients' rights to their own protected health information (PHI).
  - We respect and protect confidential information.
  - We follow policies and procedures with respect to proper authorization and disclosure of confidential PHI.
- II. Committed to Those We Serve
  - Confidential information should not be read or discussed by any employee unless pertaining to his or her specific job requirement.
  - We do not discuss or reveal PHI with any unauthorized party.
- III. Responsible for Safety and High Performance

- We follow laws and regulations protecting patient’s PHI and do not access, use, or disclose unless necessary to do our jobs.
- We safeguard the use of confidential information about our patients’ employees, and operations for personal benefit.

IV. Listen and Communicate Effectively

- We only discuss confidential information at appropriate times and in appropriate places.
- We do not tolerate the retaliation or retribution of any kind toward anyone who reports a concern in good faith.

V. Sense of Ownership

- We do not pay for referrals or accept payment for referrals made.
- We do not offer, accept, or provide gifts that affect business judgement.
- We are responsible to protect the health system’s assets and intellectual property.
- We are committed to timely and accurate documentation, coding, and billing.
- We comply with the False Claims Act, Anti-Kickback, Federal and State government program requirements, HIPAA, and other state and federal laws.

**Spotting Compliance Issues**

Anti-Kickback/Stark

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

Documentation

- Incomplete
- Missing
- Inaccurate documentation

Coding/Billing/Payments

- Billing for services not provided
- Billing for services not medically necessary
- Billing in any way inaccurate

HIPAA Privacy/Security

- Fax sent to incorrect number
- Wrong paperwork given to patient
- Test results sent to incorrect physician
- Identify theft/fraud – patient registering under false name
- Social media posts regarding patients or patient care

Conflict of Interest

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

**Confidential Reporting-** Employees, Medical Staff member, students, and volunteers have a responsibility to report an activity or conduct they suspect is illegal, unethical, or not in adherence to our mission, compliance program or state and federal laws and regulations. Respect can be made directly to a manager or the Chief Compliance Officer, or anonymously to the compliance hotline or an electronic report. Open 24/7

- **Hotline: 1-800-565-0675**
- **Electronic Event Report:**

### **West Burlington**

- **Intranet under “eers”**
- **Click on the Compliance/Privacy button**
- **Speak with your Chief Compliance Officer, Tomi Hagan: office 319-768-3249, cell 660-748-8268, email thagan@grhs.net**

### **Fort Madison**

- **Shared folder**
- **Compliance-Privacy Report**

Speak with Compliance and Privacy Coordinator, Meagan Vogel, FMCH office extension 1010, outside line 319-376-1154, email mvogel@grhs.net

### **Non-Retaliation/Non-Retribution Policy:**

GRHS prohibits any action directed against any personnel for reporting concerns in good faith or who assists in the investigation of a concern. Any GRHS personnel 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:**

1. Read the Code of Conduct
2. Don't be afraid to ask questions
3. When in doubt, report
4. Maintain confidentiality even when you are no longer employed by or associated with GRHS.

*Refer to Policies Ethics & Compliance Program Policy and Code of Conduct*

# Risk Management

## 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 complaining of any medical condition or who are in labor, despite their ability to pay or the source of their insurance.

We must provide a medical screening examination to anyone who arrives on Great River Medical Center's campus (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

# GENERAL EMPLOYMENT AND PAY INFORMATION

## Equal Employment Opportunity (EEO)

Employees are hired without regard to race, gender, color, creed, religion, sexual orientation, ethnic or national origin, age, marital status, status with respect to public assistance, military/veteran status, disability status or any other classification prohibited by law.

## Employment classifications

- **Exempt** – Salaried employee who is scheduled to work 80 hours per pay period. Employees with this classification are not eligible for overtime or differential pay.
- **Full time** – Hourly, nonexempt employee who is scheduled to work 80 hours per pay period and is not PRN or temporary
- **Part time** – Hourly, nonexempt employee who is scheduled to work less than 80 hours per pay period and is not PRN or temporary.
- **Temporary** – An employee who is employed with the understanding that the maximum duration of his or her employment will not exceed six months
- **PRN** – Hourly, nonexempt employee who works only when requested. Employees on PRN status have the right to refuse a request to work. They must meet their department’s scheduling requirements to continue this status.

