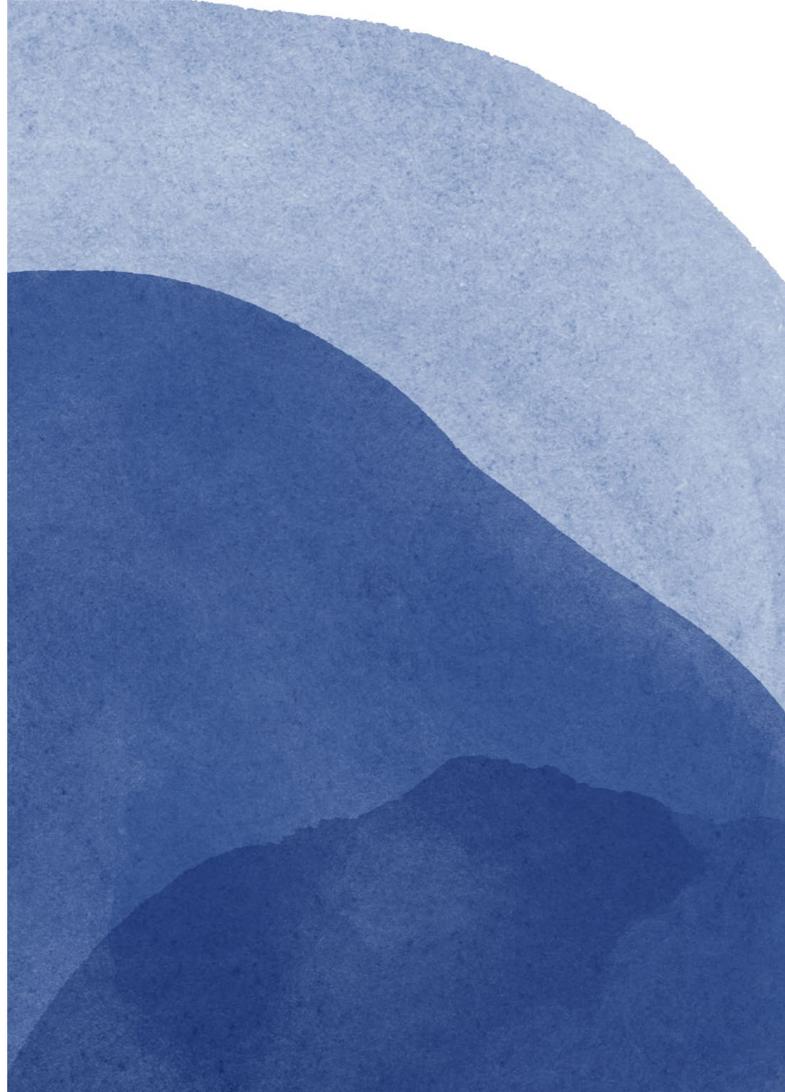


# *First* Connections



# Welcome



# Reflection

## I Am This Hospital

I am this hospital...I am what people see when they arrive here.

Mine are the eyes they look into when they're frightened and lonely.

Mine is the voice people hear when they ride the elevators and when they try to sleep and when they try to forget their problems. My voice is what they hear on their way to appointments that could affect their destinies and what they hear after they leave those appointments.

Mine are the comments people hear when I think they can't.

Mine is the intelligence and caring that people hope they'll find here. If I am noisy, so is the hospital. If I am rude, so is the hospital. And if I'm wonderful—so is the hospital.

No visitors, no patients can ever know the real me, the me that I know is there—unless I let them see it. All they can know is what they see and hear and experience.

And so I have a stake in my own attitude and in the collective attitudes of everyone who works at the hospital. My hospital is judged by my performance. It is judged by the care I give, the attention I pay and the courtesies I extend.

My work has a purpose, is worthwhile and I make a difference.

Author Unknown

# Let's all agree...

- Be Present
- Share stories
- Meet new people
- Check cell phones/email during breaks
- Have fun!



# Agenda

Welcome | Legacy | Connection | History | Values

Brand | Excited | Belonging | Purpose | Vision

Culture | Mission | Pride





OHIO Saint Joseph Health  
**TONY**  
[Barcode]  
OHIO Saint Joseph Health

A group of diverse women, including a blonde woman, a woman with a grey beanie, and a woman with a headband, are smiling and looking towards the right. They are wearing blue shirts. The background is a soft-focus outdoor setting with green foliage.

# Our Healing Ministry

Laura Babbage, M.Div, MA, BSN  
Market Director- Mission

# Our calling is in our name

“There are different kinds of **gifts**, but the same Spirit distributes them.

There are different kinds of **service**, but the same Lord. There are different kinds of **working**, but in all of them and in everyone it is the same God at work.

**Now to each one the manifestation of the Spirit is given for the common good.”**

1 Corinthians 12:4-7 (NIV)



# Activity

What gifts do you bring to your work?



# Two Legacies of caring.

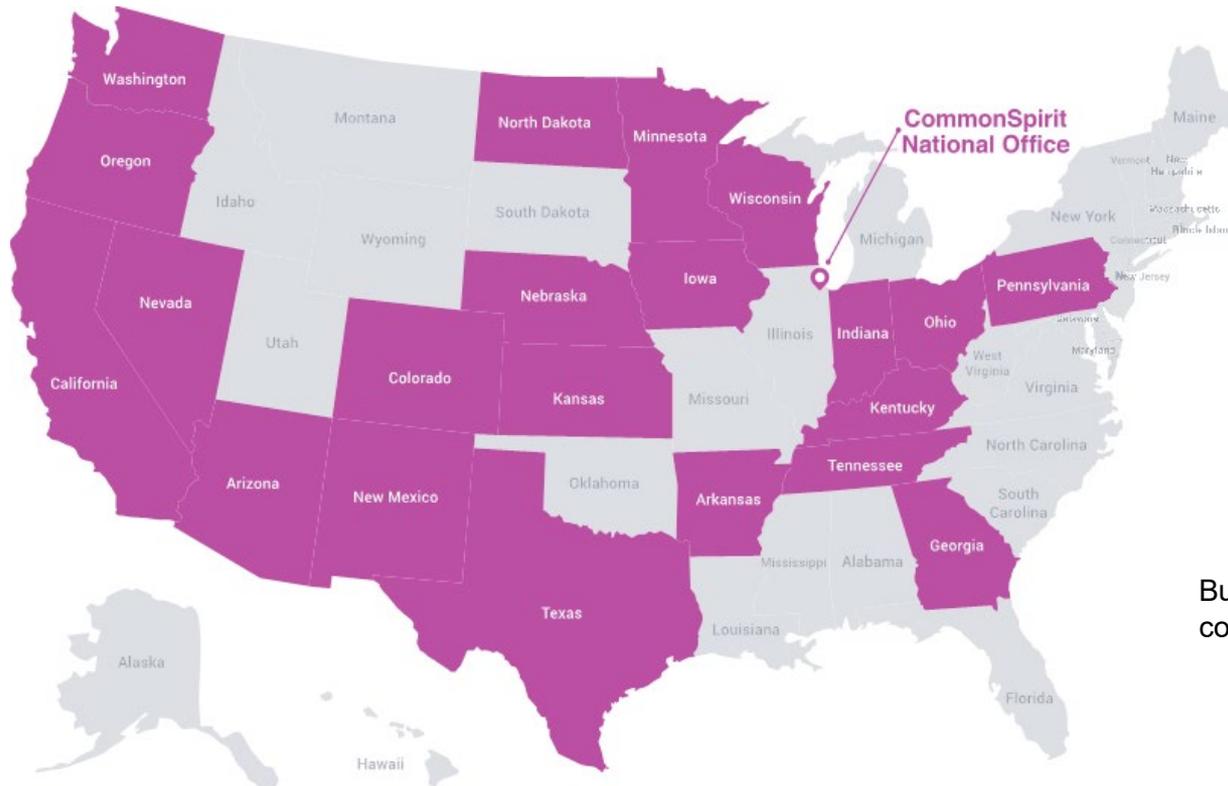


One ministry of change.

CommonSpirit 



# CommonSpirit Health Landscape



Build a nation of healthy communities.



# Reaching one in four across our nation



150,000

Employees



140

Hospitals



20M

Visits annually



25K

Physicians and other  
advanced practice clinicians



100K

Newborns  
delivered annually



28

States



\$28.4B

Combined revenue



18

Legacy  
congregations



\$4.7B

Charity care, community benefit,  
and unpaid cost of govt. programs



# Strategy for the Common Good

Our strategy aligns to our mission.

- Make the healing presence of God Known
- Improving the health of the people we serve
- Especially those who are vulnerable
- Advancing social justice for all.



# Five Transformative Strategies

1

## Advocate for healthy populations

- Unleash advocacy influence.
- Move upstream in regulatory and legislative development process.
- System-wide advocacy engagement on
- 2-3 priority areas.

2

## Address the unique needs of those we serve

- Provide choice and equitable care.
- Advance continuum of health, wellness
- and social services.

3

## Enhance consumer engagement and digitalize

- Create an intensely personalized digital experience.
- Maximize operational efficiency through process automation.

4

## Inspire the workforce

- Weave the mission and core values into organizational fabric.
- Motivate and engage workforce.
- Build an energized and innovative culture.

5

## Coordinate and customize care

- Transform clinical programs.
- Develop a clinical roadmap for a coordinated, continuous healthcare journey for patients.
- Lift economic results on complex chronic
- conditions and inpatient care.



# Delivering compassionate care



- Our communities face greater health challenges than ever before
- Meeting those challenges - by creating real change in our society - requires more resources, talent, expertise, investment, and influence than ever before
- Our combined focus will help redefine the health care landscape:
  - Through the care provided in our facilities
  - By addressing the social determinants that lead to poor health

# Our legacies of caring

- We are rooted in the heritages and histories of Dignity Health and Catholic Health Initiatives.
- Founded by women religious, we have a proud legacy of serving all people in need.
- Our histories include stories of women religious:
  - **Overcoming hardships.**
  - **Showing incredible determination and foresight to care for the poor and sick.**



# Beginnings- Commonalities



## **Faith-Based**

Founded in prayer, contemplation, community and ministry.



## **Meeting the Needs of the People**

Taking care of children, the elderly, the poor, providing education and health care.

*Photo: Sisters of Saint Francis of Penance and Christian Charity*



## **Responding to the “Signs of the Times”**

Beginning hospitals and schools; advocacy for the disadvantaged, disenfranchised, voiceless, immigrants and the environment.

*Photo: Sisters on the grounds of St. Joseph Hospital, Stockton, Calif.*



# Board of Stewardship Trustees

- Benedictine Sisters of Annunciation Monastery
- Benedictine Sisters of Mother of God Monastery
- The Congregation of the Sisters of Charity of the Incarnate Word
- Dominican Sisters of Peace
- Dominican Sisters of St. Catherine of Siena
- Franciscan Sisters of Little Falls, Minnesota
- Sisters of Charity of Cincinnati
- Sisters of Charity of Nazareth
- Sisters of Mercy of the Americas, West Midwest Community
- The Sisters of St. Dominic, Congregation of the Most Holy Rosary
- Sisters of St. Francis of Colorado Springs
- Sisters of St. Francis of Penance and Christian Charity, St. Francis Province
- Sisters of St. Francis of Philadelphia
- Sisters of St. Francis of the Immaculate Heart of Mary
- Sisters of the Presentation of the Blessed Virgin Mary
- Sylvania Franciscans
- Third Order of St. Dominic, Congregation of the Most Holy Name



# Coming together for the common good

## Catholic Health Initiatives

- Beginning in 1994, congregations of women religious engage in discussions that continue until 1996.
- In May 1996, CHI begins:
  - Three health systems unite to form CHI: Catholic Health Corporation, Franciscan Health System and Sisters of Charity Health Care System.
- In 1997, Sisters of Charity of Nazareth joins CHI.



A steering committee of women religious was instrumental to the formation of Catholic Health Initiatives



# Coming together for the common good

## Dignity Health

- Established 1986, when the Sisters of Mercy Auburn and Sisters of Mercy Burlingame merged their hospitals into one system; known as Catholic Healthcare West
- In 2012, changed name to Dignity Health.
- Dignity means showing respect for all by providing excellent care; creating a unique environment that respects and nurtures the talents of our employees.



Dominican Hospital Santa Cruz, first ICU ward



# Local History

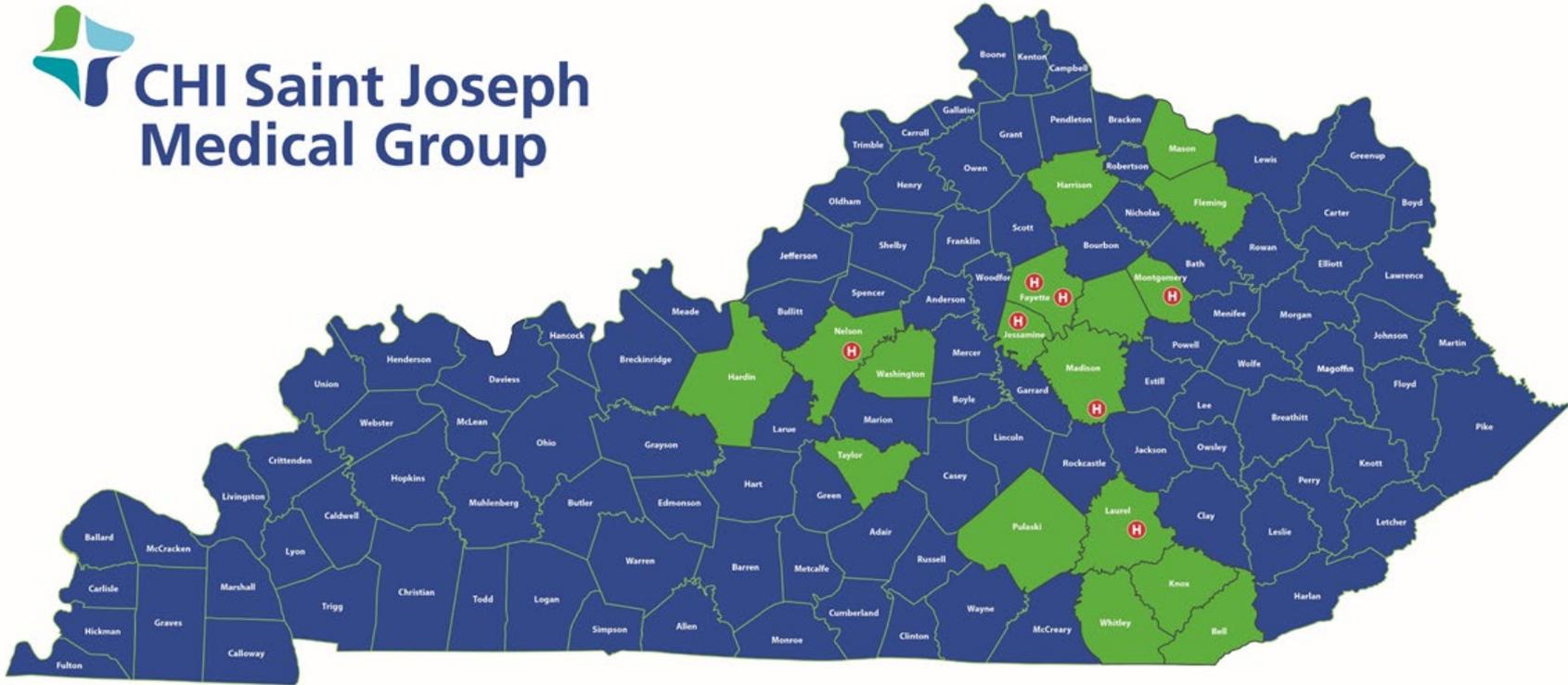
CHI Saint Joseph Health has been proudly serving our communities for more than a century. Starting the founding of Lexington's first hospital – Saint Joseph Hospital – by the Sisters of Charity of Nazareth, our facilities have been living our mission throughout Kentucky.

- 1877 – Saint Joseph Hospital
- 1898 – Saint Joseph Berea
- 1918 – Saint Joseph Mount Sterling
- 1926 – Saint Joseph London
- 1951 – Flaget Memorial Hospital
- 1983 – Saint Joseph East
- 2002 – Continuing Care Hospital
- 2009 – Saint Joseph Jessamine RJ Corman Ambulatory Care Center
- 2010 – Women's Hospital at Saint Joseph East





# CHI Saint Joseph Medical Group



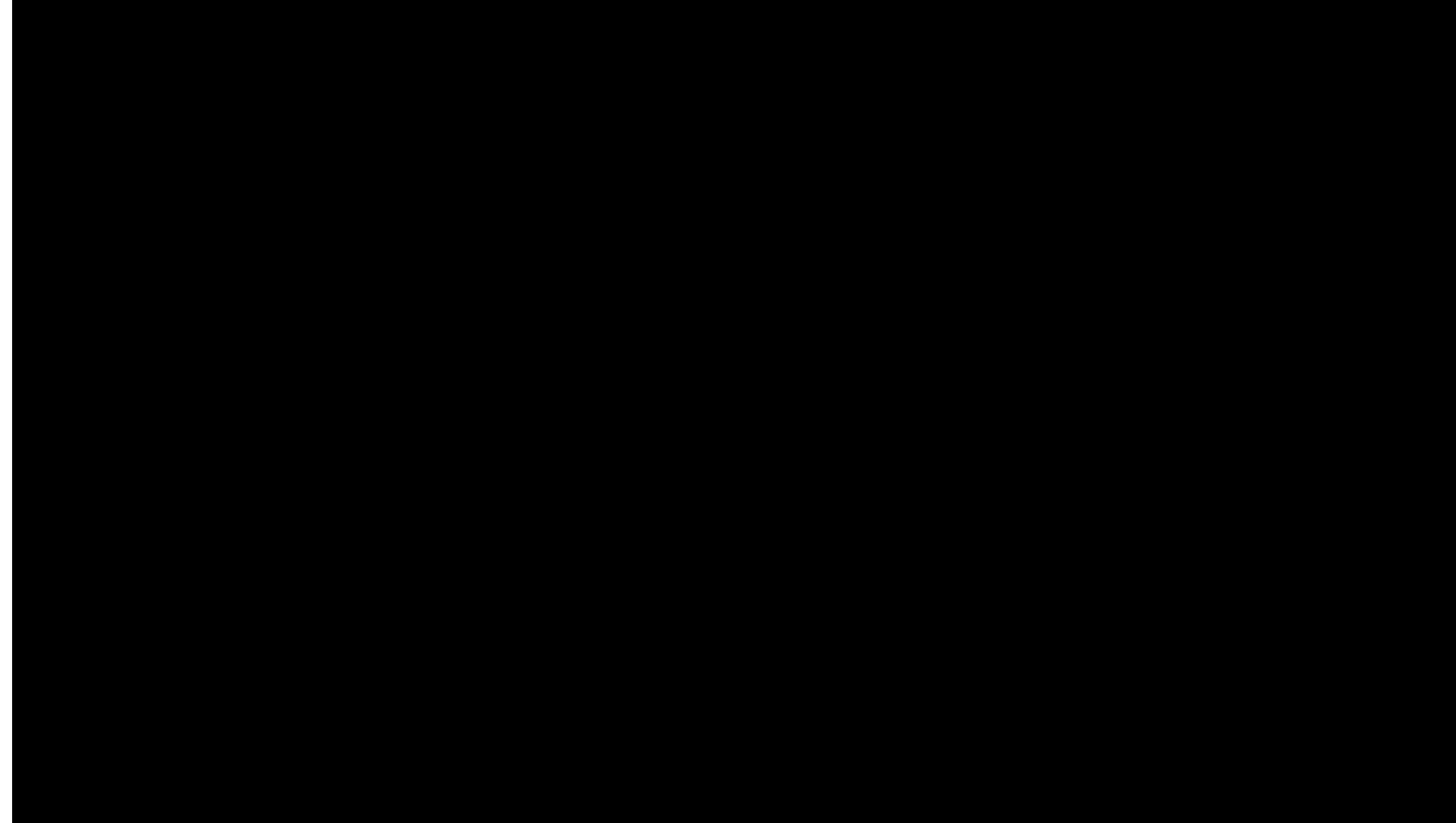
## Our Service Area

Bell	Jessamine	Nelson
Clark	Knox	Pulaski
Fayette	Laurel	Taylor
Fleming	Madison	Washington
Hardin	Mason	Whitley
Harrison	Montgomery	

We carry on their  
commitment to the  
common good.

