NEW HIRE ORIENTATION
GUIDE

PARKVIEW
HEALTH

TABLE OF CONTENTS

# MEASURES OF SUCCESS

MISSION / VISION / VALUES

Parkview's Promise – Excellent care, every person, every day.

Mission – Improve your health and inspire your well-being.

Vision – You are the center of everything we do, as an individual, as an employer and as our community.

Values – Parkview Health's values are evident in every action throughout the organization. Our values are:
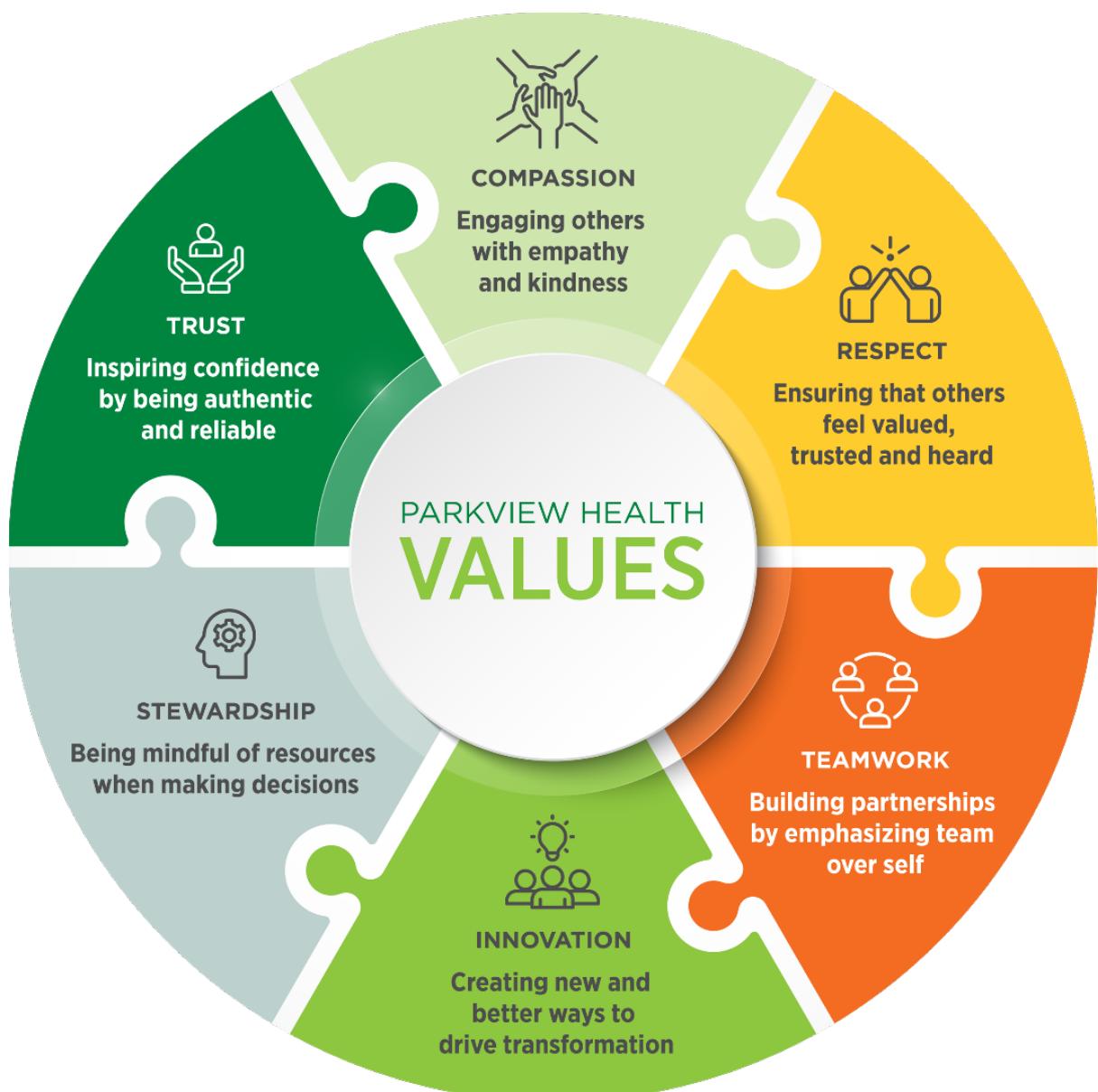
STANDARDS OF BEHAVIOR

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 Expectation
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

Professional
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

Pulse Home

Home   Hospitals ⌄   Departments ⌄   Resources and Tools ⌄

Welcome to Pulse
The information hub for Parkview co-workers
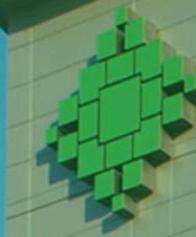
SHAREPOINT AND PULSE TERMINOLOGY
What is Parkview SharePoint/Pulse?

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 and 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 a Parkview computer.

