



New Hire Orientation Guide

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Measures of Success

Parkview's Diamond



Mission & Vision

As a community owned, not-for-profit organization, Parkview Health is dedicated to improving your health and inspiring your well-being by...

- Tailoring a personalized health journey to achieve your unique goals
- Demonstrating world-class teamwork as we partner with you along the journey
- Providing the excellence, innovation and value you seek in terms of convenience, compassion, service, cost and quality

Values

Parkview Health values are evident in every action throughout the Parkview family of caregivers.

Trust

We have mutual respect and confidence in the professionalism, ability and character of others.

Quality

We provide individualized, patient-focused care. We put Trusted Care into action through technology, education and best practices in medicine. We all contribute to and are proud of the quality of care our patients receive.

Flexibility

We accept and adapt to change readily, in innovative and proactive ways. We anticipate change and know that it will not be trouble-free.

Teamwork

Working together, we actively and respectfully listen to each other's ideas. We communicate openly, honestly and constructively.

Stewardship

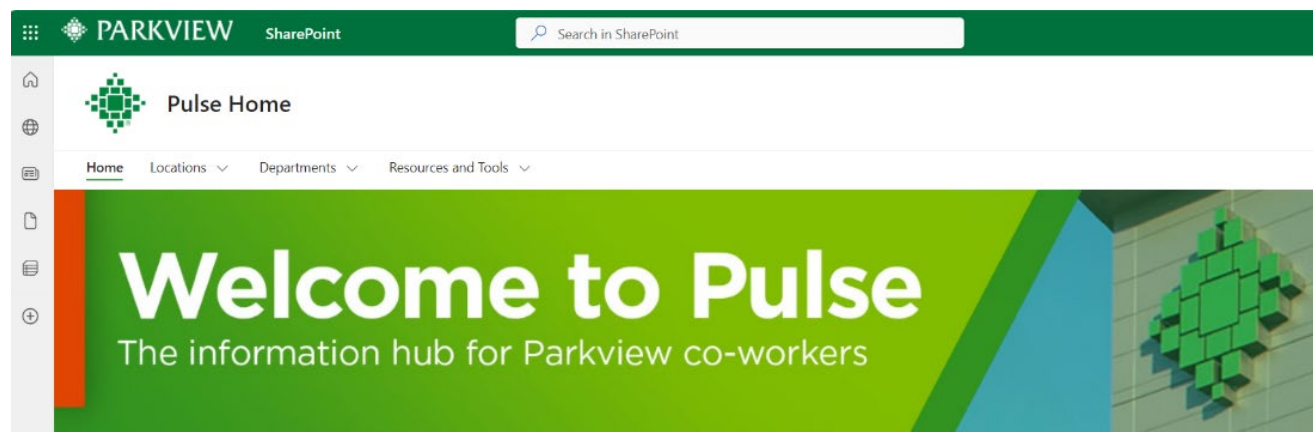
We manage the care of our patients as if they were members of our own family, and we manage financial and material resources as if they were our own. We gratefully return dollars and volunteers actions to our communities to improve the health of our communities. We value, nurture and develop human potential by teaching, encouraging and motivating others to succeed.

Parkview's Promise

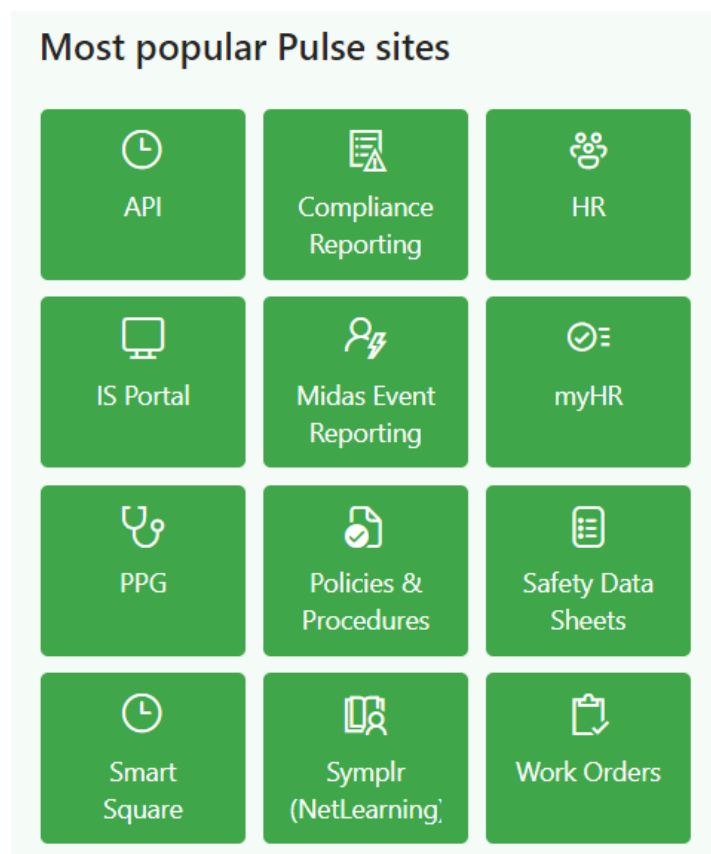
Excellent Care, Every Person, Every Day

SharePoint & Pulse Terminology

What is Parkview SharePoint/Pulse?



Parkview SharePoint, also referred to as “Pulse” or the “Pulse Page” is our information hub for Parkview co-workers. On this page you will find organizational news and updates; including all Parkview locations, departments, along with resources and tools. Each Parkview location and department has their own individual Pulse page which contains additional information, contacts, links, and tools relevant to that location or department. The Pulse page also contains a section for the organization’s “most popular Pulse sites” for quick and easy access.



How do I access Parkview SharePoint/Pulse?

Typically, you will not have access to Parkview’s SharePoint/Pulse page by your orientation date, however, our Information Services team works to get you access within your first week of employment. Once you have been granted access, you can get to Parkview’s SharePoint Pulse page by either typing in the following URL:

<https://parkviewhealth.sharepoint.com/sites/Pulse>

or by launching the Microsoft Edge Web Browser on your Parkview computer.

Employment Safety Policy

Report any of the following immediately to your Leader or the House Supervisor:

- Accidents/incidents with injury/illness of any severity
- Accidents/incidents resulting in property or equipment damage
- Any near miss incidents that could potentially have resulted in injury/illness or property damage
- Any unsafe behavior, equipment or process
- Any Workplace violence issues or behaviors

Injury Reporting Requirements

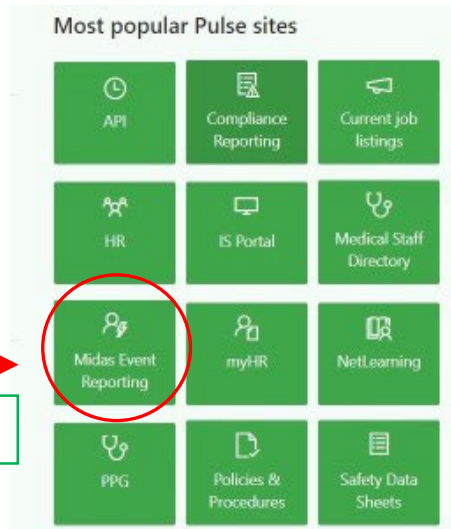
- Coworkers are required to complete a MIDAS event report by the end of their shift
- Coworkers **must notify their leader and the House Supervisor of injury**
- You do NOT to go to the ED to be seen unless you are seriously injured and directed there by Employee Health.

Event Reporting



- Complete a MIDAS for employee injuries, workplace violence events, risk events or safety events/concerns
- From Parkview Pulse home page, select Midas Event Reporting

Step 1 Select the Midas Event reporting button



Event Reporting



- The Midas Event Reporting should be completed by the end of your shift or as soon as possible depending on the event scenario.



Select a Form

Risk	Patient Relations
RISK EVENT ENTRY	PATIENT COMPLAINTS
<div>Step 2 select risk event type</div>	

Help

Event Reporting

- Midas Event reporting can be done in Six(6) easy steps- Many are fill in the Blanks and or require you to choose information.