# Our Mission

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.



# Our Vision

**A healthier future for all - inspired by faith, driven by innovation, and powered by our humanity.**

# Values

# Our Values

## Compassion

Care with listening, empathy and love.

Accompany and comfort those in need of healing.

## Inclusion

Celebrate each person's gifts and voice.

Respect the dignity of all.

## Integrity

Inspire trust through honesty.

Demonstrate courage in the face of inequity.

## Excellence

Serve with fullest passion, creativity and stewardship.

Exceed expectations of others and ourselves.

## Collaboration

Commit to the power of working together.

Build and nurture meaningful relationships.



# Activity

How do you demonstrate...



# Values in action

# Activity

What are your values?



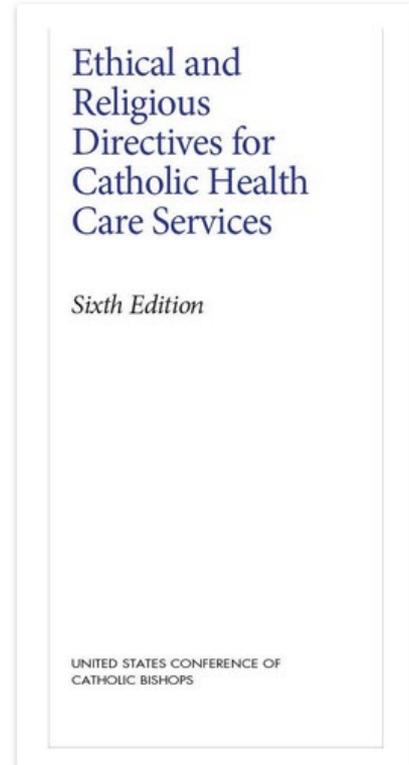


# Personal values

- Love
- Security
- Family
- Success
- Knowledge
- Friends
- Free Time
- Adventure
- Peace

# Ethical and Religious Directives (ERDs)

- Social Responsibility
- Pastoral and Spiritual Responsibility
- Professional-Patient Relationship
- Beginning of Life Care
- End of Life Care
- Forming New Partnerships



# Learn More

- National and International Guests
- Join listeners around the world
- Practical ethics issues reviewed
- CME Accredited
- Available On-Demand
- CommonSpirit Health Website:  
MissionOnline.net



# Getting Help

- Local Mission Integration Leader
- Local Clinical Ethics Team
- National Ethics Resources  
[Ethics@commonspirit.org](mailto:Ethics@commonspirit.org)



# MissionOnline.Net

CommonSpirit 

[Home](#) [What We Do](#) [Resource Library](#) [Learning Communities](#) [About Us](#)



# CommonSpirit Community Health

Advancing community-based efforts that address the **social, economic, and environmental conditions** influencing the health and health equity of vulnerable populations through **capacity building, grant giving, investments, innovative partnerships and collaborative health programs** that improve population health.



# In Service to our Mission

- Community and Population Health
- Community Investments
- Community Grants | Mission & Ministry Funds
- Community Health Programming
- Homeless Health Initiative
- Total Health Roadmap
- International Community Health



# Food Insecurity Reponse

American Academy of Pediatrics is urging its members to screen all patients for food insecurity as a way of tackling poor childhood development and health problems in adolescence.

- 14% of US households are considered food insecure.<sup>1</sup>
- Depression or suicide ideation odds among ages 14-25 in household experiencing hunger 2.3x higher than among those without.<sup>2</sup>
- “Pediatricians and other child health care providers can encourage families to take advantage of programs providing early childhood nutrition and advocate for eliminating barriers that families face”<sup>3</sup>

<sup>1</sup>US Department of Agriculture

<sup>2</sup>McIntyre L, Williams JV, Lavorato DH, Patten S. Depression and suicide ideation in late adolescence and early adulthood are an outcome of child hunger. *J Affect Disord.* 2013;150 (1):123–9

<sup>3</sup>Schwarzenberg, Sarah Jane., Georgieff, Advocacy for Improving Nutrition in the First 1000 Days to Support Childhood Development and Adult Health. American Academy of Pediatrics



# Local Community Health Work

CHI Saint Joseph Health identified the following areas of community focus in its triennial community health needs assessments:

- Substance abuse
  - Tobacco
  - Vaping
  - Alcohol
  - Opiates
- Mental health
- Obesity and Diabetes
- Lack of resource knowledge
- Transportation





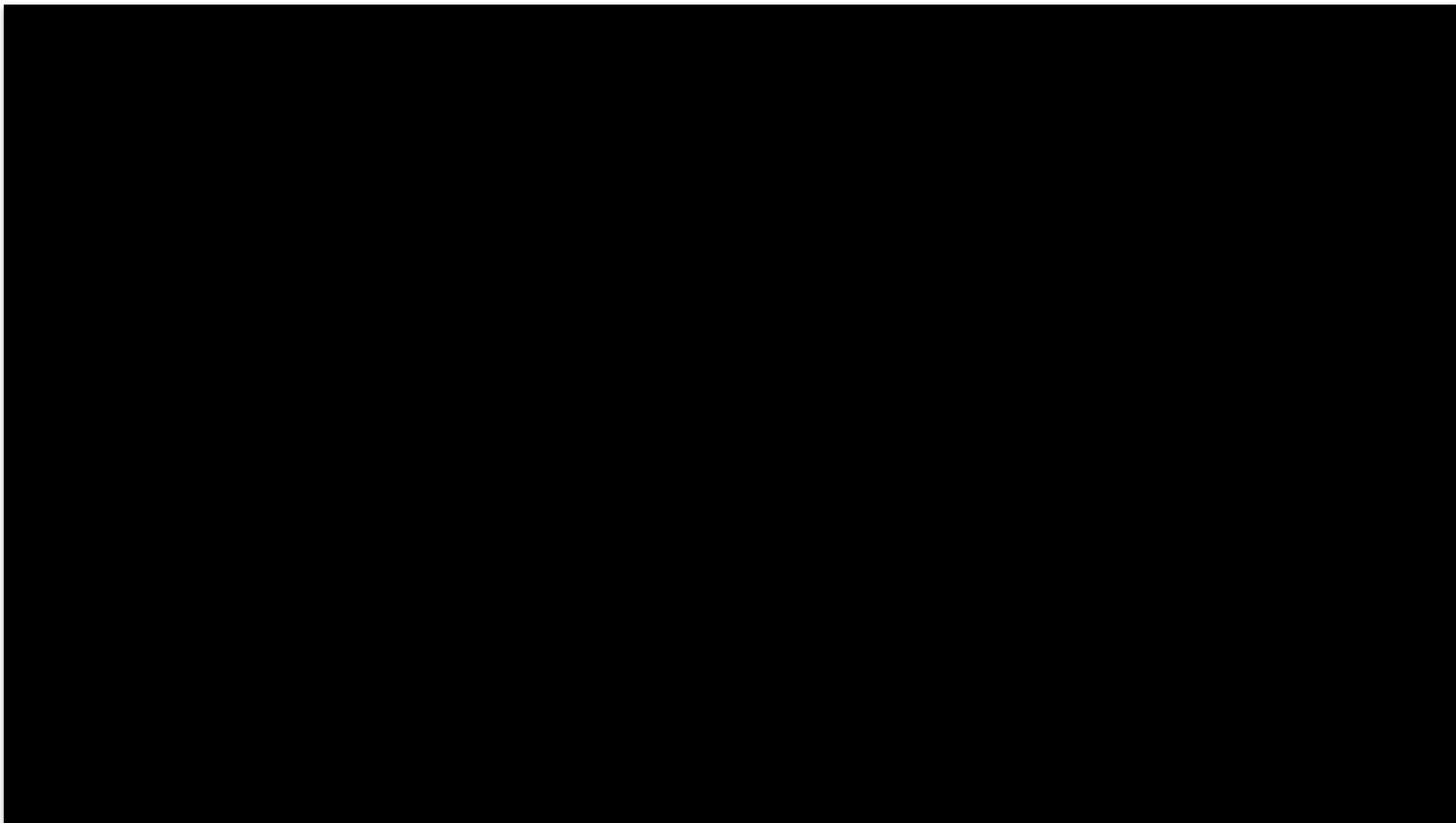
PEOPLE ARE OFTEN UNREASONABLE, ILLOGICAL, AND SELF-CENTERED.  
FORGIVE THEM ANYWAY.  
IF YOU ARE KIND,  
PEOPLE MAY ACCUSE YOU OF SELFISH ULTERIOR MOTIVES.  
BE KIND ANYWAY.  
IF YOU ARE SUCCESSFUL,  
YOU WILL WIN SOME FALSE FRIENDS AND SOME TRUE ENEMIES.  
SUCCEED ANYWAY.  
IF YOU ARE HONEST AND FRANK,  
PEOPLE MAY CHEAT YOU.  
BE HONEST AND FRANK ANYWAY.  
WHAT YOU SPEND YEARS BUILDING,  
SOMEONE COULD DESTROY OVERNIGHT.  
BUILD ANYWAY.  
IF YOU FIND SERENITY AND HAPPINESS,  
THEY MAY BE JEALOUS.  
BE HAPPY ANYWAY.  
THE GOOD YOU DO TODAY,  
PEOPLE WILL OFTEN FORGET TOMORROW.  
DO GOOD ANYWAY.  
GIVE THE WORLD THE BEST YOU HAVE,  
AND IT MAY NEVER BE ENOUGH.  
GIVE THE BEST YOU'VE GOT ANYWAY.  
YOU SEE,  
IN THE FINAL ANALYSIS IT IS BETWEEN YOU AND GOD;  
IT WAS NEVER BETWEEN YOU AND THEM ANYWAY.

-MOTHER TERESA



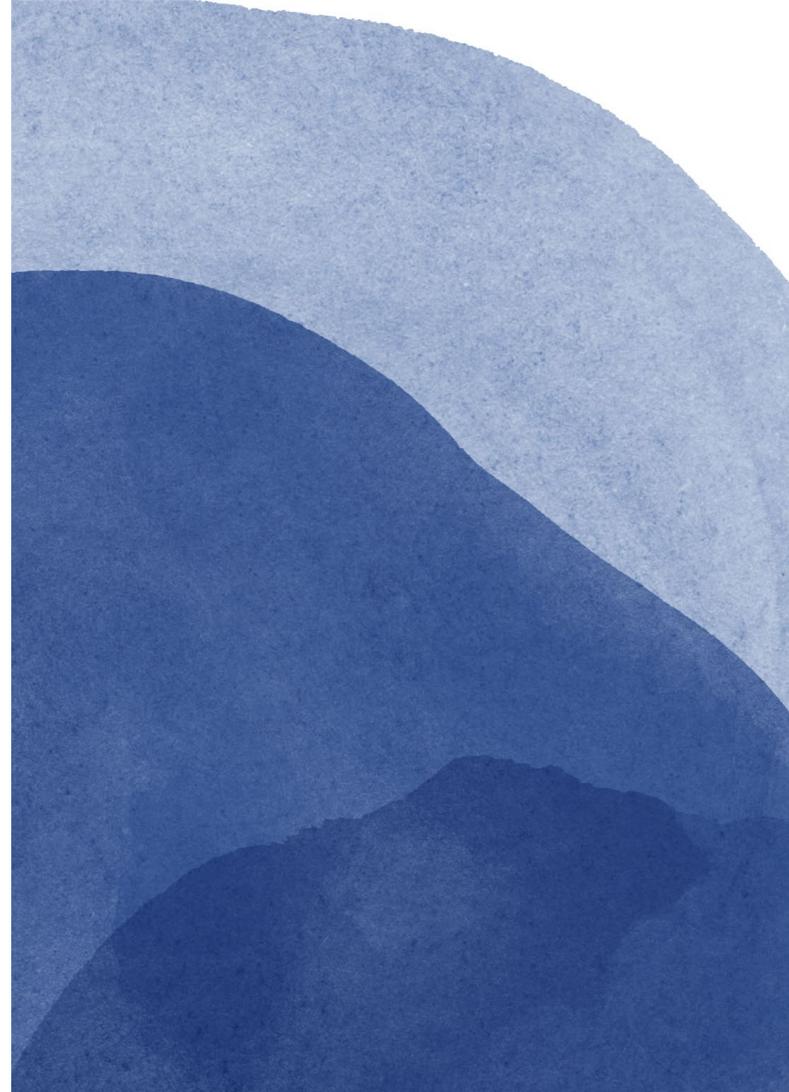
Our mission in action.





# Intro to CHI Saint Joseph Health Partners

Shannon Nally, MSW  
Manager, Network Development



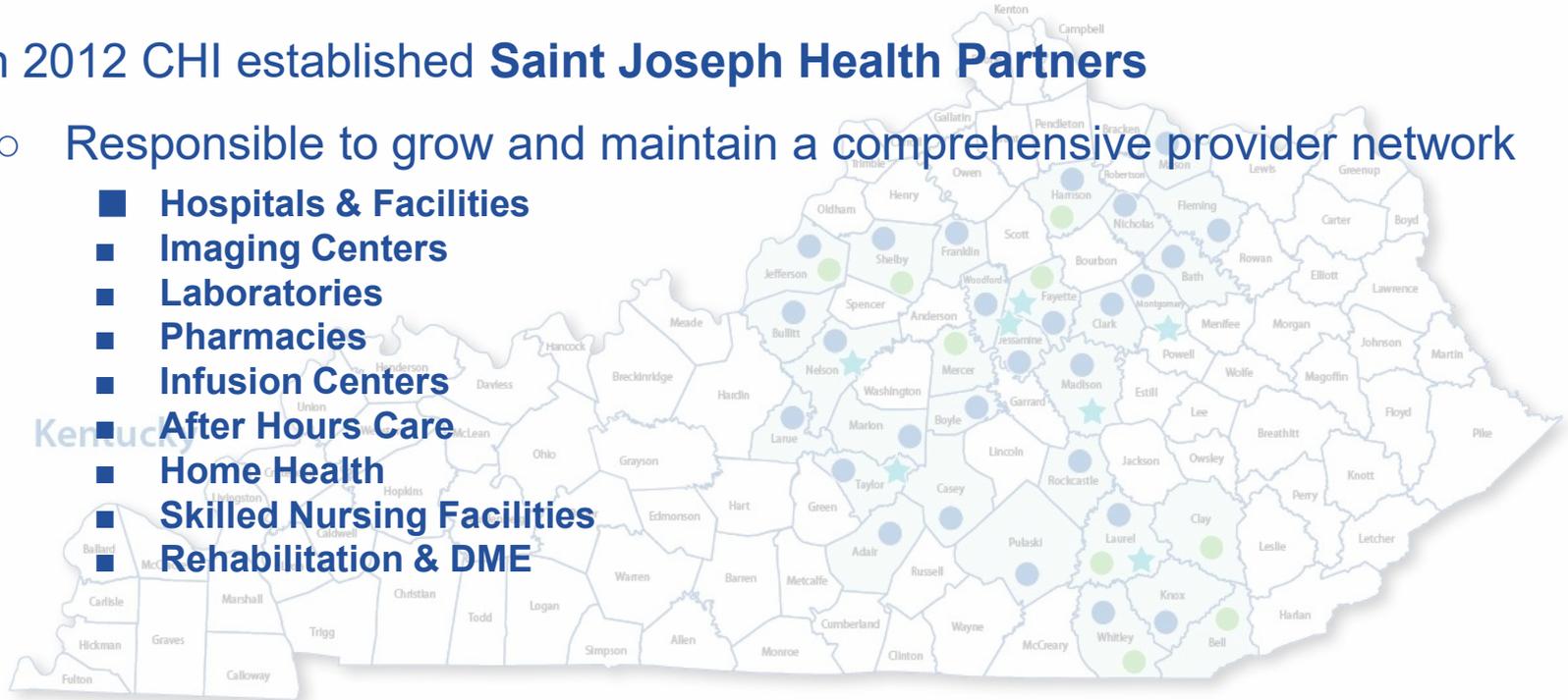
# Agenda

- CHI Saint Joseph Health Partners
- What is a Clinically Integrated Network
- Care coordination overview
- Understanding the benefit plan and the Enhanced Network
- How to locate an Enhanced Network provider
- Understanding the cost of care
- Resources to help

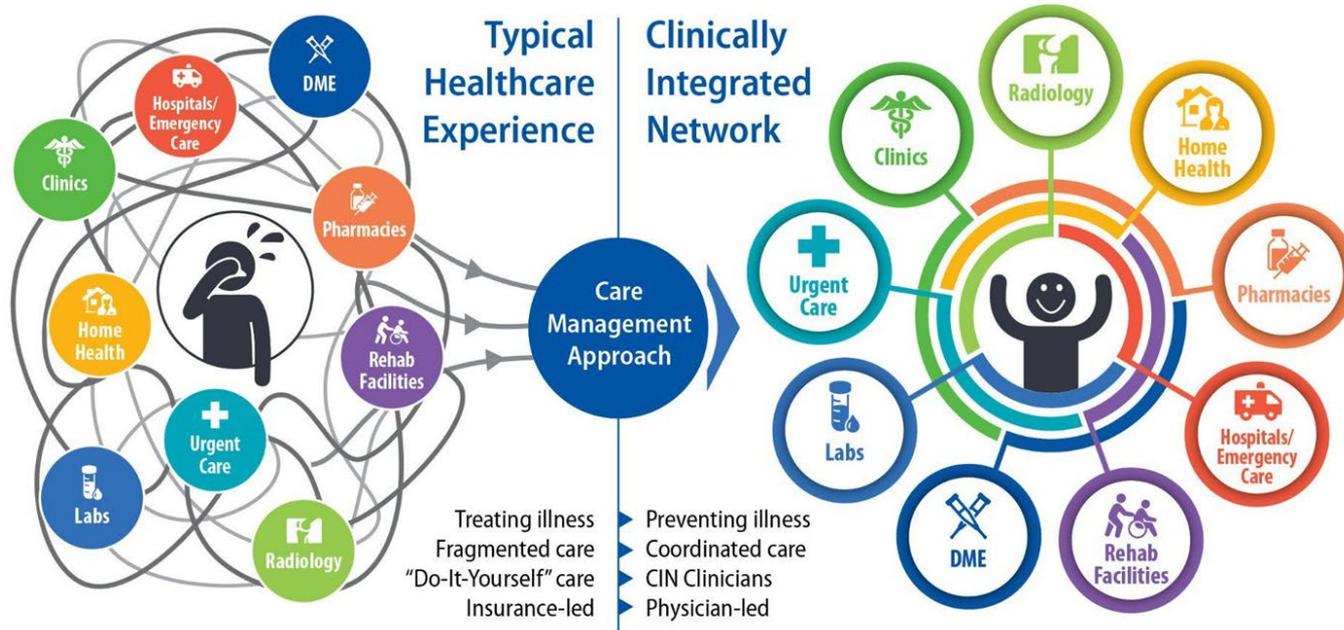


# CHI Saint Joseph Health Partners

- In 2012 CHI established **Saint Joseph Health Partners**
  - Responsible to grow and maintain a comprehensive provider network
    - Hospitals & Facilities
    - Imaging Centers
    - Laboratories
    - Pharmacies
    - Infusion Centers
    - After Hours Care
    - Home Health
    - Skilled Nursing Facilities
    - Rehabilitation & DME



# Clinically Integrated Networks (CIN) work to **streamline** and **eliminate confusion** in healthcare



# What is **care coordination**

- **Voluntary benefit provided** to employees at no cost
- **Engaging** with a registered nurse, social worker or pharmacist who will work to coordinate your health care needs
- **Specifically designed** to provide resources to meet the medical and social needs of employees
- **Extension** of the employee's own primary care provider



# A multidisciplinary approach to care coordination

## RN Quality Care Coordinator



- Gaps in Care
- Quality Metrics
- Medical Group Partnership

## SW Ambulatory Care Coordinator



- Social Determinates of Health
- Community Resources
- Skilled Facility Follow up

## RN Ambulatory Care Coordinator



- Population Health
- Disease Management
- Facility Discharge Follow up

## Clinical Pharmacist



- Medication Adherence
- Medical Plan RX Spend
- Clinical Medication Consultation

## Certified Medical Assistant



- Annual Wellness
- Preventative Screenings
- Facility Discharge Follow up



# Who is care coordination for

**Health Partners focuses on all phases of member health ranging from wellness to high-risk, complex care to palliative care. Why? Because CHI believes that care should cover the whole person. From head to toe; from just-born to end-of-life.**

**Care coordination provides humankindness to members through comprehensive, quality care - to meet member needs across the health continuum.**



# How to **participate** in care coordination

Someone from the Health Partners team may contact you to remind you of **upcoming health screenings**, to check on you **after a hospitalization** or a **new diagnosis** or to help you **find an enhanced network provider**.