Hours worked may fluctuate based on department need and may be more or less than scheduled hours.

## Internal transfers and promotions

The health system offers employees opportunities to grow and develop, and it prefers to promote from within. Employees who have been in their current positions for a minimum of 180 days may apply for jobs outside their departments as vacancies become available. They will be considered with other applicants based on overall performance, skill and ability. Management retains the discretion to make exceptions to the policy.

## Leave of absence

In special circumstances, an employee may need to take a leave of absence. In many cases, there are minimum eligibility requirements. The health system offers three types of leaves of absence:

- Family medical leave
- Military leave
- General leave of absence

For more information, see the policy or call Human Resources at ext. 3750.

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**Overtime pay**

Nonexempt employees are eligible for overtime pay. Depending on the department and/or position, an employee may be paid overtime based on one of the following:

- A total of 40 hours in a one-week period
- A total of 80 hours per pay period (14 days) with a maximum of eight hours per workday

When taking a new position, employees are notified which method will be used to determine applicable overtime. You must have your supervisor's approval to work overtime. If you have questions about overtime, please see your supervisor.

**Paychecks and direct deposit**

You are encouraged to have your paychecks directly deposited into the account of your choice.

Employees who choose to receive printed paychecks must pick them up in person in Human Resources between 7:30 a.m. and 4 p.m. weekdays. No one else may pick up the check. If an employee will be on vacation or otherwise unable to pick up a check, he or she may request that it be mailed to his or her home by completing an Authorization to Mail form on Human Resources' intranet site.

**Probationary period**

The probationary period helps new employees and the health system determine suitability and interest in the work. It consists of the first 520 hours (13 weeks for full-time employees) worked (employment or re-employment), and it may be extended for any period of time.

**Recruitment and selection**

New or replacement hourly positions with 20 hours or greater per pay period, excluding PRN or temporary, may be posted for seven days. If it is likely a qualified employee in the department will apply for and fill the vacancy, the department head and Human Resources may choose to post the position in the department for only three days. New or replacement positions covered by a collective bargaining agreement will be posted in accordance with the applicable contract language.

Positions that are filled internally will be awarded to the applicant who has the greatest knowledge, skills, abilities and other characteristics for the position. In considering applicants, the department head is strongly encouraged to review personnel files, including employment history, and to check with the employee's current supervisor regarding undocumented issues. Employees must remain in their current position for one hundred eighty (180) calendar days before they are eligible to apply for a new position outside of their current department.

If two or more applicants have equal knowledge, skills, abilities and other characteristics, the internal applicant with greater length of service will be awarded the position or, for registered nurse positions covered by the Great River Medical Center-Communication Workers of America agreement, the applicant with greater seniority.

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## Status changes

All employees have a personnel record, which is maintained in Human Resources. If your marital status or legal name changes, notify Human Resources as soon as possible after the change because changes can affect benefit eligibility. You can make other changes, such as address, phone, email and direct deposit, in on the intranet. Enrollment periods for major qualifying events are below.

<b>Qualifying life event</b>	<b>Required documentation</b>	<b>Enrollment period</b>
Change in marital status ( <i>marriage or divorce</i> )	Copy of marriage certificate or divorce decree	Within 30 days of the event
Change in coverage of spouse or dependent ( <i>spouse loses coverage, child reaches age 26</i> )	Copy of documentation proving the date the coverage was lost or gained (example: Letter from employer or insurance company where coverage was lost or gained)	Within 30 days of the event
Loss of spouse or child	Copy of death certificate	Within 30 days of the event
Birth of child	Copy of birth certificate	Within 60 days of the event
Adoption of child	Copy of adoption papers	Within 60 days of the event

## Time and attendance system

Punctuality and attendance are essential to the health system's success and your work performance. You are expected to be in your work location and ready to begin work at your scheduled starting time. Excessive absenteeism, tardiness, and/or failing to report to work may result in disciplinary action up to and including termination.