Step 3 enter & Choose the Facility

Midas® Remote Data Entry

Select the Facility and Event Date

Facility: PRMC (PVN)

Event Date:

Affected Individual:

Code	Description
PBH	Parkview Behavioral Health
PBTC	Parkview Business Technology Center
CMP	Parkview Carew Medical Park
PCO	Parkview Corporate Offices
PDH	Parkview DeKalb Hospital
PVDC	Parkview Distribution Center
PEC	Parkview Education Center
HHC	Parkview Home Health Care
PVH	Parkview Hospital Randallia
PHH	Parkview Huntington Hospital

Prev Next Cancel

Event Reporting

- Many of the Steps offer pull-down Menu's to assist you in completing the information.



Step 4 enter Date

Select the Facility and Event Date

Facility: PRMC (PVN)

Event Date: 2/28/2022

Affected Individual: ☐ Patient ☒ Non-Patient

Previous Next

Select the Facility and Event Date

Facility: PRMC (PVN)

Event Date:

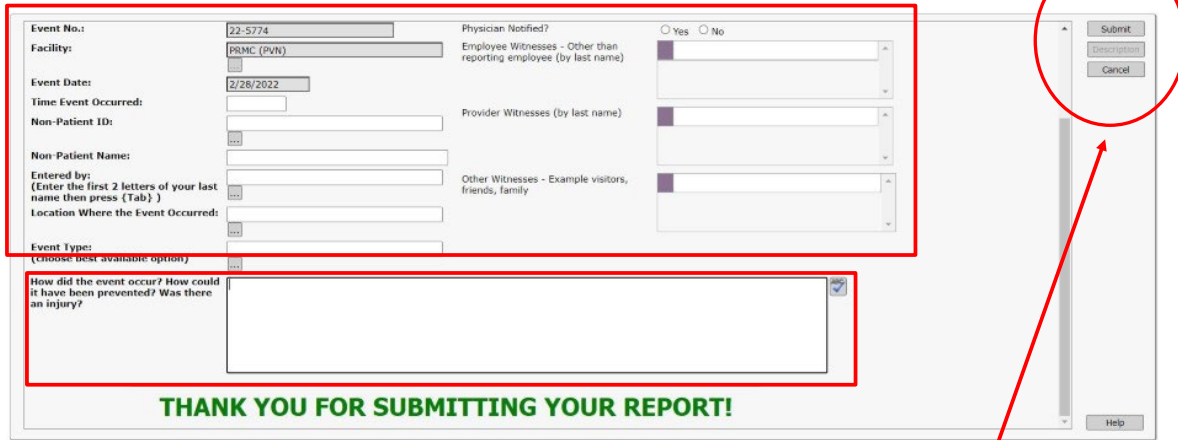
Affected Individual:

February 2022

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

Event Reporting

Step 5 complete the Data Boxes- type in details of the event



The screenshot shows a web-based form for event reporting. A green box highlights the top section of the form, which includes fields for Event No., Facility, Event Date, Time Event Occurred, Non-Patient ID, Non-Patient Name, Entered by, Location Where the Event Occurred, and Event Type. A green arrow points from the 'Step 5' instruction to this section. A red box highlights the bottom section of the form, which includes a large text area for 'How did the event occur? How could it have been prevented? Was there an injury?' and a 'Submit' button. A red arrow points from the 'Step 6' instruction to the 'Submit' button. The form also includes fields for 'Physician Notified?' (Yes/No), 'Employee Witnesses - Other than reporting employee (by last name)', 'Provider Witnesses (by last name)', and 'Other Witnesses - Example visitors, friends, family'. A 'Help' button is located at the bottom right of the form.

Event No.: 22-5774
Facility: PRMC (PVN)
Event Date: 2/28/2022
Time Event Occurred:
Non-Patient ID:
Non-Patient Name:
Entered by: (Enter the first 2 letters of your last name then press (Tab))
Location Where the Event Occurred:
Event Type: (choose best available option)
Physician Notified? ☐ Yes ☐ No
Employee Witnesses - Other than reporting employee (by last name)
Provider Witnesses (by last name)
Other Witnesses - Example visitors, friends, family
How did the event occur? How could it have been prevented? Was there an injury?
THANK YOU FOR SUBMITTING YOUR REPORT!
Submit
Cancel
Help

Step 6 submit the event



Public Safety

Parkview Co-worker Parking Lot Maps

Please scan the QR code on this page to view Parkview co-worker parking lots. It will take you to the Parkview Hospital parking maps, with co-worker approved parking locations.

(There may be a delay in opening the maps.)



Contact Information

You can contact Public Safety/Security at (260) 266-1800 or (260) 373-3300. In an emergency, dial 1-911.

ID Badge

More information on obtaining your ID badge can be found on the New Hire webpage under 'Pre-hire onboarding information' or by using one of these links: [Allen County Badging Office Location and Hours](#) or [Community Hospital Co-worker ID Photo Submission](#).

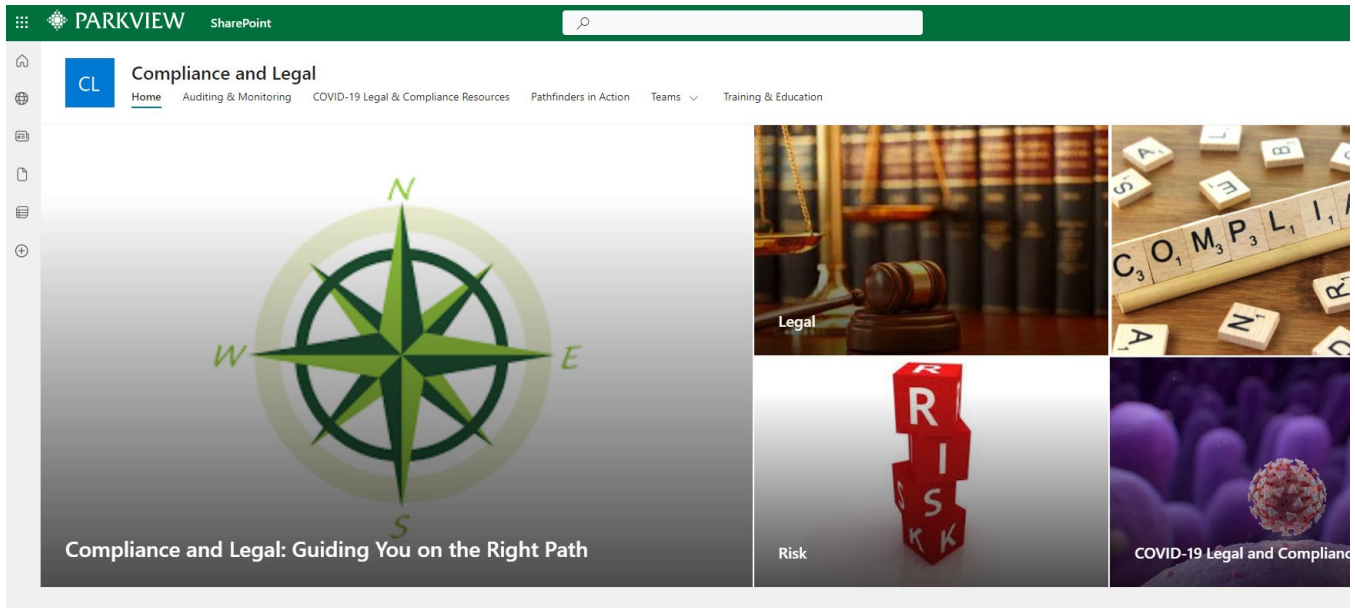
Parking

Park in the appropriate parking lots designated for Parkview co-workers. Shuttle service is available at the PRMC campus. You can register your vehicle by following the link under 'Pre-hire onboarding information' on the New Hire webpage or by clicking this link: [New Co-worker Vehicle Registration](#)

Compliance & Legal

Contact Information

- If you have a concern, go directly to your leader or a compliance officer (260) 373-7005 or (260) 373-7100.
- You can send an email to compliance-risk.officer@parkview.com.
- Call the hot line number: 260-373-7021
- Send an anonymous e-mail through the Compliance and Legal Pulse page.