**You initiate contact** with a Health Partners team member at any time.

When you engage with a Health Partners care coordination team member, *your provider is consistently informed* of your progress and is involved in decision-making related to any needed treatment.



# Incentives to participate in care coordination

Engage with a Health Partners care coordinator “health coach” to receive  
**500 in MyWellness Points**

- lifestyle changes
- weight loss/ nutrition
- exercise and stress management
- smoking cessation
- chronic condition management  
such as diabetes



Understanding how using an **Enhanced Network** provider reduces your out of pocket cost

# 2 Health Plans

- Integrated Health Plan
  - Traditional Plan: Copay/Coinsurance
  
- High Deductible Health Plan
  - All first dollar cost go towards the deductible, including RX
  - Health Savings Account
    - Contribution each pay period by employer

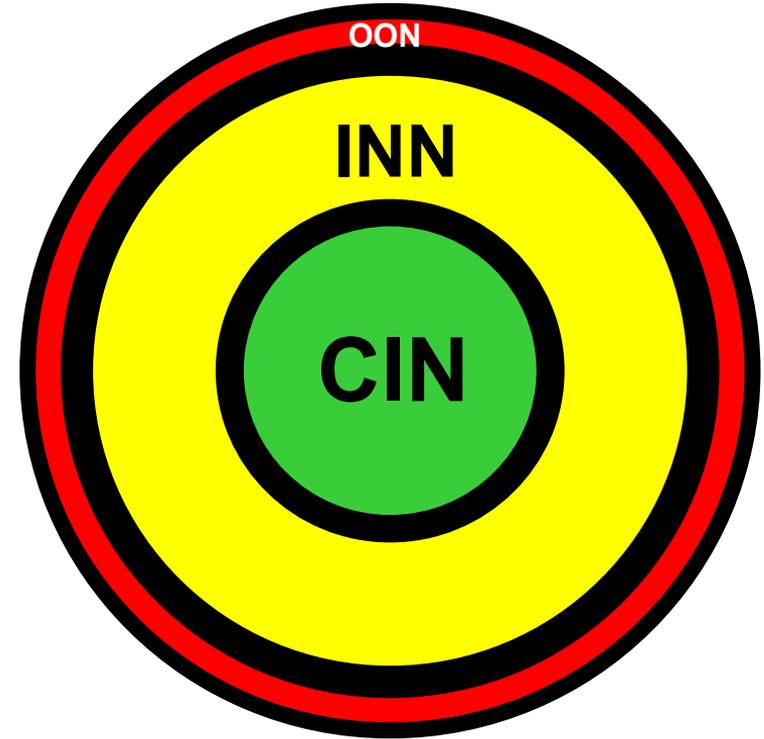


Anthem		CommonSpirit	CHI Saint Joseph Health Partners												
Member Name:															
Member ID: CSN															
Group: 174294M1A1 Plan Code: 051 Plan Name: PPO Plan RXBIN: 610011 RXPCN: IRX RXGRP: CHIHT PRODUCTS: MEDICAL/RX		<table border="0"> <tr> <td>CIN Deductible IND/FAM</td> <td>NONE/NONE</td> </tr> <tr> <td>In-Network Deductible IND/FAM</td> <td>\$2,000/\$4,000</td> </tr> <tr> <td>Out-of-Network Deductible IND/FAM</td> <td>\$6,000/\$12,000</td> </tr> <tr> <td>CIN Out-of-Pocket IND/FAM</td> <td>\$4,000/\$8,000</td> </tr> <tr> <td>In-Network Out-of-Pocket IND/FAM</td> <td>\$6,450/\$12,900</td> </tr> <tr> <td>Out-of-Network Out-of-Pocket IND/FAM</td> <td>\$12,000/\$24,000</td> </tr> </table>		CIN Deductible IND/FAM	NONE/NONE	In-Network Deductible IND/FAM	\$2,000/\$4,000	Out-of-Network Deductible IND/FAM	\$6,000/\$12,000	CIN Out-of-Pocket IND/FAM	\$4,000/\$8,000	In-Network Out-of-Pocket IND/FAM	\$6,450/\$12,900	Out-of-Network Out-of-Pocket IND/FAM	\$12,000/\$24,000
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CommonSpirit has hired HealthComp to handle member contact for health plan administration. See back for contact information.															

Anthem		CommonSpirit	CHI Saint Joseph Health Partners												
Member Name:															
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CommonSpirit has hired HealthComp to handle member contact for health plan administration. See back for contact information.															

# 3 Networks

- **Enhanced Network (CIN)**
  - Employed and Independent providers
  - All CHI facilities
- **In - Network (INN)**
  - Anthem credentialed providers not contracted with Saint Joseph Health Partners (Anthem wrap)
- **Out of Network (OON)**
  - Baptist Health
  - Providers NOT credentialed with Anthem



# How to use the provider finder tool

CommonSpirit  hcontin... health... /... health

Select Language    
 Powered by  Translate

## Health Plan

er Login

our health plan, enter your username and  
low and click **Log In**.

ername or password?

an HCOonline account? Sign up

Customer Support  
 833-549-1774

 **Enhanced Network Provider Finder**  
Click here for the clinically Integrated Network (CIN) and CommonSpirit facilities, your cost utilizing these providers will be less.

Tier 1

 **Enhanced Network Provider Finder**  
Click here for the clinically Integrated Network (CIN) and CommonSpirit facilities, your cost utilizing these providers will be less.

 **In-Network Provider Finder**  
Click here for the Anthem Blue Card PPO Network, in-network, but your cost will be more than utilizing Enhanced Network providers.

Tier 2

Your CIN can help streamline your care experience and provide tools you need to optimize your health.

employees and providers.



## Find a Provider

Located near\*

Within

Search by specialty  Search by keyword or name

I'm looking for a\*

Primary Care Physician

Who specializes in

# Is the cost difference a big deal?



## Enhanced Network (CIN)

CHI Saint Joseph  
Health Partners &  
additions

**NO DEDUCTIBLE**

### Office Visit Cost

**PCP \$15  
Specialist \$30**

Inpatient/Outpatient Services  
**15% Member Responsibility**

**[4K/8K Max]**



## In-Network (INN)

Anthem Blue  
Access PPO

**DEDUCTIBLE**

**\$2,000 Individual  
\$4,000 Family**

### Office Visit Cost

**PCP 25%  
Specialist 30%**

Inpatient/Outpatient Services  
**30% Member Responsibility**

**[\$6,450/\$12,900 Max]**



## Out of Network (OON)

**DEDUCTIBLE**

**\$6,000 Individual  
\$12,000 Family**

### Office Visit Cost

**PCP 60%  
Specialist 60%**

Inpatient/Outpatient Services  
**60% Member Responsibility**

**[\$12,000/\$24,000 Max]**



# The bottom line...

**The deductible applies to ALL  
charges outside of the  
Enhanced Network.**



# Who can help?

For PCP access call the *employee* direct scheduling line:

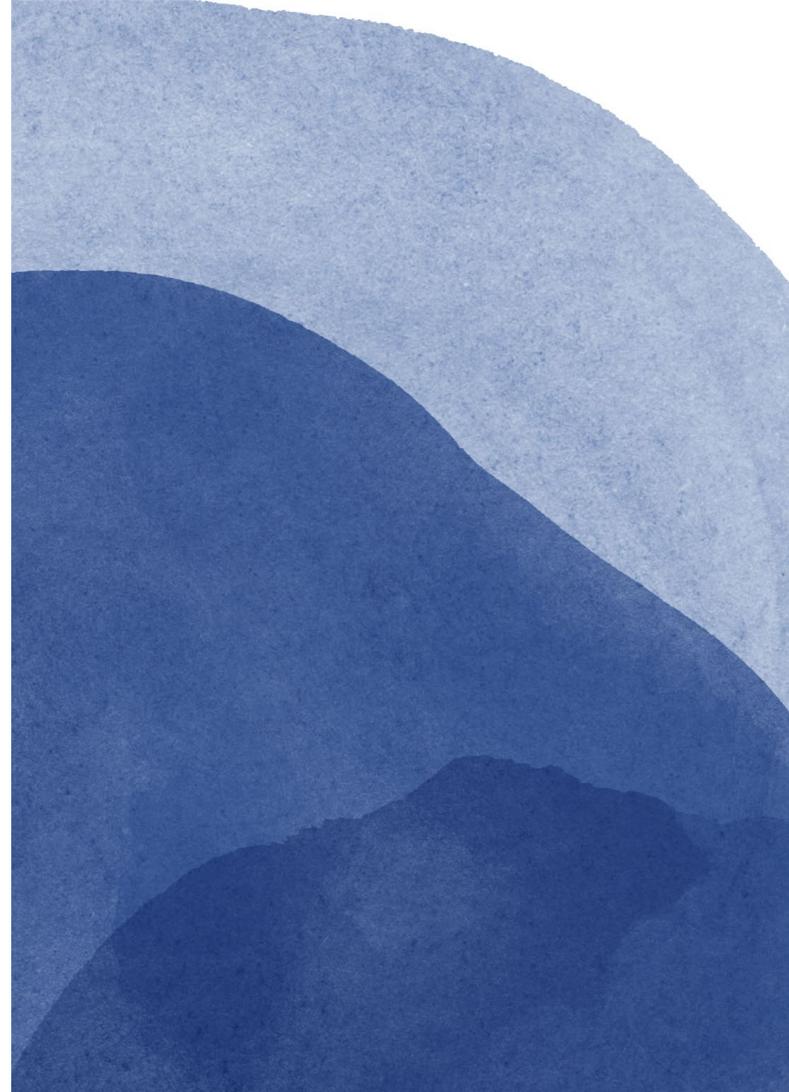
**859.313.2255**

For questions regarding benefit plan or network call HealthComp:

**833.549.1774**



# Benefits Orientation



# Benefit Programs

- Medical
- Dental
- Vision
- Spending Accounts
- Voluntary Benefits
- MyWellness Program
- Mental Health Benefit
- Voluntary Benefits
- Life Insurance
- Disability Plans
- Time off
- Retirement
- Additional Benefits



**To learn more about the benefits available to you visit [MyBenefits](#).**



# Participation and Eligibility

If you're new to CommonSpirit or you need to change your benefits because of a qualifying life event, you have **31 days** from your hire date or life event to enroll in or change your coverage. Please don't miss this opportunity so you and your family have the benefits that you need.

- Make your elections online at **EmployeeCentral > MyBenefits > Manage My Benefits**. MyBenefits found on EmployeeCentral are available 24/7, providing information for you to learn about your benefit options.
- If you have trouble enrolling, contact the CommonSpirit Health Benefits Contact Center at 855.475.4747, select Option 1, Open Monday – Friday 6 a.m. – 5 p.m. PT.



# Participation and Eligibility

## Who's Eligible for Benefits?

- **Full-time employees:** regularly scheduled to work 72+ hours per two-week pay period: Eligible for all benefits.
- **Part-time employees:** regularly scheduled to work 40+ hours per two-week pay period: Eligible for all benefits except the long-term disability plan.



# Enrollment Dates

**IMPORTANT** – You will receive a new hire enrollment notification

## Enrollment Due Date

- You **must** make your elections prior to your enrollment due date, found on **MyBenefits**
- You will **not** have an opportunity to make benefit elections after the enrollment due date, unless you experience a qualifying life event or during Annual Benefit Enrollment

## Enrollment Process

- You will complete your enrollment process online through **MyBenefits**



# Enrollment Process

You will need your Catholic Health Initiatives user name and password to log on to MyBenefits.

For assistance with your username and password:

- Contact your manager, or
- Call the CHI IT Help Desk at 866.236.0441



# Enrollment Process (Continued)

Learn about your benefits by logging on to MyBenefits at [home.commonspirit.org/employeecentral/mybenefits](https://home.commonspirit.org/employeecentral/mybenefits)

The screenshot displays the MyBenefits website interface. At the top left, the text "EmployeeCentral" is visible. At the top right, it says "Welcome to MyBenefits". Below this is a carousel slide with the following text: "Your Important Benefit Documents Are Online", "Quick and easy access for when you need them.", and a "Learn More »" link. Below the carousel are four main navigation buttons, each with an icon and a "Go" or "View Now" button at the bottom:

- View & Update My Benefits** (Icon: Arrow pointing right) - View & Update My Benefits - Go
- View & Update My Retirement** (Icon: Binoculars) - Learn How to Stay On Track for My Retirement - Get Started
- Learn About My Wellness Program** (Icon: Yin-Yang symbol) - Learn How to Participate in the Wellness Program - Go
- View MyTotalRewards Dashboard** (Icon: Three stacked boxes) - View my pay & benefits - View Now



# Enrollment Process (Continued)

MyBenefits has the information and resources you need to learn about your Benefits programs

The screenshot shows the CommonSpirit MyBenefits website. At the top left is the CommonSpirit logo. To the right are navigation icons for home, notifications, email, and help, along with the user name 'Kathryn Lovold'. Below this is a search bar. A horizontal menu contains five items: 'Health Care', 'Well-being Programs', 'Financial Security', 'Voluntary Benefits', and 'Benefit Resources'. The 'Health Care' and 'Voluntary Benefits' items are circled in red. Below the menu, the text 'EmployeeCentral' is on the left and 'Welcome to MyBenefits' is on the right. A large banner features a woman using a tablet and the text 'Finding Information on MyBenefits' with a 'Learn More' link. Below the banner are four action cards: 'View My 2021 Benefits' (View Now), 'View & Update My 2020 Benefits' (Get Started), 'Get Text Messages' (Sign Up), and 'Learn About My EAP' (Go).



# Enrollment Process (Continued)

When you're ready to enroll:

- Click on **“View and Update My Benefits”** and follow the enrollment system prompts.

EmployeeCentral

Welcome to MyBenefits

Your Important Benefit Documents Are Online

Quick and easy access for when you need them.

[Learn More »](#)

View & Update My Benefits  
View & Update My Benefits  
Go

View & Update My Retirement  
Learn How to Stay On Track for My Retirement  
Get Started

Learn About My Wellness Program  
Learn How to Participate in the Wellness Program  
Go

View MyTotalRewards Dashboard  
View my pay & benefits  
View Now



# When does coverage begin?

<b>Date of Hire</b>	<ul style="list-style-type: none"><li>● 401(k) Plan, 457(b) Plan (if eligible)</li><li>● My Wellness*</li><li>● Mental Health Benefit</li><li>● Vacation, Personal Time and Holidays</li></ul>
<b>First day of the month following 30 days of employment</b>	<ul style="list-style-type: none"><li>● Medical</li><li>● Dental</li><li>● Vision</li><li>● Voluntary benefits</li><li>● Spending Accounts</li><li>● life and AD&amp;D Insurance</li><li>● Adoption Assistance</li></ul>
<b>First day of the month following 90 days of employment</b>	<ul style="list-style-type: none"><li>● Short-Term Disability</li><li>● Long-Term Disability (full-time benefits-eligible employees only)</li></ul>



# 2023 Medical Plan Options



## We offer two medical plan options:

- Integrated Health Plan
- Integrated High Deductible Health Plan/Health Savings Account (HDHP/HSA)

## Both options have three levels of coverage based on the provider you choose:

- **Enhanced network:** The enhanced network includes our facilities throughout the country that have partnered with local doctors to create what we call clinically integrated networks, or CIN. You will receive the highest level of benefits if you see a CIN provider.
- **In-network:** You will receive the in-network benefit level if you see a medical provider from the BlueCard PPO network. By using in-network providers, you receive discounted coverage, but not as discounted as the enhanced network.
- **Out-of-network:** Providers who are not in our CIN or the BlueCard PPO are considered out-of-network providers. You may see an out-of-network provider, but you may pay more out of pocket because there is no contracted rate for these providers.



# Comparing the Two Plan Options

- All options cover preventive care at 100%.
- For most other services, you pay a percentage of the cost and then the plan pays its portion. For some services, you have to meet the deductible before the plan starts to pay.
- All options have the same networks of doctors, hospitals and facilities.
- Pharmacy copays and coinsurance are the same for all options, but the medical deductible applies to pharmacy coverage in the HDHP/HSA option only. Once you meet the HDHP/HSA deductible, the plan helps cover your prescription costs. You pay only the copay or coinsurance amounts.
- A health savings account (HSA) is available with the HDHP/HSA option. You can save money toward current or future health care expenses. If interested, go to the Spending Account section to learn more about the HSA.



# 2023 Plan Options- Pharmacy

Both medical options offer the same prescription drug copays and coinsurance. They differ in how the deductible works.

- **Integrated Health Plan:** Pay the copays and coinsurance even if you have not met your deductible.
- **Integrated High Deductible Health Plan/Health Savings Account (HDHP/HAS):** Pay the full cost of prescription drugs until you meet the deductible.

## CHI Pharmacy – Available currently at Saint Joseph Hospital and East only

- Lowest copay and coinsurance cost
- Retail 30-day and 90-day mail order available

## OptumRx Pharmacy Network

- Retail 30-day only – 90-day mail order must use CHI Pharmacy

## Help for Managing Diabetes

- Livongo Diabetes Care program – free to you as part of the CHI Medical Plan
- Weight Watchers for Diabetes



# 2023 Dental and Vision Options

**We offer two comprehensive dental plan options managed by MetLife:**

- PPO: Plan has higher maximum benefits and lower coinsurance on most services
- Core: Plan has lower maximum benefits and higher coinsurance on most services

**You may see any dentist but your costs are lower when you see a Preferred Dentist Program Plus (PDP Plus) network provider.**

**We offer one vision plan administered through EyeMed**

- You will receive the greatest benefit when you go to an EyeMed SELECT network provider.



# 2023 Voluntary Benefits

**Voluntary benefits are specially designed to protect the financial security of you and your family. These coverage options are provided in addition to your core benefits.**

**We offer the following voluntary benefits:**

- Accident
- Critical Illness
- Hospital Indemnity
- ID Theft Protection
- Legal
- Universal Life with Long-term Care (LTC)
- Pet Insurance
- Home and Auto Insurance
- Purchasing Power



# Life Insurance Plans

In the event something happens to you, we provide:

- **Employee basic life and AD&D:** One times your base pay, up to \$750,000
- **Business travel accident:** Three times your base pay, up to \$750,000

You can purchase additional life and AD&D for you and your family:

- **You:** Increments of \$10,000, up to \$750,000 (combined basic and supplemental life)
- **Spouse:** Increments of \$10,000, up to \$200,000 (coverage over \$50,000 requires proof of good health, known as evidence of insurability)
- **Children:** Increments of \$2,000, up to \$20,000

**Newly eligible?** This is the best time to enroll! You can select coverage for yourself up to three times your base pay or \$500,000 (whichever is less) without needing proof of good health (evidence of insurability).