Hourly, nonexempt employees are responsible for using the time and attendance phone system – Kronos – to clock in and out and record their hours of work. Exempt employees have their PTO recorded by their supervisor. All employees are responsible for reporting the correct amount of time worked. Falsification of a timecard or hours worked is serious, and it is subject to disciplinary action up to and including termination of employment.

You are encouraged to read the attendance policy for information about tracking attendance points. You can check your attendance points on the intranet in the Kronos time and attendance system.

*Continued*



**Work week and pay periods**

The health system has a 14-day pay cycle. Pay periods begin on a Monday and end on a Sunday night at midnight. Paydays are the following Thursday.

Sunday	Monday <i>Day 1</i>	Tuesday <i>Day 2</i>	Wednesday <i>Day 3</i>	Thursday <i>Day 4</i>	Friday <i>Day 5</i>	Saturday <i>Day 6</i>
Sunday <i>Day 7</i>	Monday <i>Day 8</i>	Tuesday <i>Day 9</i>	Wednesday <i>Day 10</i>	Thursday <i>Day 11</i>	Friday <i>Day 12</i>	Saturday <i>Day 13</i>
Sunday <i>Day 14</i>	Monday	Tuesday	Wednesday	Thursday Payday	Friday	Saturday

# GENERAL BENEFITS

## Family

### Kid Care

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

### Kid Zone

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

## Well-Being

### Employee and Family Resources (EFR)

EAP provides confidential help with life's problems, such as:

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

Employees and/or 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 1-800-327-4692 for an appointment with a counselor. Website [efr.org/myeap](http://efr.org/myeap)

### Health Fitness

Employees are eligible for a Health Fitness membership at a reduced rate. To join, call 319-768-4191 to schedule an orientation appointment.

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# Financial

## Discounts

Employees may receive discounts from local businesses or companies that do business with the health system. A list of discounts is available on Human Resources' intranet website. HR intranet-Employment-Benefits-Discounts

## Differentials (Great River Medical Center only)

Shift differential and weekend differential is paid to nonexempt employees who work defined shifts. Shift differential is paid for any shift of four hours or more beginning at or after 2:30 p.m. and before 8:30 a.m., or by contractual agreement.

- Evening shift begins at 2:30 p.m.
- Night shift begins at 10:30 p.m. or by contractual agreement.

Weekend differential is paid for all hours worked beginning at or after 11 p.m. Friday and before 11 p.m. Sunday or by contractual agreement.

Shift and weekend differential is not paid for non-work pay, such as paid time off, bereavement pay and jury duty. Differential premium pay shall not exceed the scheduled shift.

## Holiday premium (Great River Medical Center only)

Great River Health recognizes eight holidays and offers premium rates for nonexempt employees who work on them:

<b>Holiday</b>	<b>Rate of Pay</b>
New Year's Day	Time and one-half
President's Day	Regular rate of pay (CWA only)
Martin Luther King's birthday	Regular rate of pay (CWA only)
Memorial Day	Time and one-half
Independence Day	Time and one-half
Labor Day	Time and one-half
Thanksgiving Day	Time and one-half
Christmas Day	Hospital employees – Double time Riverview employees – Time and one-half

Holiday shifts begin at 11 p.m. the evening before the holiday and end with the shift beginning at 11 p.m. on the holiday.

The holiday premium is extended to nonexempt employees working a shift that begins on or after 2:30 p.m. Dec. 24 or Dec. 31, or by contractual agreement.

*Continued*

## **Time Off**

### **Paid Time Off**

Employees who are not classified as PRN or temporary will accumulate Paid Time Off (PTO) for the first 80 hours worked each pay period, or by contractual agreement for CWA employees. Employees must work at least 20 hours per pay period to earn PTO. Other requirements apply. Policy information can be found on HR intranet.