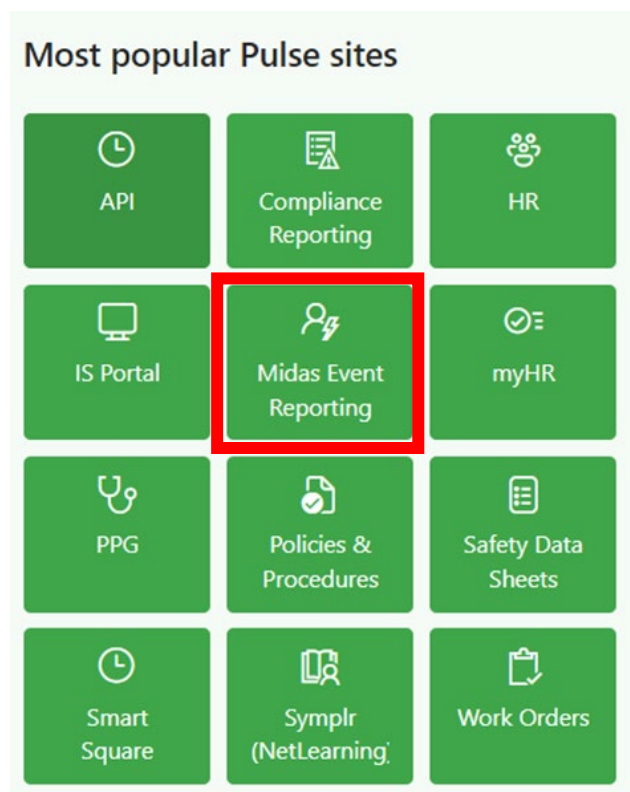


Risk Management

Human error is inevitable, even among the most conscientious professionals practicing the highest standard of care. Identification and reporting of adverse events, including those that result from practitioner error, are critical to our efforts to continuously improve patient safety. Likewise, Parkview Health managers have the duty to recognize the inevitability of human error, to attempt to design systems that make such errors less likely, to avoid punitive reactions to adverse event reporting and response to honest errors.

Midas Event Reporting

Adverse events should be reported through the electronic reporting system Midas. Midas Event Reporting can be found on the Parkview Health SharePoint Pulse Page under the “Most Popular Pulse Sites.”



Contact Risk Management

If you have any questions, concerns or suggestions for improving patient safety, please contact

Risk-Management@parkview.com

Joint Commission

Parkview Health hospitals are accredited by The Joint Commission.

Any individual who provides care, treatment or services that has a concern about the safety or quality of care provided in the organization is encouraged to report their concerns to their leader or via the **Parkview Compliance Hotline at 373-7021**. If these concerns persist, they may be reported to The Joint Commission without retaliatory action from Parkview Health.

API Time and Attendance

Clock In With Quick Badge

Use Quick Badge when using special codes such as No Lunch, Education, Meetings, or other events for changes from the normal schedule.

1. Click **Quick Badge** on the toolbar
2. Make changes to fields as appropriate:

Special Code 1	
Special Code 2	
Special Code 3	
Special Code 4	
Special Code 5	

3. Click a Special Code field, then select a code from the lookup list.

Field Look Up Values		
Facility: SJH		
Code	Description	Category
CI	Called-In	Both
CJP	Called-In Phone	Both
CNPJ	CN3/CN4 Project	Both
Time		

Change Department, Job Class, Hours, etc. as needed.

Facility	
Cost Center	
Reporting Unit	
Job Class	
Quick Code	
Position	
Hours	
Start/End Time	
Project	

Field Look Up Values		
Facility: SJH		
Code	Description	Category
1201.30100	Nursing Administration	
1201.30101	Nursing Administration	
	Critical Care University	
1201.30110	Nursing Float -	
	Supplemental Staffing	
1201.30400	ICU	

Field Look Up Values		
Facility: SJH		
Code	Description	Category
00002	Director Environmental Services	
00004	Director Respiratory Therapy	
00008	Director Facilities	
00009	Director Food & Nutrition	

4. Click **Save** when finished

Tips

- Click red arrows to expand cards and lists
- Click folder icons, calendar icons, etc. to see more detail
- Click any transaction to view its details
- Hover the mouse over transactions to see informational tags about the items
- Red checkmarks indicate information is entered correctly
- The Navigation Pane on the left side is dependent on the Section selected
- A red * indicates required fields
- Time Format (start and end times): four digit format Ex. 0730
- Hours/Units Format: the hours to be used Ex 8 for full day; 4 for a half day
- Blue R on calendars = requested time

Customize Preferences

Choose a Notification Method for system messages to be sent to your email, or kept in the portal message area.

- **Preferences > My Preferences card > Notification Method**
- Select **Email** to send messages to Outlook mail
- When **Portal** is selected, you can view messages in **Actions > Employee > Messages**, or on the Home page

Sign up for Event Subscription to be notified when an event occurs

- **Preferences > My Preferences card > Event Subscription**
- Select a card; then either Portal or Email for the notification delivery method



API Healthcare Time and Attendance Quick Reference Version 09.01

Open Time and Attendance ESS

1. Enter User Name and Password on the log in screen
2. (Select **Quick Badge Only** on the log on screen if you are not opening Time and Attendance.)
3. Click the **Login** button

Clock In - Basic

- A. Swipe badge at a Badge Reader
- B. Or use **Quick Badge** on a computer

Employee Sign Off

At the end of each pay period review your time card, and confirm its accuracy by clicking the **Employee Sign Off** button, then the **Approval** button under Employee Actions section.



Appears when time card is complete

Employee Section

Request Clocking

To enter work time

1. Open Employee section
2. Click **Add Clocking** in the Employee Actions or Employee Favorites
3. Enter fields with red * (Date, Time, Special Codes) and other applicable fields on the clocking form. See *'Tips' for formats*

4. Click **Save**

Edit/Delete Clocking or Calendars (Only unapproved items can be changed by the employee. Supervisors can change approved entries.)

1. Click the check box in the Transaction list in TCS or the calendar icon in Monthly View

2. Select a cancel or delete action in the Transaction List Actions menu

Or click the red arrow to view the detail

Edit the entry screen, then

Save

Overview - sections



Home: To quickly access Messages, Workflow Actions, Transaction Requests, Bookmarks, Calendar
Quick Badge: To clock in or out using special codes
Employee: To manage transactions, view benefits and pay distribution
Reports: To run reports
Actions: For functions and processing options; lists action cards and bookmarks
Preferences: To change displays and notifications
❖ Sections are divided into Cards
❖ The Navigation pane on the left side is specific to the section selected

Time Card View (Open Employee section)

Transaction List across top; Benefits- Lower left; Pay Distribution - Lower right

<input type="checkbox"/>	IN	b	Tue 02/01/2011	06:26	-----	1201.32210	0120	▼
<input type="checkbox"/>	OUT	b	Tue 02/01/2011	14:33	-----	1201.32210	0120	▼
<input type="checkbox"/>	IN	b	Wed 02/02/2011	06:28	-----	1201.32210	0120	▼
<input type="checkbox"/>	OUT	b	Wed 02/02/2011	14:30	-----	1201.32210	0120	▼

Requests

Requested

Pending Review

Benefit Balances

Assignments

Pay Distributions (Daily Hours) AHR 64.00 Total: 72.30

Pay Distributions (Actual Hours) AHR 64.00 Total: 72.30

Pay Distributions (Actual Dollars)

Pay Distributions (Scheduled Hours) AHR 64.00 Total: 0.00

Clocking Form

Use:

Transaction Code:

Report Code 1:

Report Code 2:

Report Code 3:

Report Code 4:

Report Code 5:

Original Code:

Project Time:

Requested Section:

Calendar Form

Use:

Under:

Transaction Code:

Report Code 1:

Report Code 2:

Report Code 3:

Report Code 4:

Report Code 5:

Original Code:

Project Time:

Requested Section:

Employee Section

Request Time Off

To request vacation, sick time, jury duty, and other benefit time

1. Open **Employee** in Time Card view (TCS under Employee Sections)
2. Click **Add Calendar** under Employee Actions
3. Enter Date, Pay Code, and other applicable fields on the calendar form. See *Tips for formats*

Add Multiple Day Calendar

1. Open **Employee** in **Monthly View** (under Employee Sections)
2. Click first day; hold **Shift** key down and select last day to include, or hold **Ctrl** Key down and click individual days * *Do not include weekend days if not part of your regular schedule*
3. Click **Add Calendar**
4. Complete other fields; **Save**

PARKVIEW CO-WORKER EXPERIENCE TEAM

*EMBRACING CO-WORKERS IN ALL AVENUES OF LIFE BY PAVING PATHWAYS TO
SUCCESS. TOGETHER, WE ARE PARKVIEW*

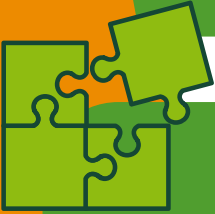
CO-WORKER ASSISTANCE

HAND UP PROGRAM

Up to \$1,000 per year • Meant for unplanned emergencies
Examples: car repair, rent, mortgage, utility bills, etc.

CO-WORKER ASSISTANCE

Chronic Needs • Partner with CARE Team to work towards a
pre-determined goal
Examples: Financial Assistance, Housing, Mental Health,
Transportation



RETENTION & ENGAGEMENT



INTERNAL MOBILITY SOURCING - IMS

HR & Leadership vetted • Co-worker stays in current role •
Helps co-worker explore other opportunities currently available
within Parkview • Co-worker Initiated

MATCH PROGRAM

HR & Leadership vetted • Co-worker is removed from their
current role • Temporary assignments are based upon
Department Needs Request • 60-day timeframe to find new
position • Leader or Co-worker Initiated

CONTACT INFO

EMAIL CARE@Parkview.com

PHONE 260-266-7292

TEXT Text the word "Resources" to 52345

WEBSITE <https://parkviewhealth.sharepoint.com/sites/ParkviewCARETeam>

SCAN ME



Celebrate Excellence

How The Program Works

This section provides an overview of Parkview's Celebrate Excellence recognition program, the various tools available on the portal and information about Parkview's service awards.

Celebrate Excellence empowers co-workers to recognize individuals and teams in meaningful ways. Through the program you can:

- Share everyday wins and successes
- Send e-cards to say thanks, celebrate occasions or highlight achievements
- Award value badges to co-workers who embody Parkview's values.
- Like and comment on posts or e-cards

My Profile

Here you can see the value badges and e-cards you've received. You can also edit your personal recognition preferences.

Social Newsfeed

The Social Newsfeed is continuously updated with posts from Celebrate Excellence users. Here's where you can see all your co-workers' recognition that was shared publicly.

Give Recognition – With an E-Card

E-cards are a great way to recognize outstanding contributions or to give instant thanks to co-workers. They are easy to send and are available for a variety of occasions and work related achievements.

Give Recognition – With a Value Badge

Value badges enable you to recognize co-workers who embody Parkview's values. These values include:

- World-class teamwork – Building partnerships by emphasizing team over self
- Service excellence – Exceeding expectations and serving every person with compassion, respect and integrity
- Safety – Creating an environment free of physical and psychological harm
- Quality – Continually improving the Parkview experience by promoting high-quality care
- Innovation – Creating new and better ways to deliver and improve care
- Stewardship – Being mindful of resources and developing human potential

Service Awards

Service awards are an important part of Parkview's Celebrate Excellence recognition program.

Every year on your service anniversary, Parkview will email you, thanking you for your service. Then, starting with your five-year anniversary, Parkview will celebrate your "milestone service anniversary" with two special gifts and continue to do so in five-year increments (5, 10, 15, 20 years, etc.).

The two milestone anniversary gifts are:

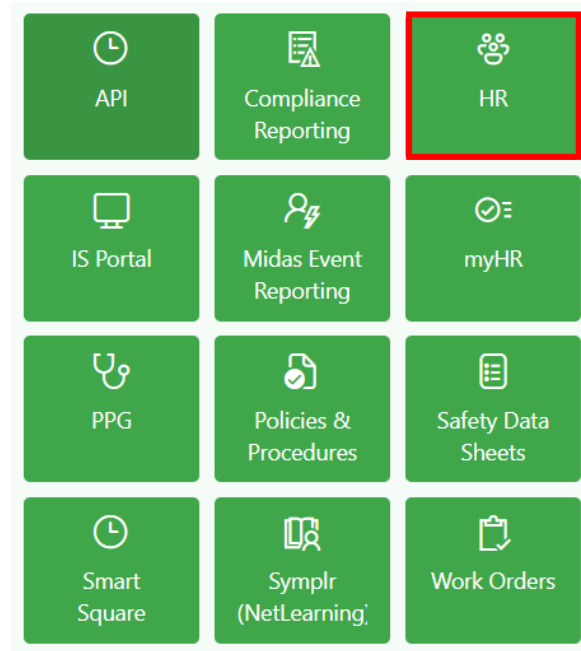
1. Lapel pin displaying your year of service – Mailed to your home prior to your anniversary.
2. Virtual Amazon gift card – Sent to your Parkview email by the day of your anniversary.

The longer you stay at Parkview the more you will be rewarded – specifically, in terms of high dollar amount on your gift card. For more information about gift card amounts, milestone anniversaries, and service awards, see the instructions on navigating to the platform below.

Navigating to the Platform

Please be sure to set up your personalized profile for our recognition program, Celebrate Excellence. As a new co-worker, you will receive an email with instructions on how to set up your profile.

To get to this platform, go to the Parkview Pulse home page (you may not have access to this yet) and navigate to “Most Popular Pulse Sites” on the right of the screen. Click on the HR button (see image below).



Once on the HR Pulse page, scroll down to find the Celebrate Excellence button and click on it to launch the platform. From here you will be prompted to set up your profile.



PARKVIEW EMPLOYEE

Assistance Program



When facing life's storms, it is comforting to know that you have somewhere to turn: Parkview's Employee Assistance Program.

An Important Resource

No one is immune to hardship. Your employer agrees. That is why they provide the Parkview Employee Assistance Program (EAP) for you and your family members at no cost. This confidential service can be of great value as you work through life's storms.

Private and Professional

All of our EAP services are kept confidential. No information about you or your participation in the program is released without your written consent. Your participation in the Employee Assistance Program will not be shared with your supervisor.

Help in Any Situation

The Parkview Employee Assistance Program can help you and members of your household with a variety of difficult situations. All Parkview EAP counselors are licensed counseling professionals and are knowledgeable in a variety of areas, including:

- Crisis intervention
- Family and marital problems
- Alcohol and drug dependence
- Personal and work stress
- Grief and loss
- Divorce survival
- Troubled teenagers
- Emotional difficulties

Often, the best approach includes short-term counseling sessions with an EAP professional. Sometimes, an individual requires a referral to another professional or agency better suited to address the situation. Should the need arise, your insurance benefits and coverage would be considered.

Simple

When you or your family member calls for an appointment with an EAP counselor, your appointment will be scheduled as promptly as possible. At the appointment, you will meet with a trained professional who will help assess your situation. He or she will assist you in determining the steps necessary for resolving the issue.

Your employer provides your confidential EAP services at no cost to you.

Flexible

The Parkview Employee Assistance Program counselors will try to find an appointment that fits easily into your schedule. Confidential appointments can be made by you or any member of your household.