After your initial eligibility, you will have to provide proof of good health (evidence of insurability) to be approved for additional coverage for yourself or your spouse.



# Disability Plans

**Short-Term Disability:** If you become ill or injured and are unable to work your regularly scheduled hours, short-term disability may replace 60% of your income for up to 26 weeks. Benefits begin after a seven consecutive day elimination period.

**Long-Term Disability:** Long-term disability may provide a monthly benefit if, after 26 weeks, you're still unable to work due to illness or injury. You'll receive monthly payments equal to 60% of your base pay, up to a maximum of \$10,000 per month.

**Long-term disability doesn't pay benefits for a pre-existing condition if:**

- You received medical treatment for that condition within three months of your coverage starting
- The condition causes a disability within 12 months after your coverage begins



# Spending Accounts

	Health Savings Account (HSA)	Health Care Flexible Spending Account (FSA)	Limited Purpose Health Care FSA	Dependent Day Care FSA
Benefits of Each Option	<p>Contributions are before-tax. Money used toward eligible expenses is tax-free.</p> <p>Savings grow tax-free. You can invest your savings when it reaches a certain limit.</p>	<p>Contributions are before-tax. Money used toward eligible expenses is tax-free.</p>	<p>Can be used in addition to your HSA.</p> <p>Contributions are before-tax. Money used toward eligible expenses is tax-free.</p>	<p>Contributions are before-tax. Money used toward eligible expenses is tax-free.</p>
Enrollment	<p>We open an account for you if you enroll in the HDHP/HSA Medical Plan. Per IRS regulations, you are not eligible to contribute to an HSA if you enroll in either a non-HDHP plan or Medicare.</p>	<p>You may choose to participate annually if you are not contributing to an HSA.</p>	<p>You may choose to participate annually if you are contributing to or receiving employer contributions to an HSA.</p>	<p>You may choose to participate annually.</p>



# Plan Rules to Consider During Enrollment

## Medical, Dental, Vision and Dependent Life

Dual coverage for employees and dependents is prohibited. This means:

- You may not be covered under CommonSpirit as both an employee and a dependent
- Your dependents may not be covered by you and another CommonSpirit employee
- Medical coverage can only be waived if you have other coverage

## Employee Life Insurance

- You cannot waive coverage
- Proof of good health may be required based on the coverage you elect



# Plan Rules to Consider During Enrollment (Continued)

## **Health Care Flexible Spending Account and Dependent Daycare Flexible Spending Account**

- Expenses must be incurred during the calendar year (January 1 through December 31) and during the grace period (January 1 through March 15 of the following calendar year)
- You must be a participant at the time the expenses were incurred
- Claims for reimbursement must be submitted by March 31 of the following calendar year



# Plan Rules to Consider During Enrollment (Continued)

## Health Savings Account (HSA)

- Can save you money since it's a before-tax contribution, as well as provide a savings component for current and future health care needs
- You can contribute your personal funds into the HSA on a before-tax basis via payroll deductions
- CommonSpirit will make contributions each pay period to help your account balance grow faster
- You must be enrolled in the High Deductible Health Plan and cannot be enrolled in Medicare, collecting social security or enrolled in a non-High Deductible Health Plan to participate in the HSA



# Benefits Enrollment Checklist

Once you've finished making your benefit elections, be sure you can check these items off the list:

- All dependents are enrolled in the intended benefit plans
- All enrolled dependents meet plan eligibility rules. Documentation is required to prove dependent eligibility. If you do not provide all required documentation by your verification due date, your dependents will be deemed ineligible and dropped from coverage
- Verify your beneficiary designations are accurate
- Complete and submit life insurance Proof of Good Health for yourself and/or your spouse, if necessary
- Print or save your confirmation statement for your records



# Making Changes After Your Initial Enrollment

You may change your elections during the year if you experience a Qualified Life Event.

- A qualified life event includes:
  - Birth, adoption, marriage, divorce, loss of your own coverage, an eligible dependent gaining or losing coverage, or death
  - You must make the change within 31 days after the date the qualified life event occurred (60 days for birth, adoption, or placement for adoption)



# Making Changes After Your Initial Enrollment (Continued)

Your change will be effective:

- Birth/Adoption: Date of birth or placement for adoption
- Adding coverage: First of the month following the date the election change is made
- Dropping coverage: Last day of the month in which the event occurred

If you add dependents, you must verify dependent eligibility and the life event upon request.



# Processing a Life Event Change

Learn more about Life Event on MyBenefits.



Search for...

- Health Care
- Well-being Programs
- Financial Security
- Voluntary Benefits
- Benefit Resources**

## I want to...

- [View/Update My Personal Info](#)
- [View/Update My Beneficiary](#)
- [Verify My Employment](#)
- [Contact a Provider](#)

## Plan Information

- [Benefits at a Glance](#)
- [Summary Plan Descriptions \(Health Care\)](#)
- [Summary of Benefits & Coverage](#)
- [Plan Documents](#)
- [Market Place Notices \(Health Care\)](#)
- [Legal Notices \(Health Care\)](#)

## Benefit Information

- [Benefit Eligibility](#)
- [Benefit Changes](#)
- [Life Events](#)**
- [Beneficiaries](#)

## Resources

- [Contact information](#)
- [Videos: Benefits](#)
- [Glossary](#)



# Eligibility

Type of Participation	Employees
<b>Incentive-Eligible</b> — these employees will have full access to program offerings and can earn \$450 in rewards per program year	<ul style="list-style-type: none"><li>• Benefits-eligible employees</li><li>• PRN (on-call/ supplemental employees) who were paid for working 1,000 hours or more in the prior calendar year.*</li></ul>
<b>Access-Only</b> — these employees will have full access to program offerings, but will not be eligible to earn the \$450 reward in 2022	<ul style="list-style-type: none"><li>• PRN (on-call/ supplemental employees) who were paid for working less than 1,000 hours in the prior calendar year.*</li></ul>

*Some facilities and represented employees will not have access to the MyWellness website and are not eligible for a financial reward.*

*\*Hours paid are categorized by pay code. Pay codes that count toward eligibility include but are not limited to regular, overtime, low census, float, training/education, orientation, and call back. If you have questions about your eligibility, please contact EmployeeCentral at 855.475.4747.*



# 2023 Wellness Program

You can earn up to \$450 wellness dollars — and you can choose how you want to receive them.

- Health account contributions (for participants who are enrolled in a CHI Medical Plan). You can choose to have this contribution deposited into a Health Savings Account (HSA), if you have one, or into a Health Incentive Account (HIA). See [Health Savings Account](#) for information on how you can use the money if it's contributed to your HSA. See the [HIA](#) tab for information on how you can use the money if it's contributed to your HIA.
- Gift cards (for all participants). Please note that gift cards are considered taxable income and will be included in employees' paychecks monthly.



# 2023 MyWellness Continued

There are more than 100 ways our new MyWellness program can support your physical, emotional, social, financial and spiritual wellness, including giving you access to these popular programs:

**RethinkCare:** RethinkCare is an on-demand, video-based program that makes mindfulness training easy to access, simple to understand and engaging. In as little as five minutes a day, you can learn about meditation, resilience and mindfulness through guided videos from expert trainers.

**WW (Weight Watchers):** is a proven weight-loss approach and it's available to you at a reduced cost. CommonSpirit Health pays more than half of your monthly membership fee as long as you are eligible for MyWellness. WW offers you three ways to participate:

- **Digital.** Through WW's app, you get an individualized food plan, easy-to-use trackers, 24/7 live coaching and more. \$8/month
- **Unlimited Workshops + Digital.** You get Digital plus in-person and virtual weight-loss support from your WW coach and other members when and how you want it. \$19/month
- **WW for Diabetes.** If you have prediabetes or type 2 diabetes, WW's proven weight-loss program can help you lower your A1C and blood sugar levels, lose weight and be more physically active. \$14/month Spouses of CommonSpirit employees are also eligible for a discount



# 2023 MyWellness Continued

**Wellbeats:** Wellbeats delivers 1,000+ virtual fitness, nutrition and mindfulness classes for every age, interest, body type and ability level. Classes include yoga, HIIT (high intensity interval training), strength training, running and walking, mindfulness and meditation, nutrition and recipes, cycling, circuits, dance, work breaks, stretching and more.

**Kaia:** Kaia can help you manage your pain at home by offering exercises for the body and mind. It combines a variety of mobility, strengthening, breathing and wellness exercises to address both physical and psychological causes of pain.

**myFiTAge:** myFiTAge is here to help you plan for retirement. It is an interactive tool that allows you to estimate your FiT Age (Financial Independence Target Age) — the earliest age that retirement resources will be enough to cover expected expenses for the rest of your life. myFiTAge can help you create a plan to reach your goals – and put you in control of your financial wellness.



# Scan here to sign up



**Voucher Code: gc3c-BDMD-qa**

# Mental Health Benefit

**Lyra Health:** Lyra will provide care for your emotional and mental health – whenever and wherever you need it. Whether you're feeling stressed, anxious or depressed, support from Lyra can get you back on track. You and your household family members will receive up to **10 in-person or live video sessions** per year with licensed professionals matched to your personal needs. You also receive anytime access to digital exercises and tools to help build skills to successfully adapt to the challenges of daily life, such as:

- Stress
- Parenting
- Depression
- Adolescent behavioral problems
- Adolescent substance use disorder
- Anxiety
- Grief and Loss
- Legal Problems
- Accident or trauma
- Financial concerns
- Caregiving issues
- Marital difficulties
- Stage of life difficulty (early adult, midlife, retirement)
- Substance use disorder



# Prenatal Coaching

Healthy pregnancy for you and your baby – CommonSpirit offers you an opportunity to participate in our Prenatal Coaching Program. The program is staffed by Registered Nurses with prior obstetrical experience who provide support to promote a healthy pregnancy, no matter the stage

Prenatal coaching includes information and support about:

- Prenatal vitamins
- Eating well
- Minimizing nausea
- Reducing stress
- Physical activity
- Improving sleep
- Healthcare concerns



As part of your coaching program you will also receive postpartum support:

- Continuing prenatal vitamins
- Identifying depression signs and getting help
- Lactation support (if breastfeeding)



# Family Care Benefit

**Family Care Benefit:** Our partnership with [Care@Work](#) features a Premium Membership to their site that gives you unlimited 24/7 access to Care.com, a national company that helps you find local care providers and more. The first step is to [sign-up](#) for the program. Care@work by Care.com can provide you with Family Care Benefits, which include access to:

- Care.com membership
- Child Backup Care
- Adult Backup Care
- Care Credits

Whether you work at one of our care sites or from home, Care.com can help with:

- Tutoring and distance learning for your children
- Child care while you're at work
- After-school care
- Care for aging parents
- Pet care
- Much more



Every employee receives 5 Care Credits per year (each credit is up to a \$50 value) to use when you hire a caregiver on Care.com. Care Credits can be used to help pay for nannies and babysitters, tutors, adult caregivers, pet sitters and groomers, housekeepers and more.

**To learn more about the well-being benefits available to you visit [MyBenefits](#).**

# 2023 Time Off

We have three time-off categories:

- **Vacation** — Will be accrued based on your years of service and your position. You can use vacation time for an actual vacation, or any other reason you need time away from work. The maximum amount of vacation time that you are able to hold at any given time will be 125% of your annual vacation hours.
- **Personal time** — 24 or 32 hours annually, depending on location (please refer to your policy). Personal time will be prorated and provided based on your full-time equivalent status in the beginning of the year. These hours can be used when you are sick or need time away from work to attend to personal matters. Personal time will be forfeited at the end of the year if you do not use it all by December 31.
- **Holidays** — 48 or 56 hours annually, depending on location (please refer to your policy). Holiday hours are prorated based on your full-time equivalent status. You will receive holiday hours a few weeks prior to the holiday.



You can view the complete vacation, personal time and holiday policy by logging on to **EmployeeCentral**

# 2023 Vacation Accrual

Vacation					
Accrual Level	Completed Years of Service	Accrual Amount per Year	Amount Accrued per Eligible Hour Worked	Maximum Accrual Amount per Pay Period (up to 80 hours worked)	Maximum Accrual Possible is 125%
Non-Exempt	0 through 5	12 Days or 96 Hours	0.046	3.69 hours	15 Days or 120 Hours
	6 through 10	17 Days or 136 Hours	0.065	5.23 hours	21.25 Days or 170 Hours
	11 through 20	20 Days or 160 Hours	0.077	6.15 hours	25 Days or 200 Hours
	21 plus years	23 Days or 184 Hours	0.088	7.08 hours	28.75 Days or 230 Hours
Exempt	0 through 5	18 Days or 144 Hours	0.069	5.54 hours	22.5 Days or 180 Hours
	6 through 15	21 Days or 168 Hours	0.081	6.46 hours	26.25 Days or 210 Hours
	16 plus years	24 Days or 192 Hours	0.092	7.38 hours	30 Days or 240 Hours
Directors	0 through 10	21 Days or 168 Hours	0.081	6.46 hours	26.25 Days or 210 Hours
	11 plus years	24 Days or 192 Hours	0.092	7.38 hours	30 Days or 240 Hours



# 2023 Holiday and Personal Accrual

Holidays and Personal Days					
FTE	Hours Per Week	Hours Per Pay Period	Hours per Holiday/Personal Day	Holiday Hours - Annual Max	Personal Hours - Annual Max
1.0	40	80	8	48	32
0.9	36	72	7.2	43.2	28.8
0.8	32	64	6.4	38.4	25.6
0.7	28	56	5.6	33.6	22.4
0.6	24	48	4.8	28.8	19.2
0.5	20	40	4	24	16



# Retirement

In keeping with our commitment to your overall well-being, CommonSpirit offers a retirement benefit as part of our mission to help you prepare, and have the opportunity, for a financially healthy retirement.

**To learn more about the savings plans available to you please visit [MyBenefits](#).**



# 2023 401(k) Retirement Savings Plan

We designed the 401(k) Retirement Savings Plan (the “401(k) Plan”) with your security and flexibility in mind. You have options in how you choose to save for your retirement:

- **Before-tax contributions** — You put off paying taxes until you withdraw your account balance at retirement.
- **Roth after-tax contributions** — You pay taxes now and have your earnings grow tax deferred. Withdrawals are tax-free at retirement for qualified distributions.

## Our Company Match

After you’ve worked 1,000 paid hours in your first year (or any calendar year thereafter), we’ll start to match your before-tax and Roth after-tax contributions with each payroll.

*Our match equals:*

- 100% on the first 1% of eligible pay you contribute
- 50% on the next 5% of eligible pay you contribute
- = 3.5% of eligible pay deposited into your account

**Consider contributing at least 6% to receive the full company match**



Compensation you earn and contributions you make to the Plan prior to working 1,000 paid hours are not eligible for the company match. This includes the year-end match true-up.

# 2023 401(k) Retirement Savings Plan Cont.

## **If you forget to enroll, we'll remember for you!**

The 401(k) Plan is one of your most important benefits. So, we'll automatically enroll you in the Plan at a 4% before-tax contribution rate. Remembering to increase your contributions each year is also important. So, we'll automatically increase yours by 1% annually, up to a maximum of 10%. You may choose to opt out of the Plan, increase or decrease your contributions or opt out of the annual auto increase feature at any time.

## **There's a waiting period before the money becomes yours.**

Once you have three years of service (with at least 1,000 hours paid each calendar year), you are fully vested in the company matching contributions, annual employer contributions and any earnings on them. This means the money is fully yours. You are always 100% vested in your own contributions to the 401(k) Plan, as well as any earnings on them.

Note: Employer contributions cannot be made on pay over the IRS compensation limit. Contact Fidelity Investments or visit [irs.gov](https://www.irs.gov) for the most up-to-date limits. Your level of matching and annual employer contributions may vary based on your employer. Please review your specific enrollment guide or summary plan description for details.



# 2023 457(b) Retirement Plan

To help you reach your retirement goals, we offer another way to save — the 457(b) Plan (if eligible). This is a tax-deferred savings plan where you can make additional salary deferrals over the current contributions to the 401(k) Retirement Savings Plan.

We recommend that you invest in the 457(b) Plan only after you contribute the maximum to your 401(k) Retirement Savings Plan.

**Important!** The 457(b) Plan is a non-qualified deferred compensation plan available to highly compensated employees whose current annualized base pay exceeds last year's compensation guidelines of \$130,000 (as defined by the IRS). Any contributions you make to this plan are assets of the corporation, subject to potential claims by creditors of the corporation in the case of insolvency.



# Total Employee and Employer Contributions

Employee Contribution (pretax &/or Roth after-tax)	Employer Match	Annual Employer Contribution	Total Employer Contribution	Total Employee & Employer Contributions
0%	0%	2.5%	2.5%	2.5%
1%	1%	2.5%	3.5%	4.5%
2%	1.5%	2.5%	4.0%	6.0%
3%	2%	2.5%	4.5%	7.5%
4%	2.5%	2.5%	5.0%	9.0%
5%	3%	2.5%	5.5%	10.5%
6%	3.5%	2.5%	6.0%	12.0%
8%	3.5%	2.5%	6.0%	14.0%



# 2023 Tuition Assistance

Our Tuition Reimbursement program supports you in meeting your education and career development goals. Whether you are looking to grow within your current job or looking to move into a new one, this program offers you:

- Reimbursement of tuition, books and eligible academic fees incurred for taking coursework.
- A funding cap that resets annually.
- Free one-on-one academic and college finance coaching to help you determine the best course of action to save you both time and money.
- Online and call center support through our education partner, EdAssist.

If you've been thinking about taking classes, go to [EmployeeCentral](#) (type "Tuition Reimbursement Policy" into the search bar) to read the policy and find out more about the program. Go to [EdAssist](#), the program administrator, to see your annual Tuition Reimbursement maximum, apply for courses and submit your course paperwork for reimbursement.



# Adoption Assistance

Full- or part-time employees who are eligible for benefits can be reimbursed for some of the costs related to adopting a child

The program reimburses you for some of the costs related to adopting a child. These might include:

- Medical expenses for the natural mother (that are not covered by another group health plan)
- Court and legal fees
- Costs for filing government documents
- Fees paid to agencies assisting with the adoption

You can qualify for adoption assistance if you're adopting children younger than 18 or older children who can't care for themselves. This includes relatives and stepchildren. You may also qualify if your spouse adopts your children.

For more details about the benefits available, including the amount of assistance you are eligible for, check [EmployeeCentral](#) (Search "Adoption Assistance Policy").

You apply for this benefit after your adoption is finalized. Once the child is legally placed in your home, you should submit the appropriate forms.



# Perks At Work

Our discount program helps make your life easier by saving you time and money with access to discounts and rewards for over 30,000 brands. You can save on purchases like diapers, groceries, home items, electronics, travel, and more.

Activate your account today at [perksatwork.com](https://perksatwork.com). Click “Register for Free,” then sign up with your CommonSpirit employee ID.