### **Bereavement Pay**

Employees may be permitted up to three consecutive workdays on the death of an immediate family member. An employee may request PTO to attend the funeral or memorial service of someone who is not an immediate family member.

### **Jury Duty/Subpoena Pay**

The health system provides jury duty pay and subpoena pay to provide income protection while employees carry out their civic responsibilities. All employees are eligible to receive subpoena pay. Regularly full-time, part-time, and exempt employees are eligible to receive jury duty pay.

### **Leave of absence**

In special circumstances, an employee may need to take a leave of absence. In many cases, there are minimum eligibility requirements. The health system offers three types of leaves of absence:

- Family medical leave
- Military leave
- General leave of absence

For more information, see the policy or call Human Resources at ext. 3750.

### **Employee Tuition Reimbursement**

The health system supports employees who are pursuing education in health-related careers that support the organization's mission and needs. Employees who are interested in tuition reimbursement must complete an application packet, which is available in Human Resources or on the HR intranet site.

# 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. We have replacement Kronos guides in Human Resources and additional Kronos job aids on the Human Resources intranet page.

## 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 IS Support at ext. 4400.

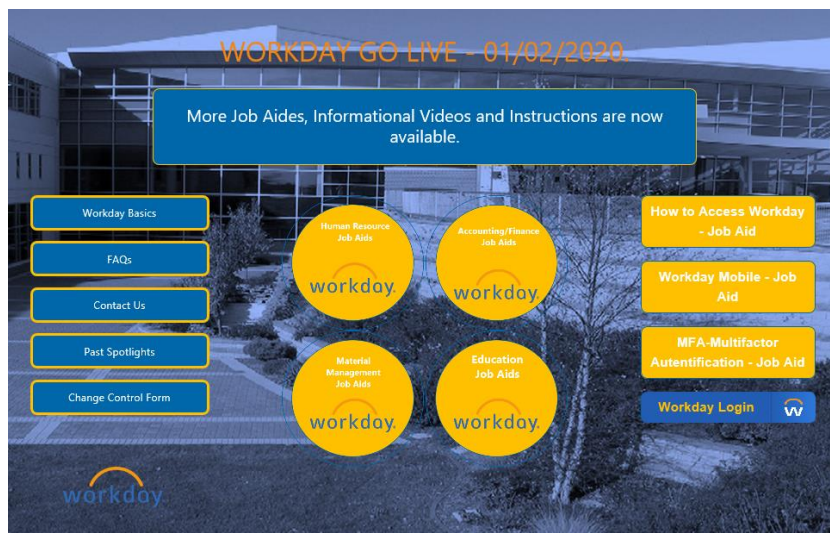
## Workday

- Find the Workday icon on your desktop.
- Login with your network username (GRXXXXXX@grhs.net) and password.
- To reset your password, call IS Support at ext. 4400.

Workday is used for all HR 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 current benefits enrollment, life events/changes and open enrollment.
- Payroll – manages your bi-weekly paycheck as well as tax withholding and direct deposit information.
- Recruiting – use Workday to view current openings and apply for jobs.
- Talent and Performance – enter and track your goals in Workday, it is also used for employee performance evaluations.

For more information on how to access Workday and to find helpful job aids, please reference the Workday page on the GRH intranet. Employees can access Workday from work or at home (greatriverhealth.org, go to bottom of homepage select 'For Employees') or from phone Workday app.



# **TRAINING & DEVELOPMENT**

## **Continuing Education Programs**

Great River Medical Center is an approved continuing-education provider for these disciplines:

- Physicians
- Nursing (Iowa)
- Physical Therapy (Illinois)
- Radiologic Technologists (ASRT)
- Athletic Trainers (Board of Certification)

Great River Medical Center also provides continuing-education programs for dietitians, respiratory therapists, medical assistants, social workers, and speech/language pathologists. Class information is on the intranet. Register for classes in Workday.

### **Health Career Workshops**

Staff, students and community members learn more about health care jobs and career opportunities.