Locations

INDIANA LOCATIONS

Fort Wayne North - MAIN OFFICE

3948 New Vision Drive, Suite E
Fort Wayne, IN 46845
(East side of Building L, facing Diebold Road)

Fort Wayne Central

Parkview Hospital Randallia
2200 Randallia Drive
Fort Wayne, IN 46805
(Chapel classroom on 2nd floor)

Fort Wayne South

9318 Airport Drive
Fort Wayne, IN 46809
(Parkview Occupational Health Clinic)

Auburn

1316 E. 7th Street, Lot B – Door 4
Auburn, IN 46706
(Parkview Occupational Health Clinic)

Columbia City

885 W. Connexion Way
Columbia City, IN 46725
(Parkview Medical Plaza next to Parkview FirstCare)

Huntington

2708 Guildford Street
Huntington, IN 46750
(Parkview Occupational Health Clinic)

LaGrange

207 N. Townline Road
LaGrange, IN 46761
(Parkview LaGrange Hospital, terrace level conference room between admin and the cafeteria)

Kendallville

1844 Ida Red Road
Kendallville, IN 46755
(Parkview Occupational Health Clinic)

Wabash

Medical Office Building 8
John Kissinger Drive
Wabash, IN 46992
(Entrance 8, 2nd floor in Education Room)

Warsaw

1021 Mariners Drive
Warsaw, IN 46582
(Inside Parkview Employer Solutions building)

OHIO LOCATION

Bryan

433 W. High Street
Bryan, OH 43506
(Use the main entrance; the EAP office is on the 4th floor)

Call Parkview Employee Assistance today. Together, we will ride out life's storms.

(260) 266-8060 or (800) 721-8809
After-hours crisis line: 260-446-1867

MyWell-Being

Contact Information

Email: MyWell-Being@Parkview.com

Phone Number: (260) 266-6490

***Please note, some links referenced below you may not yet have access to. Please try utilizing these links once you have access to SharePoint/Pulse. ***

Calm App

Calm is the world's leading app for mental fitness. It provides resources such as guided meditations, music and sleep stories to lower stress, reduce anxiety, improve focus and encourage restful sleep.

A free premium subscription is available to all co-workers, providers and business associates. Visit the [Parkview co-worker Calm link](#) to create a new account or sign in with your Parkview email address.



RxWell App

RxWell is a mobile mental health app designed to help you manage anxiety, depression or stress. RxWell also allows you to speak with a specially trained RxWell health coach at your convenience, directly from your mobile device, at no charge.

To register, email MyWell-Being@parkview.com with your first name, last name, date of birth, last four digits of your Social Security number, gender, address, phone number and preferred language. Once your information is received, the MyWell-Being team will send your member ID number as well as directions to download the app and activate your account.

Question, Persuade, Refer

The goal of Question, Persuade, Refer (QPR) classes is to save lives by providing innovative, practical and proven suicide prevention training. Just like CPR training, QPR is an emergency response to someone in crisis.

Training sessions are currently available at the Parkview Regional Medical Center and Parkview Hospital Randallia. To register, go to your [MyWell-Being portal](#). Click on "Well-Being Resources" and then "QPR Registration" to sign up for the class that best fits your schedule.

VITAL WorkLife

This external mental health provider offers free and confidential behavioral support, coaching, and legal and financial services to help you and your family analyze, address, and resolve problems that have an emotional impact on your life. This resource is available to all Parkview co-workers and extended family members, including spouses, partners, children, siblings, and parents – even if they reside in another state!

To access VITAL WorkLife, call 1-800-383-1908, visit the [website](#) or download the app from the Apple iTunes store on iOS devices or from the Google Play store on Android devices. You can also scan the QR code to download the app.

Vital WorkLife App:

Create your account with any email address and password
Company username: parkviewhealth

Simply log in with Parkview's credentials below on the VITAL WorkLife website:

Username: parkviewhealth



Service Excellence

I-Respect

I am Parkview Health

- We are proud of our association with Parkview and the mission to serve our community

Resolve Issues

- We prevent and resolve issues to maintain customer confidence

Exceed Expectations

- We seek to understand and exceed our customers' service expectations

Service Excellence

- We consider individual customer needs and provide service with respect, compassion, and integrity

Professionalism

- We demonstrate pride in the professionalism of our personal appearance and in the appearance of our facilities

Enhance Performance

- We improve the processes that deliver service to our customers

Confidentiality

- We guarantee confidentiality and respect all aspects of customer privacy

Together, We're Better

- We partner together to enhance the quality of service we deliver to our customers

What is Service Excellence?

Parkview's Service Excellence goal is to provide
Excellent Care to Every Person, Every Day

We accomplish this through
World Class Teamwork

"At Parkview Health, our culture is built upon our shared values, such as providing kind and compassionate care. As so many of our co-workers demonstrate every day, our ability to empathize with patients and their loved ones – to imagine ourselves in their place – can transform the patient experience."

What is Service Excellence?

To consistently meet and exceed the expectations of our customers – patients, families, community, co-workers. It is a combination of professional service excellence with outstanding personal service.

How do we create a culture of Service Excellence at Parkview Health?

It starts with **YOU!** Delivering quality service stems from your compassion, purposeful and worthwhile work and desire to make a difference.

At Parkview, we LEARN together.

L

LISTEN

Listen to understand, not to respond.

- Clear your mind. Be alert.
- Align body. Make and maintain eye contact.
- Lean in slightly. Say “Mm-hmm” and nod to show you’re listening.
- Avoid interrupting. Pause while the individual speaks, then recap the conversation.

E

EMPATHIZE

Display empathy in a sincere and compassionate way.

- Make a personal connection. Remember a time when you felt the same emotion.
- Be open and approachable.
- Ask curious questions to better understand.
- Acknowledge their feelings. “That must be difficult.”

A

APOLOGIZE

Be specific, genuine, sincere and authentic.

- Use first person pronouns “I” and “we”.
- Say “I’m sorry” without the “but.”
- Be aware of body language and tone.
- Check your ego and be humble.

R

RECOVER

Work to remedy the situation and move forward.

- Say “Thank you for sharing.”
- Share what you will do next.
- Manage up.
- Don’t over promise. Set realistic expectations.
- Ask “What else can I do for you?” or “What else do you need right now?”

N

NURTURE

We cannot pour from an empty cup.

- Allow yourself a few moments to pause.
- Take a walk.
- Share with your leader or co-worker if you’re struggling.
- Utilize Parkview’s support resources.



First Impressions: The Patient Experience

- What is a first impression? Opinions that you form immediately, before thinking thoroughly.
- First impressions are formed within a tenth of a second. It is powerful and lasting. Once it is formed, it is difficult to alter.
- Factors that form our impression – clothes/physical appearance, body language, mannerisms, posture, facial expressions, age, race, gender, environment.
- What will I do to positively impact the patient's first impression?
 - Smile / Introduce yourself and your role
 - Eye contact
 - Narrate where you're going and what you're going to do; what's next
 - Provide updates while waiting, offer comfort measures

You never get a second chance to make a first impression.

AIDET Plus the PromiseSM

The purpose of AIDET is to help guide a more personalized patient/person interaction through developing and practicing these communication skill elements.

AIDET=Acknowledge, Introduce, Duration, Explanation, and Thank You.

Plus the PromiseSM=Your individualized statement that demonstrates you care about the person and you are committed to providing excellent care/service.

Why should we use AIDET Plus the PromiseSM?