## well-being

Access savings on thousands of brands and items:

**PERSONAL TRAVEL**   
Flights | Car Rentals | Hotels

**FITNESS**   
Gyms | Gear | Wearables

**TICKETS**   
Movies | Theme Parks | Sports

**AUTO**   
Employee Auto Buying Program

**FAMILY**   
Childcare | Museums | Toys

**ELECTRONICS**   
Microsoft | Lenovo | HP | Dell

**APPAREL**   
Macy's | Brooks Brothers | Saks

# For more assistance

## MyBenefits

- [home.commonspirit.org/employeecentral/mybenefits](https://home.commonspirit.org/employeecentral/mybenefits)
- 24/7 access to your benefits, retirement, compensation, career information and much more

## The CommonSpirit Health Benefits Contact Center

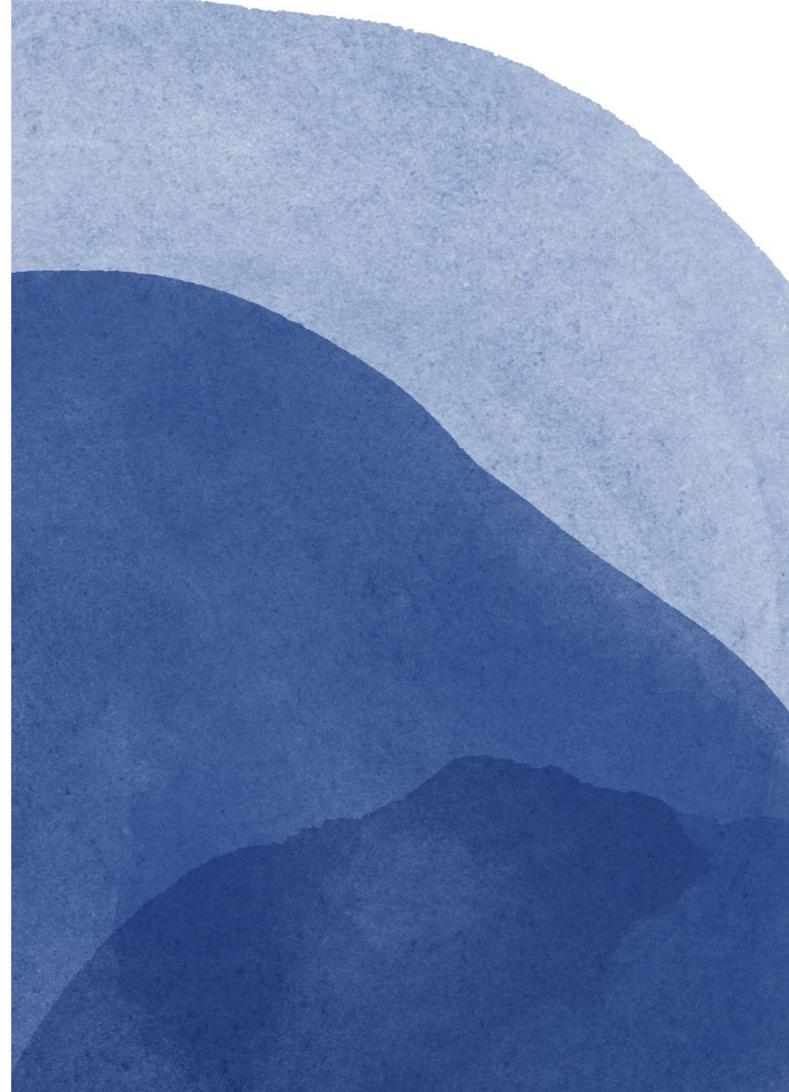
- Call 844.450.9450 and select Option 1
- Benefit Specialists are available to assist you Monday to Friday, 6 AM to 5 PM Pacific time
- After hours, you may leave a message and your call will be returned within one business day



# CHI Saint Joseph Health High Reliability & Universal Skills

SafetyFirst High Reliability Leadership Methods

Jenny Sutton-Amr  
Lexington Market Program Manager, Quality &  
Patient Safety



# Training Objectives

This training builds a foundational understanding of human errors, behavior-based safety expectations and error prevention techniques (Universal Skills)

## **The training objectives are:**

- Identify how human errors are made
- Develop an awareness of SafetyFirst behavior-based expectations
- Learn how to teach the Universal Skills to others

# What is SafetyFirst?

- SafetyFirst is the name of CommonSpirit's strategic objective to become a high reliability organization that always puts the safety of our patients, employees, and medical staff first!
- SafetyFirst methods are based on reliability science – an understanding of human performance in complex systems and applies to all care settings.



# Safety is the Keystone

- The Keystone is placed at the apex of an arch
- The Keystone locks all other stones together
- Safety is our “keystone” and without safety our systems will fail



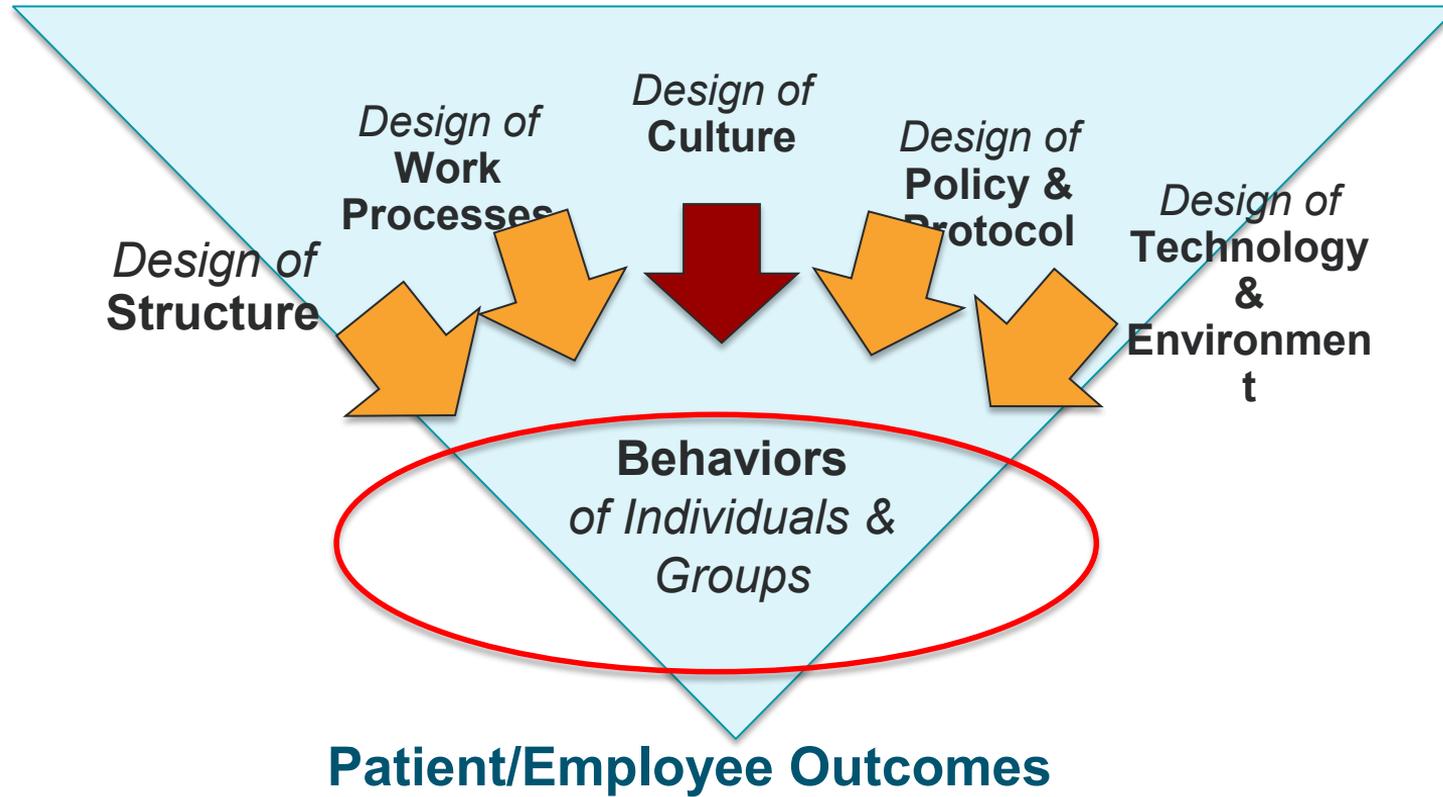


# High Reliability Organizations

- Stay alert for the possibility of the unexpected
- Pay attention to what's happening on the front-line
- Take deliberate steps to question assumptions
- Develop capabilities to detect, contain, and bounce back from errors
- Push decision-making authority to the person or people with the most expertise, regardless of rank



# Human Behaviors within a System



A close-up photograph of a person's hand holding a light blue rectangular card. The card is tilted slightly to the right and features the word "Errors" written in a large, blue, sans-serif font. The background is a plain, light color.

**Human Errors are  
Normal**

# High Reliability Defenses in Depth by Design



Reliability

Third Layer:  
Human Factors  
Integration

- Intuitive design
- Making it impossible to do the wrong thing and obvious to do the right thing
- Errors occur at a rate of 1:1,000,000

Second Layer:  
Reliability Culture

- Core values integration
- Hire for fit
- Behavior expectations for all
- Fair, just and 200% accountability
- Errors occur at a rate of 1:10,000

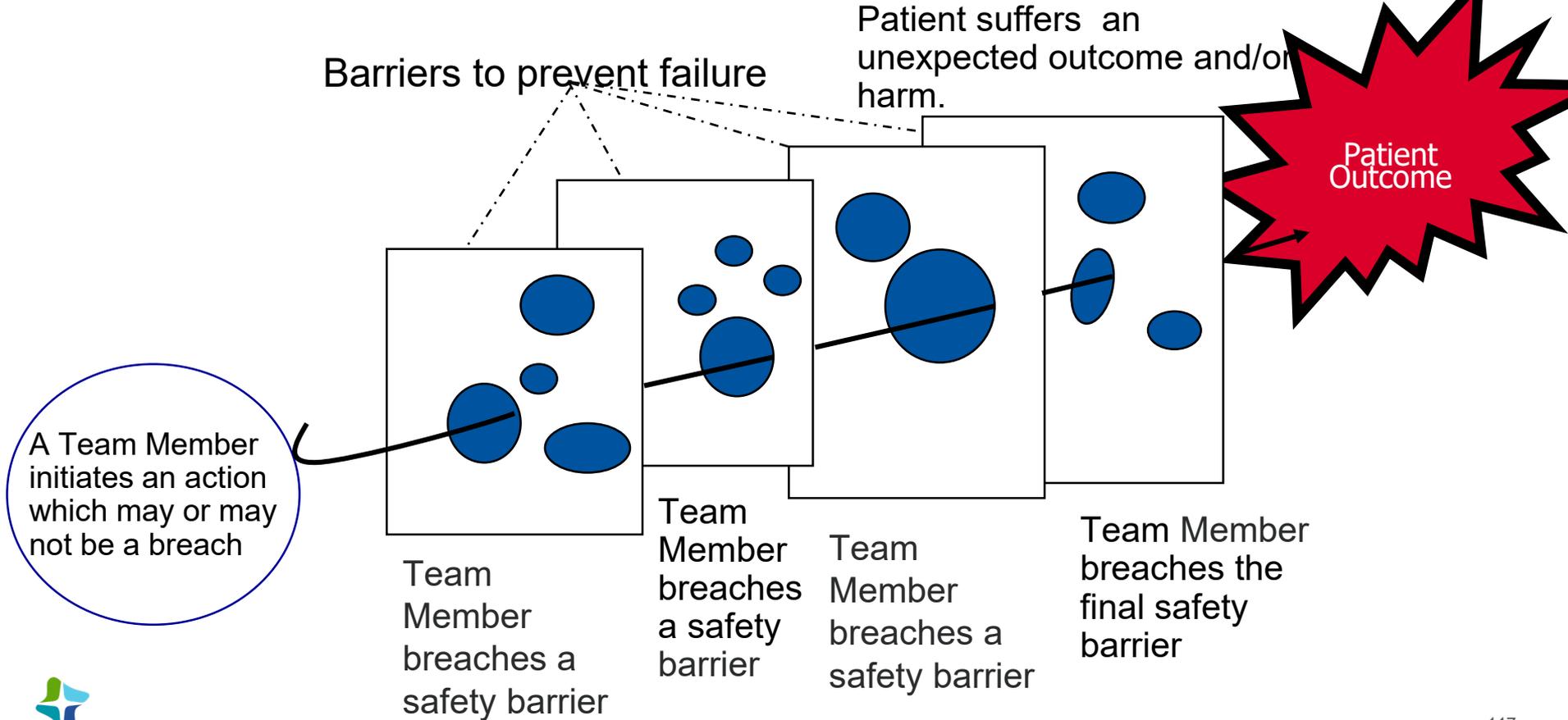
First Layer: Process  
Design

- Evidence-based best practice
- Focus and simplify
- Tactical improvements (e.g. Bundles)
- Errors occur at a rate of 1:1,000



# Swiss Cheese Model

# How Do Events Happen?

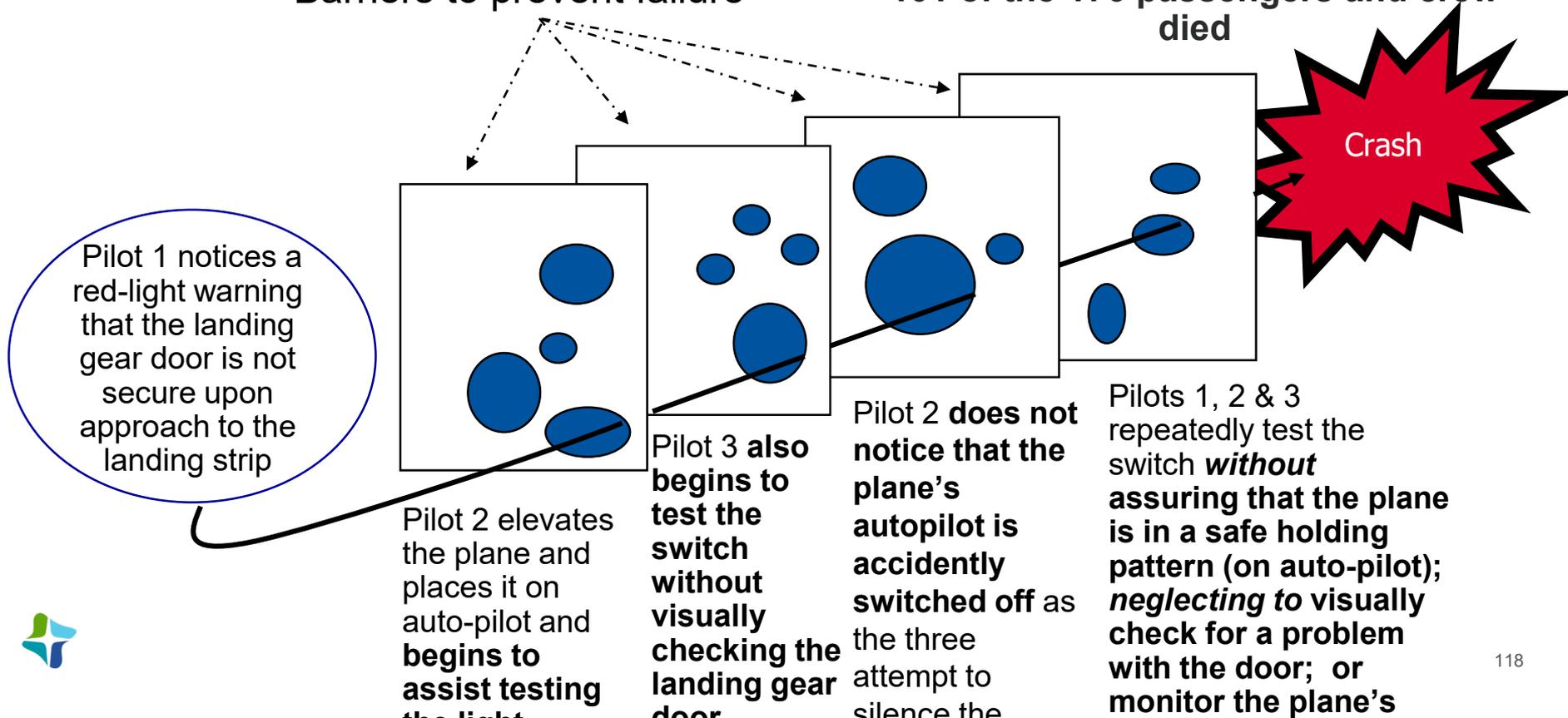


# An Event of Harm - Aviation

Eastern Airlines Flight 401

101 of the 176 passengers and crew died

Barriers to prevent failure



# Eastern Airlines Flight 401



<https://sites.google.com/site/eastern401/investigation>

December 29, 1972





# **SafetyFirst Universal Skills**

# CommonSpirit's Universal Skills

Be an  
Accountable  
Team Member

Pay  
Attention  
to Detail

Communicate  
Clearly

Practice & Accept  
a Questioning  
Attitude

Tones  
of  
Professionalis  
m

Speaking-up  
(A.R.C.C./C.U.S.S.)

Peer Checking  
& Coaching

S.T.A.R.

Report  
Safety  
Concerns

Structured Handoff  
(5Ps & S.B.A.R.)

3 Way Repeat Backs  
(Repeat Backs/Read  
Backs)

Phonetic & Numeric  
Clarification

Clarifying Questions

Stop, Validate  
and Verify

HELLO  
(**H**umankindness, **E**ye  
Contact, **L**isten,  
**O**ffer Assistance)



# Universal Skills

**Expectation:** **Communicate Clearly** I am responsible for professional, accurate, clear, legible and timely verbal, written, and electronic communication. **Skills:**



**Include the “5Ps”** as part of standardized structured hand-off process when transferring & sharing patient care or other work responsibilities (Patient/Project, Plan, Purpose, Problems, Precautions)



**Use SBAR** to communicate issues or concerns requiring action (Situation, Background, Assessment, Recommendation)



**Use Three-way Repeat-Backs and Read-Backs** for all verbal, telephonic and visual information to assure understanding; **“That’s correct!!” Document Legibly and Accurately** (When in doubt, go to source)



**Use Clarifying Questions** to confirm details and verify understanding



**Expectation:** **Be an Accountable Team Member** I will demonstrate an open, personal and team (200%) commitment to safety.



**Skill: Practice Team Member Checking and Team Member Coaching using C.U.S.S.** (I have a Concern, I am Uncomfortable, Stop! and invoke Chain of Command by involving the Supervisor)



**Skill: Practice Safe Patient Handling and Mobility (SPHM)** when positioning, ambulating, transferring and assisting patients

**Expectation: Practice and Accept a Questioning Attitude**  
I will “think it through,” and ensure that my actions are the best.



**Skill: Stop and resolve** when questions arise (Validate & Verify)

**Expectation: Pay Attention To Detail**  
I focus on the details at hand to avoid unintended errors.



**Skill: Practice Self-Checking with STAR** (Stop, Think, Act, Review)

**Skill:** Report safety concerns

# What is your Biggest Safety Concern?

If you or someone you loved dearly were a patient in your hospital, what safety issue would you be most concerned about?

- **Activity: Write your issue or concern on the blank paper provided to you**
- Do not share your concern
- Place it face down on the desk

3 minutes



# Communicate Clearly

# The 5Ps for Patient Handoffs

Answer critical questions when transferring care:

- Patient or Project - What is being handed off
- Plan - What happens next
- Purpose (of the plan) - The desired end-state
- Problems - What is known to be different, unusual, or complicated about this patient or project
- Precautions - What potential problems or complications could be expected



# S.B.A.R. for Action

- What is the patient's or project's situation?
- What background information is known?
- What is your assessment of the situation?
- How do you recommend solving the problem?