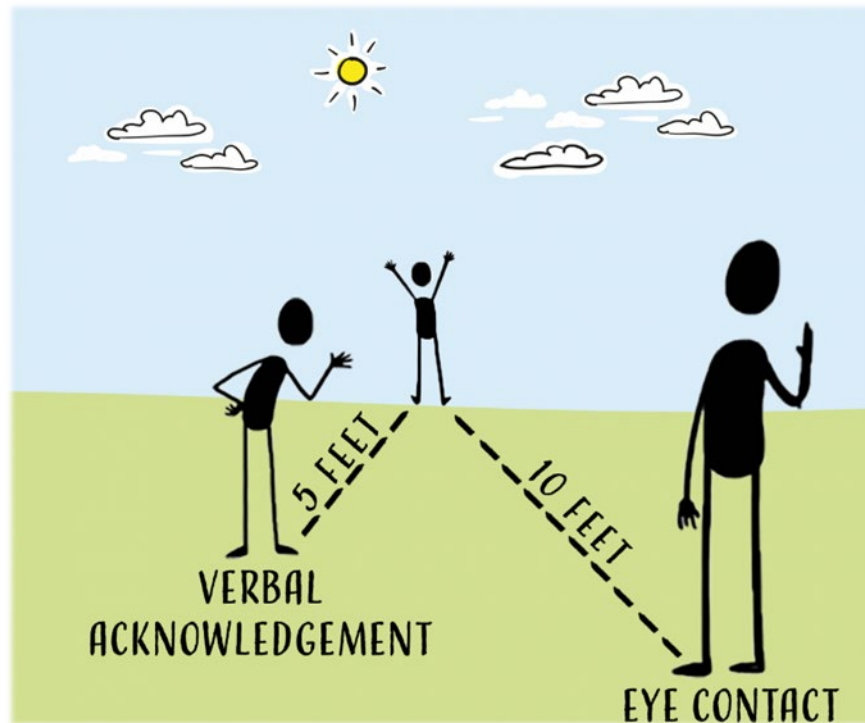
Routine care interactions which may not be considered significant by us may be of great importance to our patients. Remember too, that just because while what you do may be routine to you, it is not necessarily familiar or comfortable to the patient. Using AIDET Plus the PromiseSM and key words adds to the feeling of empathy, reduces patient anxiety, helps build therapeutic relationships, builds customer loyalty and ultimately improves outcomes.

USE KEY WORDS EXAMPLES:

- “I **CARE** about how you do after you get home...”
- “I **LISTENED** carefully to your concerns about your increasing pain...”
- “FOR YOUR COMFORT...”
- “**TO PROTECT YOUR PRIVACY**...”
- “I want to keep you **INFORMED**...”
- “I want to be **RESPECTFUL** of your time...”
- “Let me **CLEARLY EXPLAIN** why...”
- “I **PROMISE** to take excellent care of you today.”
- “What questions **DO YOU HAVE FOR ME?**”

A	Acknowledge	<i>Increase safety</i>
I	Introduce	<i>Increase trust</i>
D	Duration	<i>Decrease anxiety</i>
E	Explanation	<i>Increase compliance</i>
T	Thank you	<i>Increase loyalty</i>

10 Foot / 5 Foot Welcome



10 Feet: Anytime a person is within ten feet, the co-worker should make eye contact and warmly smile to acknowledge the oncoming person(s).

5 Feet: When a co-worker is about five feet from a person, a sincere verbal greeting should accompany the eye contact and smile.

Managing-Up

Managing-up is positioning someone, or something, in a positive light.
Raise each other up instead of creating doubt.

Why is it important to manage up?

- Lower patient/family anxiety
- Ease concerns about the service and quality of care they will experience
- Increases trust and confidence
- Creates a listener
- Makes the patient feel safe and in capable hands
- Increase in compliance with care plan - resulting in better clinical outcomes

If you can't manage-up.....do not manage down!

Use positive statements to demonstrate that everyone is working together.

<i>Instead of:</i>	<i>Say this:</i>
We're short staffed.	We're committed to taking the best possible care of your husband.
That department is always behind.	That department works hard, you are in excellent hands.
I am not sure why the doctor told you that.	Dr. Smith is a skilled and caring doctor. I'll confirm your plan of care with her.

Skill of Appreciation

It's easy to take the people in our lives for granted, but research suggests that giving thanks can have a big impact on our well-being, relationships and our energy level throughout the day.

Simple ways to show gratitude to consider:

- Pausing to say thank you to someone
- Sending a note to their home
- Buy an extra coffee for a coworker on the way to work
- Helping out with a task without being asked

Information Services

Contact Information

How to contact IS Service Center:

- Phone: (260) 373-8500 or (260) 266-8500
- Toll Free: 1-877-456-8600
- E-Mail: ParkviewSupport@Parkview.com (For non-critical issues)

Information to have when calling the Service Center:

- Employee ID number
- Extension where you can be contacted
- Hospital location (ex. PRMC)
- Floor location (ex. 7 Medical)
- Problem
- Hostname of any device being reported (ex. Monitor, PC, printer)

Hours of Operation:

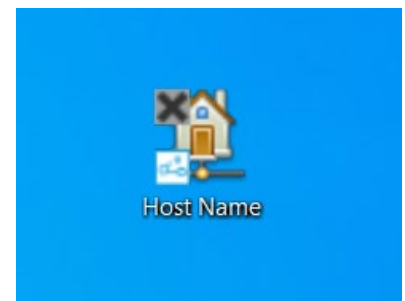
- We are staffed by IT professionals with general knowledge of operation and software applications 24/7, 365 days a year.

How to Find Your Workstation Host Name

Each workstation has a unique identifier, called a Host Name. The hostname tells us what the name of the workstation is and where it is located. This information is the best way for the Service Center to assist with a workstation issue.

To access your hostname, please follow these steps:

- 1) Find the Host Name icon (see image to the right) on your desktop.
- 2) Double click the Host Name icon to launch a new window.
- 3) Once the window is fully loaded, you will be able to see your username (employee ID) and Host Name (device's identifier).



If you are unable to locate your workstations hostname, please communicate the asset tag of your workstation instead.

To locate your asset tag, please follow these steps:

1. Find the white or green sticker on your device.
2. This may be near the keyboard, top of the workstation or bottom of the device. It should contain a barcode, as well as a 6-digit number or T and 7-digit number.

Duo – Two Factor Authentication

To access Parkview's intranet off-site in a safe manner, we use a two-factor authentication process, called Duo. Once you have access to your Parkview email, you will be able to set Duo up from your phone or mobile device.



To see step by step instructions on how to set-up Duo, click the link below or reach out to Information Services for additional help.

Link: [Duo – Two Factor Authentication Enrollment Steps](#)



Adding a Printer

To find information on adding a printer, please visit the Information Services Pulse page on SharePoint once you have access.

Logging into pwreset.parkview.com and Changing Password

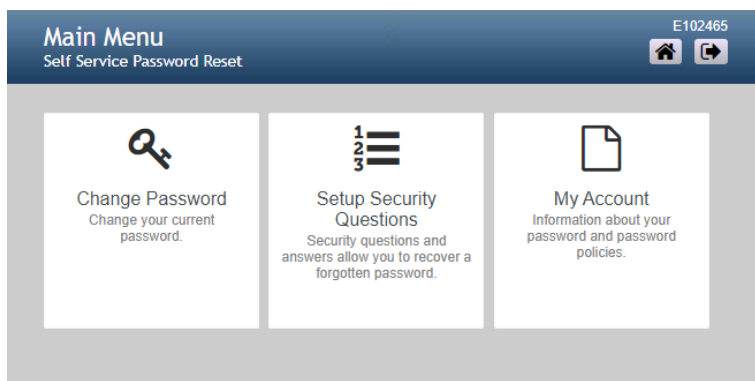
To reset your password, go to Parkview's Self Service Password Reset portal. Go to either: <https://pwreset.parkview.com> OR the [IS Portal](#) on Pulse and **Select Reset Password**.



1. **Log in with your Employee ID and current password** and then select **Sign in**. Note: Your Employee ID will be your id number (i.e. E123456 or A123456).

The image shows a login form titled "Please Sign in" with the subtitle "Self Service Password Reset". The form has two input fields: "Employee ID" and "Password". Below these fields is a "Sign in" button. There are also two links: "Forgotten Password" with a key icon and the text "Regain access to your account if you have forgotten your password.", and "Activate Account" with a person icon and the text "Activate a pre-configured account and establish a new password."

2. **Select Change Password.**



Please note:

- Password expires every **180** days
- Password must be at least **8** characters/numbers in length. Must contain 1 upper case letter, 1 Lower case letter and One Number and Character such as &, %, or \$.
- Password must be different from existing or past passwords--system remembers the last **8** passwords.
- Cannot contain your name, E#, or "Parkview".
- The password to log into the workstation also changes the password for Outlook, Pulse, Epic and Portal.

3. **Enter** your new password in **New Password** and **Confirm Password**. **Select Change Password**.

Change Password
Self Service Password Reset

E102465

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 50 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include any of the following values: password Parkview test parkview
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- New password may not have been used previously.

Please type your new password

New Password

Confirm Password

► Change Password ✕ Cancel

4. This screen will display while your password change is being synced.

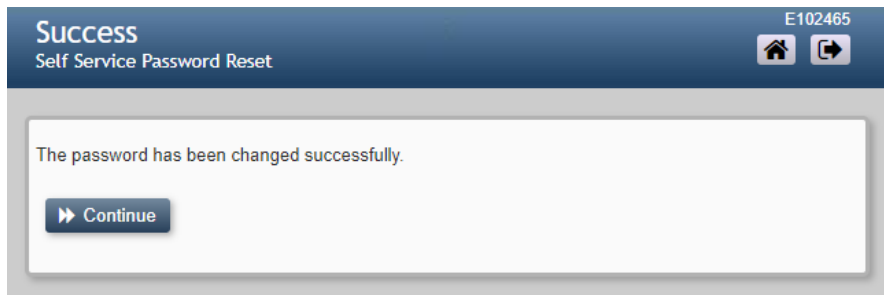
Please Wait
Self Service Password Reset

E102465

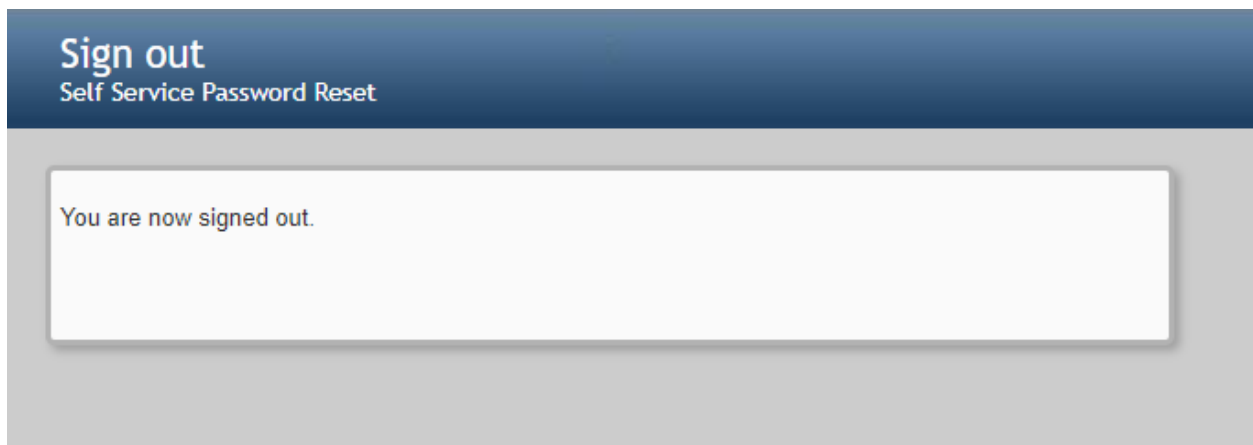
Your password is being changed. This process may take several minutes, please be patient.

Progress bar showing approximately 30% completion.

5. Select Continue



6. You will automatically be signed out.



7. Close the Browser Window.

8. After changing your password, you should log off your workstation and log back into the workstation with your new password.

Symplr Learning (Formerly NetLearning)

Symplr Learning is Parkview's Learning Management System (LMS). Most co-workers will be able to log into Symplr through the SharePoint Pulse page using the "Most popular Pulse Sites" icons (as shown to the right.)

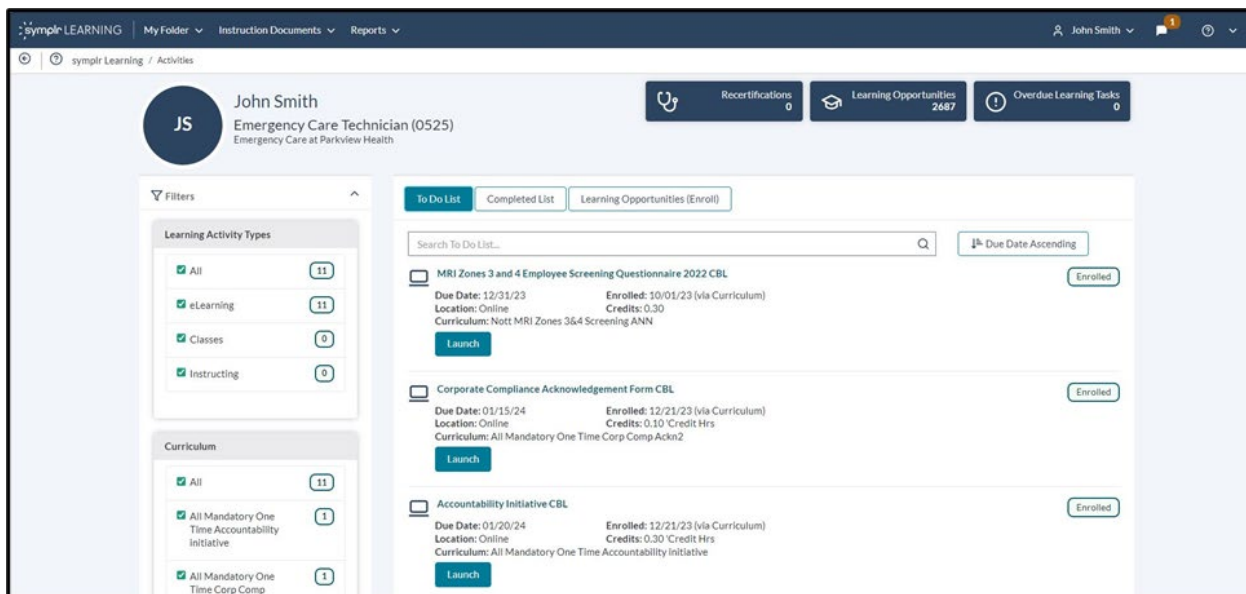
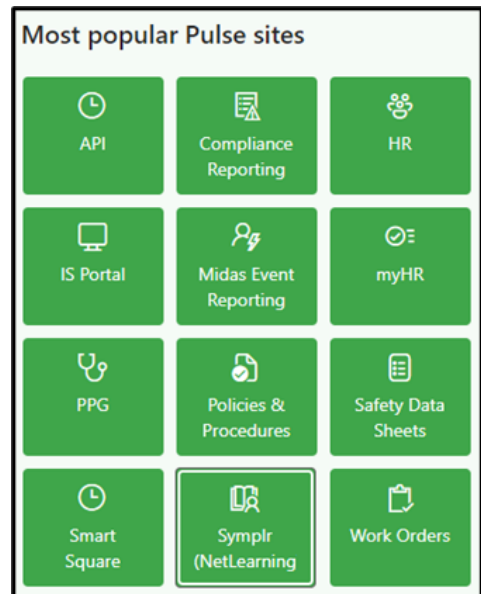
Providers with dictation number accounts or those co-workers wishing to go directly to the Symplr learning platform will use the following link:

<https://lms.healthcaresource.com/mynetlearning/login.aspx?ID=246&sso=false>

Your login will be your 6-digit Parkview ID without the leading letter. Example: 123456

All new users will login using the password "parkview" in all lowercase letters and will choose a new permanent password upon logging in for the first time.

After logging in, you will see a screen like the one below:



The top menu bar lets you navigate. Leaders may request a "MyTeam" item be added to your account. There are three main tabs users will frequently use:

To Do List – Shows the classes and learning modules you are currently enrolled in along with due dates.