***SBAR is not a handoff tool, but a communication tool when a decision is needed or request is being made***



# Repeat-backs or Read-backs

When communicating routine, but important information

- Sender communicates an order, request, or information to a receiver
- Receiver repeats back the order, request, or information to the sender
- Sender acknowledges *the accuracy* of the repeat-back by stating “**that’s correct**”
- If not correct, repeat/clarify the communication



# Read-backs

- Sender communicates an order, request, or information to a receiver
- Receiver writes down the order or result and reads it back as written to the sender
- Sender acknowledges the accuracy of the read-back. If not correct, repeat/clarify the communication



# Document Legibly and Accurately

- Take responsibility to write legibly using sufficient, factual detail
- Document notes timely
- Do not use unapproved abbreviations in narrative notes (b/c, IDK, LOL)



**GETTING IT RIGHT THE FIRST TIME  
AND EVERY TIME**

Never try to “figure it out”

**When in doubt, always go back to the original  
author, not to a coworker**



# Questioning Attitude

## A Questioning Attitude

- Is not about asking questions but questioning the answers
- Making sure that actions are the best for the situation

## A Questioning Attitude

- Reduces the chance of a decision-making errors in a high risk situation when we receive information that is different from what was expected
- Have a Questioning Attitude -If something doesn't seem right or unsafe conditions are identified, STOP until it is safe to proceed



# Examples of Clarifying Questions

- Can you verify that amount, you said fifteen milligrams...that's one-five? And after the dose you want me to elevate the head of the bed or have the patient lay flat?
- You said an xray was ordered, will they be calling the results to the physician or should I follow up on that?
- You asked me to move a patient to a room next to the nurses station, can you verify the patient's name and date of birth for me?
- Can you verify that this food tray is to be given before I take it in the room for John Smith, DOB 11.15.1987?



# Asking a Clarifying Question

## Phonetic

- “**H**otel **A**lpha **P**apa  
**P**apa **Y**ankee **B**ravo  
**I**ndia **R**omeo **T**ango  
**H**otel **D**elta **A**lpha  
**Y**ankee

Happy Birthday!

## Numeric

- “15...that’s one – five”  
“50...that’s five-zero”

15 Milligrams

## General

- “When do you want the lab work performed ... before or after Mrs. Jones's diagnostic study?”

Check the AIC before patient is discharged



# Validate and Verify

Validate

:

Verify:

- Does it make sense (to me)
- Check it with an independent, expert source

*It's not about asking questions – It's about questioning the answers!*



# Be an Accountable Team Member

# Use a Safety Phrase

- Every organization should have a consistent **safety phrase**
- This facility's safety phrase is:

**“ I have a concern”**

- Whenever somebody says this safety phrase, **stop** and address the genuine worry that a patient is going to be harmed
- Always **thank** individuals for raising a concern!



# What is the C.U.S.S. technique for Speaking-up?

- State – “I have a concern”
- If there is no change, state –  
    “I am uncomfortable”
- Request a **Stop** and allow for one to two clarifying questions before proceeding
- If the concern remains unresolved, contact the **Supervisor**

Concerned

Uncomfortable

Stop

Supervisor

136



# What is the A.R.C.C. technique for Speaking-up?

- **Ask** – first ask a question
- Make a **Request** – request a change
- Express a **Concern** – if the plan is not modified after the request– express your concern about the situation using a safety phrase such as: "**I have a concern...**"
- If this doesn't work, follow the **Chain of Command Policy** and inform a supervisor immediately



# Team Member Checking

- **HRO Principle: Team member checking demonstrates a sensitivity to operations**
- Every employee is responsible for the safety of *every* patient and each other.  
Checking is something we do to help ourselves
  - Check your own work and request to be checked
  - Offer to check the work of others
  - Point out hazardous work conditions that a team member might not have noticed
  - Point out unintended, skill-based slips and lapses



# Team Member Coaching

**HRO Principle: Team member coaching demonstrates a reluctance to simplify and a sensitivity to operations**

- Be willing to coach others...and be willing to have others coach you
- Coaching is about two things
  - **Encouraging** safe and productive behaviors by pointing out the “good” things
  - **Correcting** unsafe and unproductive behaviors by providing feedback based on observations using the “lightest touch” possible



# Peer to Peer Coaching is Not...

- Peer to Peer Coaching is not supervisory coaching
- Coaching for a correction in a managerial duty and is a different process than peer coaching
- Those in a supervisory role have been given the authority, training, evaluatory understanding and responsibility for supervisory oversight (Charge Nurse, House Supervisor, Manager, Director)
- Decision making and outcome management responsibility for the care or service provided falls to the person coaching for a correction



# Practice Safe Patient Handling & Mobility (SPHM)

# Safe Patient Handling and Mobility (SPHM)

**HRO Principle: SPHM techniques demonstrate a preoccupation with failure by first identifying risks, and planning/preparing for all handling and mobility tasks**

Safe Patient Handling includes:

- Moving and positioning
- Preserving patients' joint flexibility and mobility
- Safely assisting patients with personal care



# Demonstrating 200% Accountability for SPHM?

- Stop when faced with uncertainty
- Learn and identify the appropriate transfer devices and correctly select and secure slings
- Confirm SPHM equipment is available, clean and functioning
- Integrate SPHM information into handoffs
- Educate and engage patients and families regarding SPHM practices
- Voice or elevate a concern through the Chain of Command when unsafe conditions are identified (I have a concern)
- Maintain competency for SPHM practices
- Know
  - Equipment's maximum weight
  - Equipment cleaning and disinfection processes
  - Number of staff required to operate equipment safely



Never Proceed in the  
Face of the Unknown

# Stop & Resolve

- If you are uncertain about what you are doing
- If you have questions
- If someone raises a concern or question
  - **STOP**
    - **Review** your plan
    - **Resolve** any concern
    - **Reassess** before proceeding
- Get the right people involved and be diligent in the use of Error Prevention Techniques

It's not about asking questions – it's about questioning the answers!



# Reflection

1. What is the typical response on your unit or department (or from your past experience) when someone asks questions?
2. Do you start the conversation with “Thank you for asking that question....”?
3. How can you reinforce the importance of asking questions?



# S.T.A.R. (Stop-Think-Act-Review)

- **Stop** - pause to focus attention on the task at hand
- **Think** - understand *what* is to be done, plan your actions and decide what to do if the unexpected occurs
- **Act** - carry out the planned task
- **Review** - verify the expected/desired results



# What if?



# Breakout Activity

- **Prep:** Break into small groups
- **Plan:** Each Group will discuss, plan and practice the application of the Universal Skill(s) most likely to prevent one of the events *written down during the earlier activity*
- **Time:** 6 minutes in Breakout Room to plan your approach and practice
- **Present:** Demonstrate or role-play a conversation or situation using one of the universal skills identified by your group in 2-3 minutes!



# Universal Skills

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**Skill:** **Stop and resolve** when questions arise (Validate & Verify)

**Expectation:** **Pay Attention To Detail** I focus on the details at hand to avoid unintended errors.



**Skill:** **Practice Self-Checking with STAR** (Stop, Think, Act, Review)

**Skill:** Report safety concerns

# Let's summarize with **YOUR** Personal Commitment to Error Prevention

- *Will you commit to practice the Universal Skills and incorporate them into your daily work habits?*
- *Will you stop and contact your supervisor for help when something doesn't seem right?*
- *Will you help co-workers practice using these low-risk safety behaviors?*
- *Will you coach co-workers and provide immediate feedback before they make a mistake?*
- *Will you say "thank you" to someone when they coach you?*



# Questions?



**Contact:** Jenny Sutton-Amr  
[jenny.sutton-amr@commonspirit.org](mailto:jenny.sutton-amr@commonspirit.org)

A photograph of a woman with reddish-brown hair tied back, hugging a young child with dark hair from behind. The child is looking to the right with a slight smile. The background is a plain, light-colored wall.

# Corporate Responsibility New Employee Orientation

Jared Sommers, MPH, CHC  
Division Director Corporate Responsibility Officer

CommonSpirit 

# Learning Objectives

- Introduce employees to the CommonSpirit Health (CommonSpirit) Corporate Responsibility Program.
- Understand your individual responsibility as an employee to support a compliant and ethical culture.



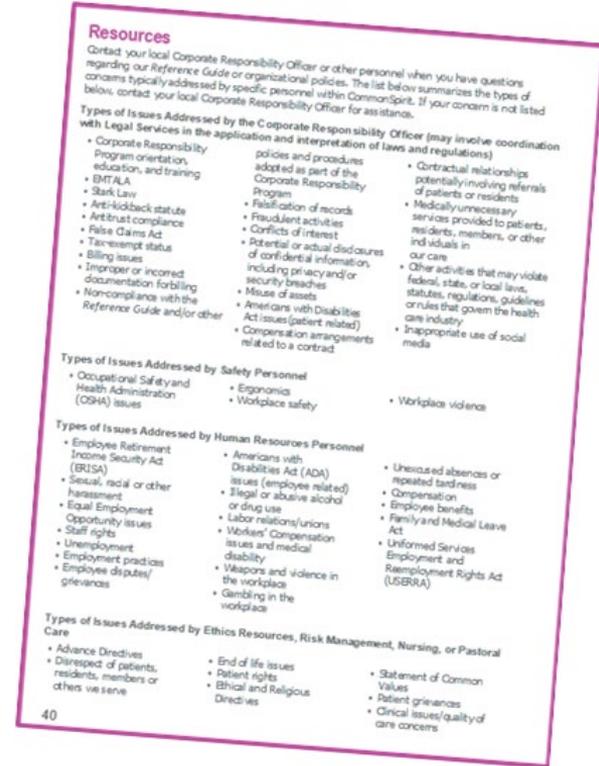
# What is the Corporate Responsibility Program (CRP)?

- Provides resources for making ethical decisions based on our values and standards of conduct.
- Helps you to understand and comply with complex laws and regulations.
- Supports you in making the right decision and getting answers to your questions or concerns.
- Provides a simple reporting process that you can use to make the right decisions and to support others in doing the same.



# Available Resources

- Standards of Conduct: Our Values in Action Policy and Reference Guide (Reference Guide)
- The Reference Guide is divided into three sections:
  - Workplace Standards
  - Conflicts of Interest
  - Legal Obligations
- The Reference Guide lists the types of concerns typically addressed by specific CommonSpirit personnel, including:
  - Your local Corporate Responsibility Officer (CRO).
  - Safety
  - Human Resources
  - Ethics Resources, Risk Management, Nursing or PAstoral Care.





# What is HIPAA?

Health Insurance **P**ortability and **A**ccountability **A**ct of 1996  
(HIPAA)

- Federal law passed by Congress.
- Applies to all health care organizations.
- Composed of the Privacy Rule, Security Rule, Transactions and Code Standards.

Purpose

- **Protect the confidentiality and security of health information as it is used, disclosed and electronically transmitted.**
- Create a framework, using standardized formats, for transmitting electronic health information more efficiently.



# What is HIPAA? (cont.)

## Key Components

- Outlines acceptable uses and disclosure of health information.
- Outlines several rights to individuals about their health information.
- Requires specific training and sanctions for all health care employees and partners.
- Designates a Privacy Officer and a Security Officer to oversee the program and manage privacy complaints or security breach events.

*You will learn more about HIPAA in a separate, online required education module that you must also complete as part of your new employee orientation.*



# Information Security is a Shared Responsibility



**YOU ARE  
RESPONSIBLE  
FOR:**

- Applying a security and privacy mindset to every task and recognizing that individual behaviors directly affect the security of our systems.
- All activities performed using your logon credentials (user names, passwords, etc.).
- Protecting your passwords and preventing someone from performing activities using your identity.
- Immediately changing your password(s) and notifying the IT Help Desk if you think it may have been compromised.



# CHI Saint Joseph Health CRP and Privacy Team



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# Reporting a Concern

- As an organization and as individuals, we are responsible for promptly reporting potential violations of law, our standards, guidelines or policies.
- You are protected from retaliation if you make a good-faith report, complaint or inquiry.
- If you are unsure about how to respond to a particular situation, you can use the CommonSpirit reporting process.

## CommonSpirit Reporting Process

- Speak with your supervisor or another manager.
- If the supervisor/manager is not available, you are not comfortable speaking with them or you believe the matter has not been adequately resolved, contact your human resources representative or local CRO.
- Report a concern anonymously
  - **1-800-845-4310**
  - File your report at <https://commonspirit.complytrack.com/Portal/CreateForm/450009>



# Questions/Discussion

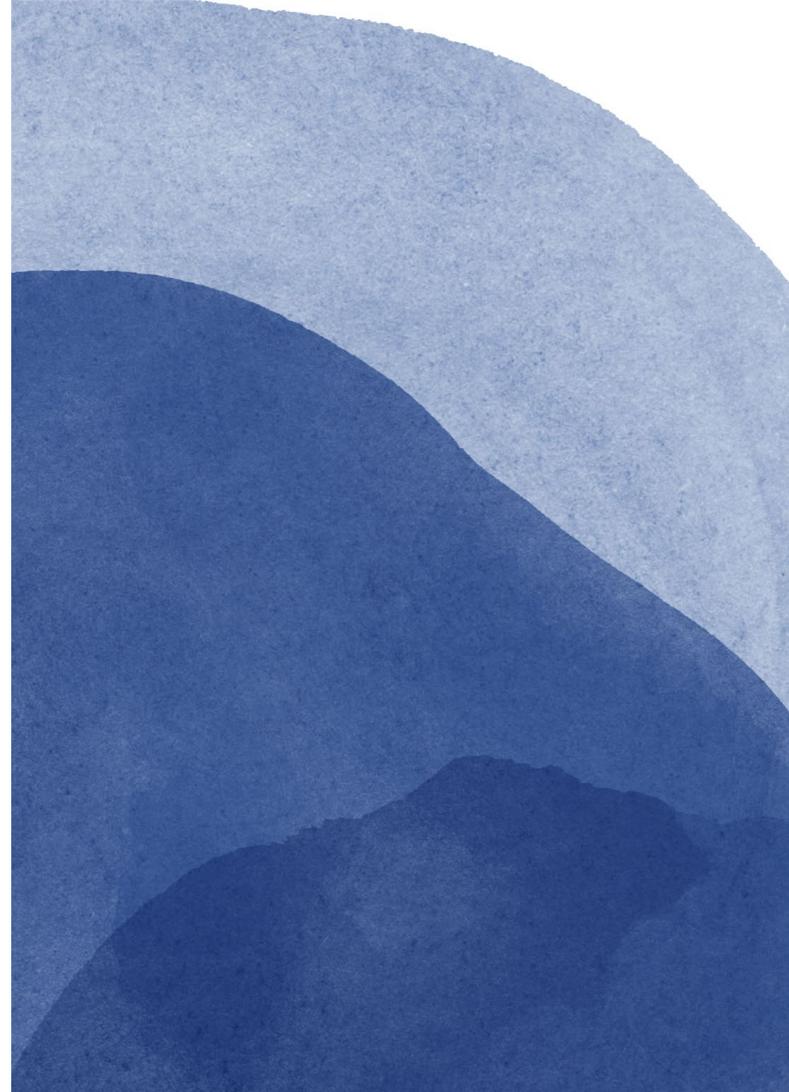
*“The time is always right to do what is right.”*

- Rev. Dr. Martin Luther King, Jr.

Thank you for supporting the Corporate Responsibility Program!



# Safety Codes & Environment of Care



# Environmental Safety

## Our goal is to keep people safe while at the Hospital

- Awareness of hazards
  - Clutter in corridors
  - Medical gas shut off valves blocked
  - fire extinguishers blocked
- Reporting of these hazards and maintaining a safe environment is everyone's responsibility!



# Environment of Care Rounds

- A multi-disciplinary team (IP&C, Regulatory, EVS, Facilities) inspects areas of the Hospital; otherwise known as Environment of Care Rounds.
  - Every 6 months in patient care areas
  - Every 12 months all other departments
- All employees can report safety risks by doing one of the following:
  - Notify your Manager or Supervisor
  - Put in a work order for Facilities
  - Report in Safety Huddle if a near miss or a risk could be present in a process/task



# Life Safety

- The hospital is built according to the Life Safety Code, which means it is literally designed so people inside the building are protected.
  - The purpose of the code is to protect life from fire, heat, toxic gases and smoke
- This design includes:
  - Smoke/fire walls
  - Smoke/fire doors
  - Protected corridors
  - Fire alarm systems
  - Smoke detectors
  - Sprinklers & other systems to extinguish a fire
  - Portable fire extinguishers

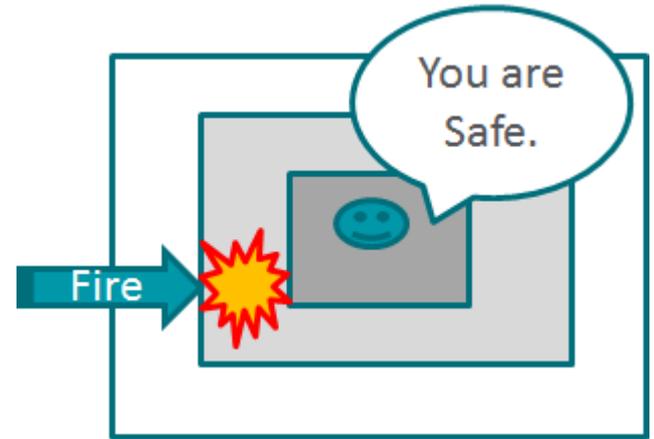


The culmination of these features make the hospital a safe place.

# “Defend in Place”

- The hospital is designed to “Defend in Place”.
- The fire alarm system closes doors automatically to provide a protected area away from fire and smoke.
  - Doors with automatic closers **MUST NEVER** be propped open!
- Keep corridors clear, in the event you must move to the next compartment.

An area of Life Safety is provided by the compartment you are in and the adjacent compartments.



# Interim Life Safety Measures- ILSM

- ILSMs are special fire safety precautions taken when Life Safety Code violations cannot be immediately corrected or when construction and renovation activities disrupt the normal level of Life Safety Code requirements; which may include:
  - Fire Protection Systems are inoperable
  - Fire rated walls have openings within them
  - Ceilings are removed
  - Exit accesses are blocked or have been changed
- Interim Life Safety Measures may include additional training, fire watches or drills, and daily surveillance of these areas. The Environment of Care Department is responsible for ensuring ILSM practices.



# Fire Prevention

- Fire prevention measures are actions taken by the occupants to prevent combustion of products.
  - Do not allow an excess amount of combustibles to collect in corridors.
  - Be aware of these potential fire hazards:
    - Trash cans filled to excess
    - Trash cans larger than 32 gallons in corridors
    - Excessive amount of storage in rooms not designed for storage
    - Faulty electrical equipment (not electrical safety checked)



# Suppression Systems

- Fire sprinkler systems disperse water in the area to extinguish fires.
- All storage must be kept at a minimum of 18” below the sprinkler head level.
- **ABC Dry Chemical** suppression systems are pressurized inert gas and dry powder-filled portable extinguishers.
  - These extinguishers work on types A, B & C fires, and are the most effective portable extinguishers for most fires.
  - These are the most common type of fire extinguishers in use at the hospital



# When in your Department...

- Know the location of fire **extinguishers**, **fire alarm pull stations**, and **medical gas shut-off valves** in your work area
- Remember! Due to renovation and construction, these elements may have moved
- Know how to escape in the event that a fire does occur by knowing the **primary** and **secondary** evacuation routes
- Participate in fire extinguisher training
- Participate in fire drills



**Extinguisher**



**Pull Station**



# Electrical Safety

- Electrical equipment is the leading cause of fires in the hospital.
- The Hospital has 2 electrical power systems; normal and emergency
  - The Emergency Power system is identified by the red outlets
- All electrical equipment entering the hospital must be checked for electrical safety
- Never use an extension cord or another power strip to lengthen the reach of a power strip!
  - Follow the policy on power strip and extension cord usage (found in PolicyStat)
- Use only “UL” listed equipment



# Emergency Management

- **Mitigation** of vulnerabilities identified in the Hazard Vulnerability Analysis.
- **Preparedness** includes defining staffing models, assets and supplies needed, utility system performance and duration, security and safety needs, communications needed internally and externally, patient clinical and support activities.
- **Response:** we activate our plan as we have defined.
- **Recovery:** we must have a plan for returning to normal operations once the event is over.