Completed List – Shows the items you have previously completed.

Learning Opportunities (Enroll) – This is where you search for education you'd like to complete.

Symplr Contact Information

If you have additional questions, please email netlearning@parkview.com

Frequently Asked Questions & Acronyms

Acronyms & Terminology	
API: Time and Attendance Software MWB: MyWell-Being EAP: Employee Assistance Program CARE: Co-worker Assistance, Retention & Engagement IS: Information Services DEI: Diversity, Equity & Inclusion SharePoint/Pulse: Parkview's Intranet E-Number: Employee ID Number B-Number: Traveler ID Number NetLearning/Symplr: Training Software CBL: Computer Based Learning Duo: Two-Factor Authentication Program TA: Talent Acquisition HR: Human Resources OD: Organizational Development Onboarding Consultant: The individual who helped you after receiving your offer letter with onboarding documents, training schedule, E-Number, etc. TAC/Recruiter: The individual who sent you an offer letter.	PPG: Parkview Physician's Group PRMC: Parkview Regional Medical Center PVH: Parkview Hospital – Randallia PNH: Parkview Noble Hospital PLH: Parkview LaGrange Hospital PWH: Parkview Whitley Hospital PWB: Parkview Wabash Hospital PKH: Parkview Kosciusko Hospital PHH: Parkview Huntington Hospital PDH: Parkview Dekalb Hospital PBH: Parkview Behavioral Health PHI: Parkview Hearth Institute PCI: Packnett Cancer Institute PSO: Parkview Surgery ONE ONE: Orthopedics Northeast PEC: Parkview Education Center MOB: Medical Office Building ED: Emergency Department PBTC: Parkview Business & Technology Center
Attendance	Where can I find information about the attendance policy? The attendance policy, along with all HR Policies & Procedures, can be found on the Human Resources SharePoint/Pulse page, under HR Policies.
Competency-Based Practice	In clinical areas, competency-based practice processes are utilized to evaluate your performance in your area. Be sure to request additional information when you arrive in your department/unit.
Computers	Will I need a computer to do my job? Your leader will let you know if you will be using a computer to perform your job. Who do I call if I am experiencing computer problems? Please call the Information Services (IS) Help Desk – 260-266-8500 Am I allowed to use the computer/internet for personal usage? No. Computers and internet are not provided as a tool for personal needs and should only be utilized as needed to perform job functions.
Education	What is Symplr and Computer Based Learning Modules? Symplr Learning is Parkview's Learning Management System (LMS). Most co-workers will be able to log into Symplr through the SharePoint Pulse page using the "Most popular Pulse Sites" icons
Electronic Communication	What is Outlook? Outlook is the electronic mail system that Parkview utilizes. What is CEOnDemand? A platform on Parkview's SharePoint Pulse page where you can submit questions or comments to our CEO Rick Henvey as well as view a newsfeed of answered comments and questions that were recently submitted. What is Parkview Connections?

	<p>A platform on Parkview's SharePoint Pulse page which showcases how we are bringing our Parkview mission to life. Dena Jacquay, chief administrative officer, connects with co-workers to learn how they are delivering excellent care and impacting our communities.</p> <p>What is Parkview News and Updates? Announcements viewable to all co-workers on the Parkview SharePoint Pulse page which gives information, details, updates, etc. on the organization and pertinent topics.</p> <p>What is Benefit Bits? Communications containing information about Parkview employees benefit programs sent to your Outlook mailbox.</p> <p>What is HResource? Communications on timely HR related information sent to your Outlook mailbox.</p>
Family and Medical Leave Act (FMLA)	The Family and Medical Leave Act (FMLA) policy can be found on the Policies and Procedures SharePoint Pulse page which is located under "most popular Pulse sites" on the Parkview SharePoint main page.
Healthcare Insurance	<p>Am I eligible for healthcare insurance? Coworkers who are s 0.6 FTE or higher (working 24 hours per week or more) are considered benefit eligible and qualify for medical, dental, vision and other benefits.</p> <p>How do I sign up for my benefits? You may sign up for benefits through the myHR platform which is located on the Parkview SharePoint Pulse page under "most popular Pulse sites."</p> <p>*Note: * you will need your Parkview ID and Password to access myHR and therefore may not be able to complete this on your first day as you might not yet have your ID and password.</p> <p>When will my coverage begin? Your coverage will begin the first day of the month following your hire date, unless your hire date is the first day of the month, then coverage will begin the day of your hire date.</p> <p>How long do I have to sign up for benefits? You have 31 days from your date of hire to sign up for benefits.</p> <p>You have 62 days from date of hire to submit eligibility documentation for dependents and covered spouse.</p> <p>Is my spouse eligible for Parkview's medical plan? If your spouse is offered coverage through their employer, they are not eligible for Parkview's medical plan (spousal carveout).</p> <p>Who do I reach out to for Benefit and Compensation questions? For specific benefit questions, please contact your HR Consultant for your area/location. If you are unsure who your area/location HR consultant is, please contact your leader for this information.</p>
Holidays	Holidays observed: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas day.
Measures of Success	Each point of the diamond contributes to the success of the others, making it important that we focus our efforts to be excellent in each. The graphic can be found on page ##.
Midas Event Reporting	The safety and quality of our patient care and of our co-workers' work environment is important. Co-workers use the Midas system to document any out of the ordinary events that happen at work. There are two categories of Midas reports: Patient Risk or Patient Relations. Each Midas report is reviewed, and action is taken to address the issues and to prevent similar missteps in the future. A link to Midas can be found on the home Pulse page under "Resources and Tools", once you have access to Parkview's intranet.

Time Off (PTO & VTO)	<p>Do I get to take time off?</p> <ul style="list-style-type: none"> - If you are an FTE status of .6 or more, you will accumulate paid time off (PTO) hours each pay period. Vacation days come out of PTO. Check the Human Resources PTO policy on their Pulse page under “HR Policies” for more details. <p>For what other reasons may I use PTO hours?</p> <ul style="list-style-type: none"> - The PTO plan provides paid time off for vacations, illnesses, holidays, family emergencies and unavoidable absences. <p>How far in advance should I request PTO?</p> <ul style="list-style-type: none"> - A good rule of thumb is to submit PTO request at least 48 hours in advance. However, your leader may have different guidelines on that process. <p>Where can I find more information about the PTO policy?</p> <ul style="list-style-type: none"> - The Human Resources PTO policy can be found on their Pulse page by clicking “HR Policies”. <p>What is VTO and how do I use it?</p> <ul style="list-style-type: none"> - VTO stands for volunteer time off. All co-workers are eligible for up to 16 hours of VTO. These hours do not accumulate or carry over.
Payroll	<p>When will I be paid?</p> <ul style="list-style-type: none"> - Payday is every other Thursday, following the close of the pay period on Saturday at 1800. Use myHR (on Pulse) to electronically view your payroll information. A full pay date schedule can be found on the New Hire webpage. <p>How can I correct a mistake on my timecard?</p> <ul style="list-style-type: none"> - Your leader (or the coder for your department) can work with you to correct any errors on your timecard. <p>More information on the software to track your hours (API Time and Attendance) can be found on page 11 of this guide.</p>
Standards of Behavior	Parkview’s Standards of Behavior outlines the building blocks of clinical, service, and operational excellence. Each co-worker is accountable in adhering to these standards. The Standards of Behavior can be found in the Employee Handbook on the Human Resources Pulse page.
Tuition Assistance	Parkview does offer tuition assistance in some situations. You can find eligibility, deadlines, process, and contact information on the Total Rewards Pulse page under “Education Benefits”.
Worker’s Compensation	The Worker’s Compensation policy can be found on the Human Resources Pulse page under “HR Policies”. Co-workers will use Midas Event Reporting to report an injury.
Work Schedule	Your leader or the administrative staff of your department will give you your work schedule. Your training schedule will come from your Recruiter or Onboarding Consultant. If you do not know who your leader is, reach out to the person who sent you your offer letter.