# Emergency Response Drills or Real Events

- Conducted twice annually, and are designed to test our ability to respond to the effects based on our capabilities.
- Real events can be used in place of drills if they meet the criteria.

**With the  
Community**

**Without  
Community  
Support**

**Influx of  
Patients**



# Code Red - For Fire Alarm or Drill

## For a fire in YOUR WORK AREA of the hospital

- R**escue: Get everyone out of the danger area
- A**larm: Pull alarm, call the Operator to report the exact location
- C**ontain: Close all doors & windows
- E**xtinguish: Only if can be done safely
- 
- P**ull: Pull the pin at the top of the extinguisher
- A**im: Aim the nozzle at the base of the flame
- S**queeze: Squeeze the trigger slowly
- S**weep: Sweep from side to side of the flame (operate from a safe distance)

## For a fire in ANOTHER AREA of the hospital

- Stay clear of the affected area
- Close doors & windows in your own area
- Clear corridors of carts, beds, etc.



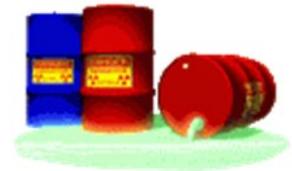
# Code **Pink** - Missing Child

- Call **operator** and request announcement: "**Code Pink + Adult/Child + Floor/Unit/Department**"
  - Immediately notify security and provide them with a description of the missing patient
  - Employees should secure doors, stairs, elevators or any point of entry/exit from their respective areas
  - Notify the floor/department calling the code when a search of your area has been completed
  - Security and Administration will determine if the police should be notified
  - Once the missing patient is located, Security will notify the switchboard operator to announce, "**Code Pink + Adult/Child + All Clear**".



# Code Orange - Internal Hazardous Material Spill or Release

- If an employee finds a hazardous spill, call the operator and ask the operator to announce “**Code Orange – Internal**”
- Rapid Response Team will report to the scene of the spill to determine actions
- Access the Safety Data Sheet (SDS) on the intranet for reference on spill/exposure clean-up protocols
- It is important that all employees stay out of the area of the spill or release and do not return until the “All Clear” has been given



# Code Orange - External Hazardous Material Spill or Release

Operator will announce: “Code Orange - External”

- May consider Sheltering-in-Place
- If shelter-in-place is implemented, entrances to the facility will be restricted to one access point for decontamination
- The Hospital Incident Command System will be implemented, and the Hospital Command Center will be activated
- The decontamination team will prepare for the arrival of contaminated patients



# Code **Yellow** - Internal Disaster

## “Code **Yellow** – Internal”

- If situation **does not** directly impact your ability to provide patient care or do your job, continue working and remain alert for additional information
- If situation **does** impact your ability to provide patient care or do your job, work with your manager to take emergency action or implement back-up plans
- If situation presents immediate danger to patients, visitors or Employees, take immediate action to remove them from the area
- Report any disruption of normal operations to your supervisor immediately, who should report this to Administration



# Code **Yellow** External - External Disaster

- Operator will announce “**Code Yellow – External**”
- The Hospital Emergency Operations Plan will be utilized to prepare for a possible influx of patients into the facility
- Continue work routine, remain alert for additional information
- Manager will assess staff/resources at unit level
- If directed by the Manager, report to Labor Pool for further assignment



**A disaster external to the organization has occurred in the community**



# Code **Blue** - Medical Emergency, Cardiac Arrest

- Call the Operator, and ask the operator to announce “**Code Blue + Floor + Department**” where the code is occurring
- Bring crash cart to the scene
- Code Team responds to the area to provide medical assistance



# Code Gray - Security Assistance Needed

- Call the Operator and request announcement of “**Code Gray + Floor + Department**”
- Remove patients/visitors/employees from harm if possible
- Attempts to de-escalate the situation by agreeing with the individual, making no sudden movements, not arguing, etc.



# Code Silver - Security Assistance Needed with Possible Weapon

- Call the Operator and request “**Code Silver + Floor + Department**” where immediate assistance is needed
- Provide the following information:
  - Location of the incident or direction of travel of the shooter
  - Description of the individual(s): sex, race, stature, clothing, type of weapon(s), etc
- Lock/barricade doors & windows
- Remain in locked or barricaded areas until the “**All Clear**” is announced



# Active Shooter: Run - Hide - Fight

- **Run;** *Your first and best choice when you have a good idea where the active shooter is located.* Always have a primary & secondary exit route in mind before you need it. Your safety is #1; you can't help anyone if you become a victim. Leave your belongings behind.
- **Hide;** *Your second choice.* Hide out of sight, in a lockable space or where you can barricade the door. Get behind items that could possibly stop a bullet. Silence all electronic devices. Turn off all lights. **Do not stay in hallways, or open areas.**
- **Fight;** *Your last resort.* Do this when you have no other option. Fight for your life, be aggressive and committed to the act to **SAVE YOUR LIFE!** Use improvised weapons to incapacitate the active shooter. Hit them with (or throw) items or improvised weapons. Fight as a team if there is more than one of you. Overpower the active shooter.

**CALL 911 WHEN SAFE TO DO SO!**



# Active Shooter: Run - Hide - Fight

## WHEN LAW ENFORCEMENT ARRIVES/GETS ON-SCENE

- Remain calm & follow all Law Enforcement directions
- Hands must be completely empty & above your head.
- Hands visible at all times.
- No quick movements toward Law Enforcement
- No yelling or screaming
- ***AGAIN: Follow all Law Enforcement directions/instructions immediately, no debating; JUST DO IT!***



# Code Black - Possible Explosive Device on Campus

- Operator will announce: “**Code Black**”
- If you take a bomb threat call try to gather as much information as possible, such as:
  - Where is the bomb located
  - When is the bomb going to explode
  - What kind of bomb is it
  - What does the bomb look like
  - Characteristics of caller (male/female, young/old, accent, tone, background noise, does voice sound familiar, etc.)
- Departments/units should initiate a pre-planned search in coordination with security and/or emergency personnel



DO NOT MOVE ANYTHING

# Tornado Warning

- Use only when there is an actual TORNADO WARNING
- The operator will announce **“The National Weather Service has issued a tornado warning for Fayette County (or other county as appropriate) until XXX time (time will be announced by The National Weather Service)”**.
- All areas should implement the Tornado Warning Policy, which includes moving visitors, patients and staff to interior locations.



# Important Information from your Human Resources Team



# Your Local Human Resources



**Marty Keith, VP**  
Market Vice President, CHRO



**Amanda Jumper, Market Director**  
Market Director of Human Resources



**Ellen Fritz, Director**  
Medical Group



**Sandy Turqueza, Director**  
Saint Joseph Berea  
Saint Joseph London  
Saint Joseph Mount Sterling



**Tonya Lewis, HR Coordinator**  
Saint Joseph Berea  
Saint Joseph London  
Saint Joseph Mount Sterling



**Cynthia Clark, HR Coordinator**  
Medical Group



# Your Local Human Resources



**Mary Rash, HRBP**  
Saint Joseph Hospital,  
Flaget Memorial Hospital



**Drew Lane, HRBP**  
Saint Joseph Hospital  
Saint Joseph Jessamine,  
Continuing Care Hospital



**Miranda Perkins, HR Assistant**  
Saint Joseph Hospital



**Joy Faix, HR Coordinator**  
Saint Joseph East



**Micah Eastham, HR Coordinator**  
Saint Joseph Hospital



# CHI Saint Joseph Health Policies

**PolicyStat is your source for all approved policies.**

NOTE: THIS IS THE CHI SAINT JOSEPH MARKET SITE, policies in this location are applicable to all market facilities. For Saint Joseph Hospital, CHANGE LOCATION TO CHI Saint Joseph Hospital in drop down box. For policy viewing and editing, it is best to use I.E. 11, Chrome, Firefox or Edge.  
Older browser versions will work, but may not be able to display attachments.

## How to search:

### Simple Keyword Search



- Enter keywords in the Search box located above and click **Search**.
- *Grouping words, e.g. "cell phone", helps to narrow the search results.*

### Advanced Search

- Select the **Title** or **Folder** tab to search by folder or title.
  - Double-click the desired author/folder(s) to move to the *Selected* column.
  - Add keywords in the search box to narrow the results if desired. :
  - **Then click Search Policies to see all policies for the selected author/folder(s).**

[Links to CommonSpirit National Policies \(Click Here\)](#)

[Click Here to view additional National CSH Policies in Employee Central](#)



### "Does this policy apply to me?"

- The **Applies to:** section of a policy lists the facilities the policy applies to.

### Can't find a nursing procedure in the PolicyStat library?

- Click here: [Elsevier](#)

Can't find a policy or procedure? Contact Leann McConnell;

Email: [leann.mcconnell@commonspirit.org](mailto:leann.mcconnell@commonspirit.org) / Office: 859-313-4484



# Cultural and Religious Consideration: Staff Rights

- It is understood that situations may arise in which the prescribed course of treatment or care for a patient may be in conflict with a staff member's personal values or religious beliefs. In such situations, it is the employee's responsibility to immediately notify his/her immediate supervisor or Department Leader of those concerns and to request to be excused from participating in a particular aspect of the patient's treatment or care.
- The requesting employee is responsible for providing appropriate patient care until alternative arrangements can be made. Refusal to provide care will result in disciplinary action up to and including termination. In no circumstances will a request to be excused be granted if doing so would negatively affect a patient's care.



# Standards of Conduct

The purpose of the policy is to ensure optimum patient care by promoting a safe, cooperative, and professional healthcare environment by defining a code of conduct, and to prevent or eliminate, to the extent possible, conduct that:

- Disrupts the operation of the organization;
- Affects the ability of others to do their job;
- Creates or has potential to create a hostile work environment for organization employees or other staff members;
- Interferes with an individual's ability to work effectively; or
- Adversely affects or impacts the community's confidence in the organization's ability to provide quality patient care.



# Corrective Action Policy

Successful employee/employer relationships require behavior that is consistent with the mission and values of Catholic Health Initiatives. Employees are expected to follow standards of conduct and demonstrate performance and behaviors that protect the interests, safety and confidentiality of patients, co-workers and the organization. Corrective action is used to address and resolve performance issues as they arise so that the performance of any employee does not interfere with the mission of and values of the organization.

**Progressive:** Progressive Corrective Action is used to address typical performance issues.

- Verbal Warning
- Written Warning
- Final Written
- Termination

**Immediate:** Immediate Corrective Action provides for immediate action as the result of misconduct or a severe situation in which progressive discipline is not appropriate. Consultation with a Human Resources representative will occur prior to administering immediate corrective action which may include:

- Suspension (without pay, generally from one to five days) or final warning in lieu of suspension
- Termination from employment



# Personal Electronic Devices

The use of (i.e., talking, texting, internet surfing) electronic devices for personal use including, but not limited to cellular phones, bluetooth phones, laptops, MPC/iPods/iPads or PDAs, are prohibited while on duty, particularly when use may be observed by patient/family members, in the following areas:

- Your workstation
- Halls
- Elevators
- Any patient care area
- Any diagnostic area



Personal electronic devices are to be placed on silent or vibration mode and be inconspicuous while in the hospital during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others. CHI Saint Joseph Health employees may use their personal electronic devices on their rest breaks or meal breaks in authorized areas.



# Tobacco-Free, Alcohol and Drug-Free Workplace

To promote the health and welfare of patients, employees, and visitors, while complying with applicable state and local laws, the organization's offices and facilities are **tobacco-free**.

- The use or sale of all tobacco products (cigarettes, electronic devices, cigars, pipes and smokeless tobacco) are prohibited in or on all CHI Saint Joseph Health premises.
  - "Premises" is defined as all CHI Saint Joseph Health-owned and leased buildings, grounds, parking areas and vehicles
  - If employees leave the premises to smoke, they must clock out and clock in when they return to the workplace.

**All employees are required to work unimpaired.**

- If an employee is reasonably suspected to be affected by drugs or alcohol while on duty, the employee will be required to submit to alcohol or drug testing.



# Solicitation and Distribution

The purpose of this policy is to define the CHI Saint Joseph Health's policy on solicitation, distribution of literature, and employee access to CHI Saint Joseph Health facilities. In addition, the policy should minimize patient disruption and maintain a tranquil and healing atmosphere. It also limits annoyance, unnecessary expense and disruption of work among co-workers.

- "Solicitation" means inviting or attempting to persuade any individual to join in any non-work endeavor, engage in a raffle or similar contest, or purchase a product or service.
- Distribution of literature means passing out non-work related material to staff on CHI Saint Joseph Health's property either on- or off-work time.

CHI Saint Joseph Health's employees may not distribute literature of any kind or solicit employees during working time or in working areas.

- "Working time" means the time during which the Employee (whether engaged in the solicitation, or to whom the solicitation is being directed) is on duty or performing assigned work duties, but does not include meal and break periods.
- "Working area" means all areas in the facility except the cafeteria, restrooms, employee lounges and parking areas.
- "Patient care area" is defined as patients' rooms, nursing stations or areas, operating and treatment areas/rooms, examination rooms, and elevators and stairways frequently used to transport patients.



# Dress and Appearance Standards

Employees are expected to always appear professional and neat and must meet safety requirements.

- The following would not be appropriate for the hospital setting:
  - Long, artificial, or gel fingernails in patient care areas
  - Heavy perfume/cologne/lotions
  - Piercings (except in the ears)
- Your recruiter/manager should have reviewed the dress code with you prior to orientation.
- It is our policy to require high standards of personal appearance while individuals are on duty and to ensure compliance with hospital infection control standards. The many facets of dress and appearance make it impossible to set standards for all situations. All individuals are expected to use sound business judgment when dressing for meetings or events while representing CHI Saint Joseph Health.



# Attendance and Tardiness Policies

Attendance and Tardiness policy provides guidance on when an employee arrives to work late or not at all.

- **Absenteeism:** any occasion during which an employee does not work his/her entire scheduled shift or work schedule.
- **Tardiness:** reporting to work seven (7) minutes or more late, but less than two hours beyond the assigned starting time.



# Absenteeism Guidelines:

- Four (4) occurrences of active absences within a rolling twelve-month period may result in a Verbal Warning, in an attempt to correct the problem.
- A total of six (6) occurrences of active absences, or two additional occurrences from the Verbal Warning, within the rolling twelve-month period may result in a Written Warning or the next level of corrective action whichever is applicable.
- A total of seven (7) occurrences of active absences, or one additional occurrence from the Written Warning, within a rolling twelve-month period may result in a Final Warning or next level of corrective action whichever is applicable. The employee should be informed that if the problem continues there will be a possibility of imminent termination.
- A total of Eight (8) occurrences of active absences, or one additional occurrence from the Final Warning, within a rolling twelve-month period may result in termination from employment.





# Tardiness Guidelines:

- Six (6) occurrences of active tardiness in a rolling twelve-month period may result in a Verbal Warning or the next level of corrective action whichever is applicable.
- A total of eight (8) occurrences of active tardiness or two additional tardies since the Verbal Warning, of being tardy in a rolling twelve-month period may result in a Written Warning or the next level of corrective action whichever is applicable.
- A total of ten (10) occurrences of active tardiness, or two additional tardies since the Written Warning, of being tardy in a rolling twelve-month period may result in a Final Written Warning or the next level of corrective action whichever is applicable. The Employee should be informed that if the problem continues there will be a possibility of imminent termination.
- A total of twelve (12) occurrences of active tardiness, or two additional tardies since the Final Warning, of being tardy in a rolling twelve-month period may result in termination of employment.



# Timekeeping and Time Reporting

Employees will use an automated time and attendance system to capture hours worked and time away from work.

- Non-exempt employees must report beginning and ending work times on a daily basis. A thirty (30) minute lunch period will automatically be deducted, so employees do not need to clock in and out unless they take a lunch that is longer than thirty (30) minutes in duration; or they depart from the premises for personal reasons at any point during their shift. For example, if an employee leaves the premises for a 10 minute paid break, they must also clock in and out for lunch in order to be paid correctly.

## Some things to remember about clocking in:

- Don't clock in for someone else
- Do not clock in earlier than 7 minutes before your shift begins
- Obtain approval from your Manager to clock in early or out late



# Meal and Break Periods- Reporting Hours Worked

Non-exempt (hourly) employees must report beginning and ending work times on a daily basis. Non-exempt employees must never work “off-the-clock”.

- **Meal Period**

- For non-exempt employees who work 5.5 hours or more, thirty (30) minutes of **uninterrupted time** off for meal period will automatically be deducted.
- If leaving the premises, employee must clock out when they are leaving and clock in when they return.
- If 30 minute meal period is interrupted, must request to be paid

- **Break Period**

- Employees receive a paid **break period of 10 minutes** during a four (4) hour work period



# Name Badges

For security purposes and as a courtesy to patients and visitors, all staff shall wear their identification badges at all times while on duty.

- They are to be worn above the waist and below the neck with the picture visible, not on the sleeve or belt or hat.
- If the badge is worn from a badge holder or lanyard it must be a breakaway, the badge must be suspended well above the waist.
- ID badges are not to be displayed unless coworkers are on duty. ID badges must be returned to Human Resources upon termination of employment.



# Lend a Hand Program



*At CommonSpirit, we are dedicated to delivering humankindness to the newest members of our ministry. Lend a Hand provides a visual identifier for newly hired team members by placing a sticker of a helping hand on their badge. This allows our experienced staff to easily recognize new team members and to extend a warm welcome in a nurturing, supportive environment.*



# Lend a Hand

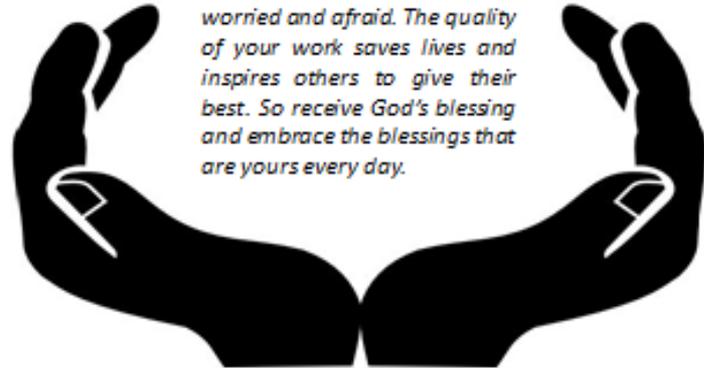
## AS NEW HIRES

A small sticker will be placed on new hire badges. They'll learn about the program in NEO.



Leaders/Chaplains share a blessing of the new hire's hands with the team.

*Bless your hands which are your instruments for healing. Your smile is a blanket of safety and encouragement for those worried and afraid. The quality of your work saves lives and inspires others to give their best. So receive God's blessing and embrace the blessings that are yours every day.*



# At The 90 Day Mark

*Continue our legacy of humankindness by investing in the lives of all coworkers.*

*For our own success to be real, we must contribute to the success of others.*

*Your strengths, when combined with the healing skills of your coworkers, can provide a limitless supply of healing ministry and connection to all.*

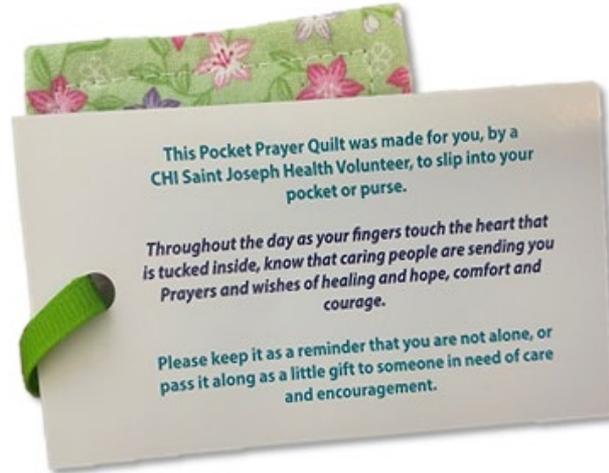
*So pay it forward. Smile, help one another, and allow God to work beside you every day.*

*Together we are stronger!*



# At The 90 Day Mark

Employees receive a CHI pin and a pocket prayer to celebrate the



# InsideCHI: Accessing Our HR Systems



Employee Login

Spouse Login

DOMAIN ALIAS

Lexington, KY



USERNAME

Remember Username

PASSWORD

LOG IN

## Need a Password Reset?

To reset your network password or unlock your network account (used for InsideCHI, Outlook, Webmail, Standard Time and Attendance (Kronos) and your work computer log in):

- Register for **CHI Easy Access**, which lets you quickly and easily reset your network password or unlock your network account. No calls to the ITS Service Desk are necessary!
- Use the self-help password reset and unlock account links on your work computer's (or Tap & Go workstation's) sign-in screen to complete these tasks. **Job aids** are available.
- [Don't have the links?](#) Go to [chieasyaccess.org](http://chieasyaccess.org) and access the tools on the right of that page.

**Important:**





### Register for Our New Employee Mobile App

We're excited to announce the launch of *connect*, our new employee mobile app. Get real-time news and information in the palm of your hand.

[Read More](#)

## News & Announcements

**Announcing New Family Care Benefits for You**  
CommonSpirit Health is partnering with Care@Work by Care.com to provide new family care benefits for all employees at CHI Saint Joseph Health starting Sept. 21.

### Spirituality of Work Feast Day

We are celebrating the Spirituality of Work in September in recognition of the spirituality found in our workplace, the meaning we find in our work, and our gratitude for the gifts and talents we bring to our daily tasks.

### Introducing CommonSpirit Health's Insights Newsletter

Beginning Sept. 23, all CHI Saint Joseph Health employees will receive a weekly e-newsletter from CommonSpirit Health. Insights is your new source for system-wide news and updates from CommonSpirit. You also will still receive your Spirit of Saint Joseph newsletter every Tuesday and Thursday.

### Continuing to Improve Our HR Systems

Beginning this fall, CommonSpirit is introducing two new HR systems in an effort to unify all HR systems across its ministry for a consistent approach that will improve the employee experience.

### New Look to Pay Statement

As of Sept. 11, you will see a new look to your pay statement. Instead of the CHI logo, pay statements will be branded with the CommonSpirit logo and colors.

### Earn Wellness Dollars by Sept. 30

The 2020 Wellness Program ends Sept. 30, so don't miss your chance to earn a few more wellness dollars. After you've earned your wellness dollars, you must redeem them by Oct. 31, or you will lose them.

### Payroll Tax Deferral Update

Since the payroll tax deferral program is not mandatory, CommonSpirit Health will not be participating. Questions? Visit EmployeeCentral or call 1.844.450.9450.

### Vaccinate Against Flu This Fall

Flu vaccines will be available through Employee Health at all hospital facilities this fall. Schedules will be released later in September.

### New COVID-19 Recommendations for Returning to Work

The Centers for Disease Control released new recommendations for health care personnel returning to work after a COVID-19 infection. Read more by clicking on the link.

### Some Meetings and Chat to be Removed from Service

## Inside Saint Joseph Contact Information

**Email Us** with questions about the new Inside Saint Joseph.

### ALERTS

#### TB Test for September Birthdays

If your birthday falls in September, don't forget to complete your annual TB test with Employee Health Services.

### QUICK LINKS

[Biomed Work Order Form](#)

[Brand Center](#)

[CHI Saint Joseph Health](#)

[Clinic Resources](#)

[Courier Services \(RML Online\)](#)

[Document Service Center](#)

[EmployeeCentral \(formerly HR Payroll Connection\)](#)

[Everbridge Manager](#)

[InsideCHI](#)

[IRIS 2.0 Reporter](#)

[IRIS 2.0 Reviewer](#)

[IT Support](#)

[Kronos](#)

[Maintenance/Work Order Forms](#)

[Mobile App](#)

[MSDS](#)

[My CHI Knowledge Hub \(Training\)](#)

[Orders & Forms](#)



#### QUICK LINKS

[Biomed Work Order Form](#)  
[Brand Center](#)  
[CHI Saint Joseph Health](#)  
[Clinical Resources](#)  
[CommonSpirit Pathways \(Formerly My CHI Knowledge Hub\)](#)  
[Concur \(Travel & Business Expenses\)](#)  
[Connect — The Employee App](#)  
[Courier Services \(MyMedSpeed\)](#)  
[Document Service Center](#)  
[EmployeeCentral \(formerly HR Payroll Connection\)](#)  
[Epic EHR](#)  
[Find a Provider](#)  
[Gmail](#)  
[Google Workspace](#)  
[Interpreter Request Form](#)  
[IRIS 2.0 Reporter \(Use Chrome Browser\)](#)  
[IRIS 2.0 Reviewer \(Use Chrome Browser\)](#)  
[IT Support](#)  
[Kronos](#)  
[Maintenance/Work Order Forms](#)  
[MSDS](#)  
[My HR Information \(formerly Workday\)](#)  
[MyBenefits](#)  
[Nursing Education](#)  
[Orders & Forms](#)  
[PolicyStat](#)  
[Provider & Services Directory](#)  
[Safety Coach Observation Forms](#)  
[Safety Countdown](#)  
[Shared Governance](#)  
[Smart Square](#)  
[Spirit of Appreciation](#)  
[TAGS](#)  
[TeleTracking \(Open Using Firefox or Chrome\)](#)  
[Webmail \(Legacy Email Read-Only Access\)](#)  
[xMatters \(Formerly Everbridge Manager\)](#)



Go to Employee Central, Under Employee Quicklinks, you'll find a link to My HR Information. Click that link to get to the My HR Information landing page.

HR News

## Sharing Our Experiences and Our Voices

CommonSpirit Health's Strategic Innovation Team – Christine Brocato, Manoja Lecamwasam, Ph.D., MBA, and Anuradhika A. – were recently featured on the Her Story podcast. They discuss the need for overcoming systemic barriers to care.

[More Information](#)



### Quick Links

[See all →](#)

[Most used](#)   [Benefits/Retirement](#)   [Learning](#)   [Human Resources](#)   [Other](#)   [Talent](#)   [Remote Indicator](#)



**Benefits/Retirements**  
Retirement/Savings Plans (Fidelity)



**Learning**  
CommonSpirit Pathways



**HR**  
My HR Information



**HR**  
View My Pay



**Benefits/Retirements**  
MyBenefits



Note: You'll find other Quicklinks here too, including MyBenefits, View My Pay and CommonSpirit Pathways (formerly MyKnowledge HUB).



On the **My HR Information landing page**, you'll find a series of tiles. Simply click on the tile and then you can review/update information, plus much more.

 <b>Profile</b> Access and update your information.	 <b>Engagement</b> Connect with your manager on a recurring cadence.	 <b>Raves</b> Recognize your colleagues for a job well done.
 <b>Growth</b> Active Goals: 0 Goals Due Soon: 0	 <b>Pay</b> View compensation and pay checks.	 <b>Transition Programs</b> Active Programs: 0 Programs Due Soon: 0
 <b>Action Requests</b> Review submitted requests.	 <b>Inbasket</b> Work Item Count: 0	 <b>Time Off</b> Manage timecard and requests.
 <b>Benefits</b> Access and update your coverage information.	 <b>Opportunities</b> Apply for open roles on our internal job board.	



# Frequently Used Tiles on My HR Information

Go to the **Profile** tile to view and update your contact information, emergency contacts, your preferred name and photo.



**Profile**  
Access and update your information.

Go to the **Raves** tile to tell a colleague “Great job!”



**Raves**  
Recognize your colleagues for a job well done.

Go to the **Growth** tile to view, track and update your performance evaluation and goals.



**Growth**  
Active Goals: 0  
Goals Due Soon: 0

Go to the **Pay** tile to view your paycheck and direct deposit information.  
*Note: Also available through View My Pay on Employee Central*



**Pay**  
View compensation and pay checks.



**Transition Programs**  
Active Programs: 0  
Programs Due Soon: 0



The **Action Requests** and **Inbasket** tiles are where you receive messages about work items where action is needed.

Go to the **Time Off** tile to view and manage your timecase.  
*Note: Also available through My Timekeeping System (Kronos) on Employee Central*



**Action Requests**  
Review submitted requests.



**Inbasket**  
Work Item Count: 0



**Time Off**  
Manage timecard and requests.

The **Benefits** tile takes you to MyBenefits, where you can manage information on your dependent coverage.  
*Note: Also available through MyBenefits on EmployeeCentral*

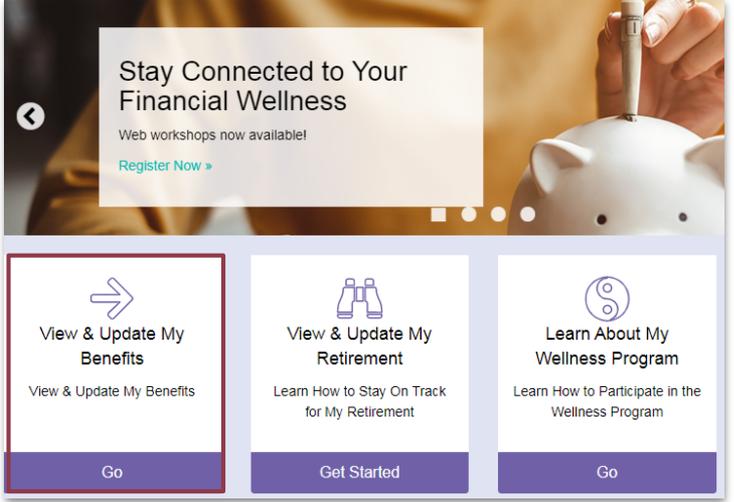
Go to the **Opportunities** tile to view and apply for open positions.  
*Note: Also available through MyCareer on EmployeeCentral*



**Benefits**  
Access and update your coverage information.



**Opportunities**  
Apply for open roles on our internal job board.



**Stay Connected to Your Financial Wellness**  
Web workshops now available!  
[Register Now >](#)

**View & Update My Benefits**  
View & Update My Benefits  
[Go](#)

**View & Update My Retirement**  
Learn How to Stay On Track for My Retirement  
[Get Started](#)

**Learn About My Wellness Program**  
Learn How to Participate in the Wellness Program  
[Go](#)



# Your Pay

- Payday is every other Friday and is by **direct deposit**.
- You are required to set up your direct deposit information your first week of work to prevent delays in receiving payment. Please work with your supervisor if you have any questions regarding how to complete this step.
- You may view your pay stub on the HR/ Payroll Connection by Wednesday of pay week.
- Review your pay stub carefully to be sure that deductions and time off has been recorded properly.



# CommonSpirit Pathways



🕒 15 Completions  
🕒 13 Hours

Hi KIRBY! What would you like to learn today?

Your Subjects [Add](#)

You don't have any subjects yet. Add a few to get better recommendations.

Your Playlists

0	0	0
Created	Followers	Followed

Transcript [View](#)

0	3	0
PAST DUE	DUE SOON	ASSIGNED / NO DUE DATE

**DUE SOON**

**CSH Fraud and Abuse Level 1 - Staff**  
In Progress Due on 9/30/2021  
\*\*\* [Open Curriculum](#)

**CSH Cybersecurity Enterprise**  
Registered Due on 9/30/2021



Care for Caregivers  
CommonSpirit

Inspired by Your Subjects

No Suggestions Found  
[Add Subjects](#)



# Employee Feedback

- The Performance Culture Assessment-“PCA”
  - New Hire- 90 Day Survey
  - Mid Year Check- in Survey
  - Annual Survey
- Additional Forums for Feedback
  - Town Hall Meetings
  - CHI Saint Joseph Health News
  - Safety Huddles
  - Open Communication with Leaders

feedback



# New Hire 90 Day Surveys

**SMD administers** survey through email invitation

**90-day surveys** are open for 4 weeks after initial invitation

- 1 reminder arrives 2 weeks after initial invitation
- 2 reminder arrives 3 weeks after initial invitation
- Managers are copied on reminders



# 2023 SPIRIT of Appreciation

The image shows a screenshot of the CHI Saint Joseph Health Spirit of Appreciation program interface. The interface includes a header with the logo and navigation links, a main content area with a search bar and a large image of a person, and a sidebar with user information and account settings. Overlaid on the screenshot are several purple boxes with white text, each representing a recognition category. A large purple arrow points from the 'Enterprisewide Recognition' box down to the search bar.

**Enterprisewide Recognition**

**Peer-to-Peer Recognition**

**Service Anniversary Awards**

**Leader Discretionary**

**Retirement Awards**

CHI Saint Joseph Health Spirit of Appreciation

POINTS 0 Shop

Home Information My Reports

Anne Monte

Please verify your account recovery information in your security settings. [Verify Now](#)

Dashboard Settings

MY BADGES PROGRAM RULES My Hub

See Your Badges My Groups

Check out the EZ THANKS APP!

Announcing the new Spirit of Appreciation employee recognition program!

UPCOMING CELEBRATIONS

JH 10 JESSICA HOSKINS

WW 10 WENDY WELCH

JB 15 JOYCE BURNS

View All

Contact Us FAQs Privacy Policy Logout



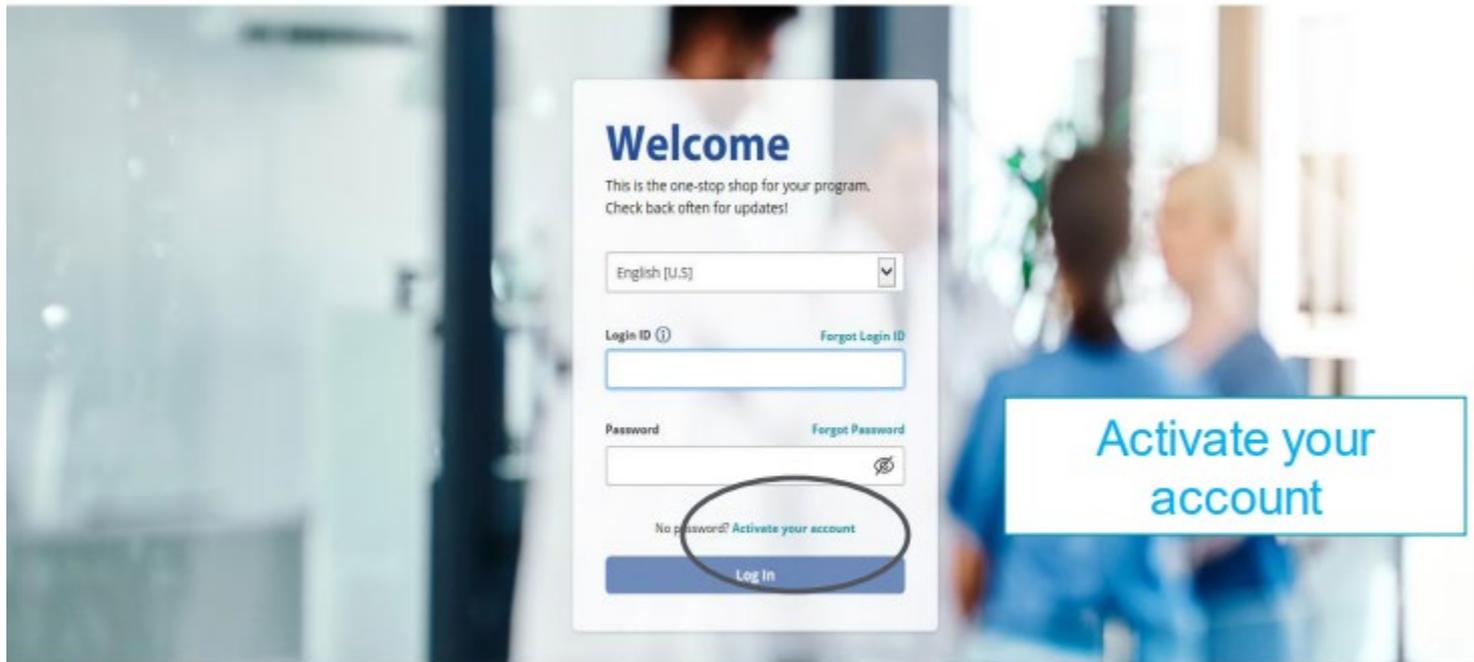
Access the program website at any time, on any device to:

- Recognize co-workers
- Get program updates
- Check your point balance
- Browse the award catalog or redeem your points

Additional assistance can be provided by the help desk: [spiritofapprechelp@biworldwide.com](mailto:spiritofapprechelp@biworldwide.com)



# Activate Your Account



**Welcome**

This is the one-stop shop for your program.  
Check back often for updates!

English [U.S.]

Login ID ⓘ [Forgot Login ID](#)

Password [Forgot Password](#)

[No password? Activate your account](#)

Log In

Activate your account



URL: <https://spiritofappreciation.performnet.com/spiritofappreciation/login.do>

# Get The App

## DOWNLOAD THE EZ THANKS PROGRAM APP

### **iPhone Users:**

- Go to the App Store
- Search for the EZ Thanks App
- Tap GET, then INSTALL

App ID: spirit (lower case)

### **Android Smart Phone Users:**

- Go to the Play Store
- Search for the EZ Thanks App
- Tap INSTALL



To access the EZ Thanks App, enter your recognition program Login ID and password

**NOTE:** If you downloaded the app using the KentuckyOne app code, you'll need to log out of the app and re-enter the new app code



# Send a Recognition

The screenshot displays the user interface for the Spirit of Appreciation program. At the top left, the CHI Saint Joseph Health logo and 'Spirit of Appreciation' text are visible. A navigation bar includes 'Home', 'Information', and 'My Reports'. On the right, a user profile for 'Anne Monte' is shown with a 'POINTS 0' indicator and a 'Shop' icon. A security notification prompts the user to verify their account recovery information. Below this, there are links for 'Dashboard' and 'Settings'. The main content area features a search bar with the placeholder text 'Who do you want to recognize' and a 'My Groups' dropdown menu, both of which are circled in red. Below the search bar, there is a promotional banner for the 'EZ THANKS APP!' and a section for 'UPCOMING CELEBRATIONS' listing employees like Jessica Hoskins, Wendy Welch, and Joyce Burns. The right sidebar contains sections for 'MY BADGES', 'PROGRAM RULES', 'MY SETTINGS AND INFO', 'WORKSHAPPER', and 'SITE INFO'.



# Award Points Details

Following are details related to points earned in this and other employee recognition promotions:

- Points are automatically deposited in the award recipient's online account
- Points have no expiration date and no equivalent cash value
- Applicable shipping and handling charges are included in the point value of each award item

Award point taxation:

- Points have value and are considered a form of income, subject to federal income tax
- Taxes on points received are calculated on only 65% of the point value
- Federal tax associated with points will be included in the last pay statement of the year in which they were received.
- The taxable value of points earned will appear on the last pay statement of the calendar year as "Gift Cert Award Tax" As an example: Points Received Estimated Tax 25 points < \$2.00, 75 points < \$5.00, 150 points < \$10.00



# Talent Acquisition

## Refer a friend today to get an additional bonus!

How the Employee Referral Program works:

- Any current CHI Saint Joseph Health FT, PT or PRN employee may refer an employee
- Both employee and person referred must be employed at time of payout
- Bonuses are paid the pay period after the referrals 90th day
- Your referral must list you on their application as the referral source
- Only one person can refer an employee (no double or split referrals)
- You can refer multiple people as well and the bonus is determined by recruitment at the time in which the position is posted





# Activity

What will your story be?



# First Connections Evaluation