Most popular Pulse sites

API	Compliance Reporting	HR
IS Portal	Midas Event Reporting	myHR
Nursing	Policies & Procedures	Safety Data Sheets
Smart Square	Symplr (NetLearning	Work Orders

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

- Report the incident to leader or house supervisor
- Call 260-266-HURT (4878) for injury triage and authorization for medical treatment
- Complete a Midas (entry type is: employee injury) by end of shift

Parkview supports the safety of protecting our co-workers, and preventing the spread of infection to patients, co-workers and families from vaccine-preventable disease

- Proof of immune status required and offered at no cost for those without recommended vaccine records
- Recommended vaccines offered at no cost through Parkview employee health or Parkview Occupational health, after review of records
- Parkview follows the federal Advisory Committee on Immunization Practices (ACIP)

Pulse Home

Home Hospitals ⌄ Departments ⌄ Resources and Tools ⌄
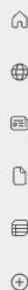
Welcome to Pulse
The information hub for Parkview co-workers

EVENT REPORT

STEP 1
Select the Midas Event reporting button

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

Most popular Pulse sites

API	Compliance Reporting	HR
IS Portal	Midas Event Reporting	myHR
Nursing	Policies & Procedures	Safety Data Sheets
Smart Square	Symplr (NetLearning	Work Orders

STEP 2
Select risk event type

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

Midas+ Remote Data Entry

Select a Form
Risk
RISK EVENT ENTRY

Patient Relations
PATIENT COMPLAINTS

Help
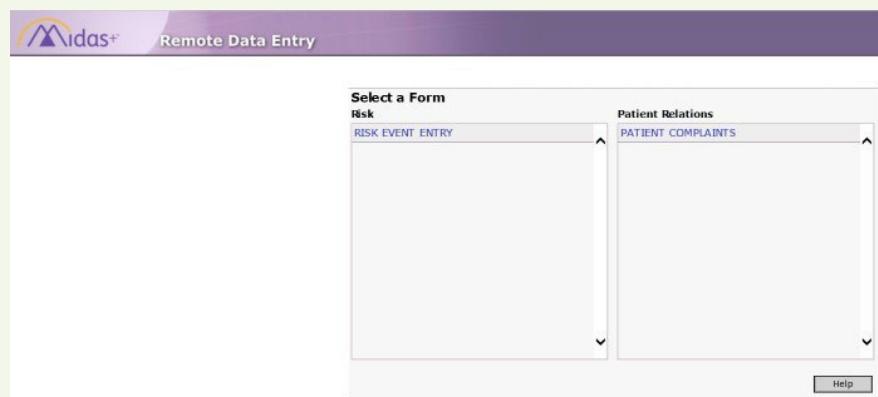
EVENT REPORT (continued)

STEP 3
Enter and choose the facility

- 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 4
Enter the date

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

STEP 5
Complete the data boxes
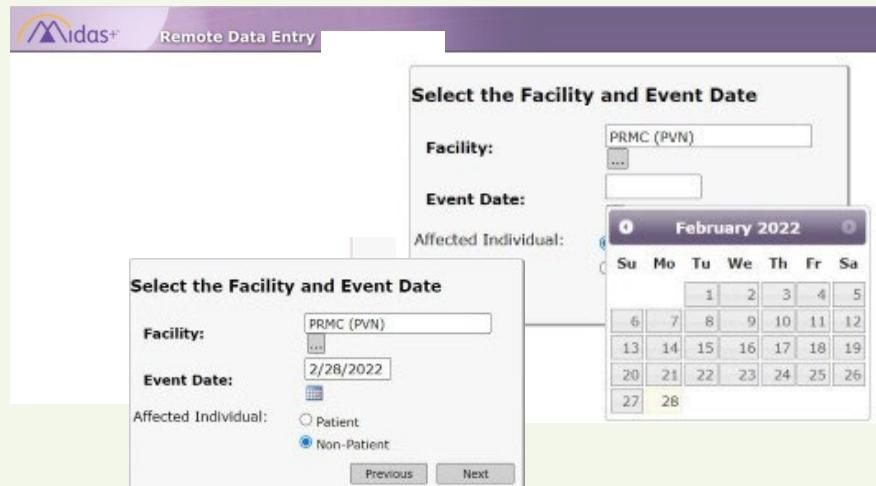
STEP 6
Submit the event

THANK YOU FOR SUBMITTING YOUR REPORT!

JUST CULTURE DECISION MAKING GUIDE

Deliberate Act Test

D1
Did the individual intend the act?

D2
Did the individual act with malicious intent (i.e. to cause the consequence or outcome)?

Incapacity Test

I1
Is there evidence of impairment?

I2
Did the individual have a known medical condition?

Compliance Test

C1
Did the individual depart from established policies, procedures, protocols, or generally accepted performance expectations?

C2
Were the policies, procedures, protocols, or performance expectations available, understandable, workable and in routine use?

C3
Is there evidence that the individual chose to take an unacceptable risk by not following the expectations in C1?

C4
Were there significant mitigating circumstances?

Substitution Test

S1
Would individuals in the same profession and with comparable knowledge, skills and experience act the same under similar circumstances?

S2
Were there deficiencies in related training, experience, or supervision?

S3
Is there a trend in poor performance decision making?

Corrective Action

Consult: Department leadership, Human Resources, Corporate Compliance, Occupational Health, Employee Assistance

Consider: Termination, Unpaid suspension up to 40 hours

Corrective Action

Consult: Department leadership, Human Resources, Corporate Compliance, Occupational Health, Employee Assistance

Consider: Termination, Unpaid suspension up to 40 hours, Written Reprimand, Mandatory EAP Referral

Coach / Counsel

Consider: Written Record of a Verbal Warning, Written Reprimand, Performance Improvement Plan, Mandatory EAP Referral, Referral to Organizational Development

System Error

Find and fix process problems and educate appropriately

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"

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"

Once you have been granted access to SharePoint/Pulse, you will be able to access all this information and more on the Public Safety, Parking & Badging Pulse page.

COMPLIANCE AND LEGAL
Privacy Guidance

David Storey – Chief Legal and Compliance Officer

(260) 266-9330

David.Storey@parkview.com

Compliance Hotline 260-373-7100 or 855-773-0012

Parkview's Corporate Compliance Program is part of the Compliance & Legal Department

The Corporate Compliance Department consists of two Compliance Managers, one overseeing facility compliance, the other professional compliance, an Associate Privacy Officer, an Information Security Specialist and several Compliance Specialists.

Privacy Guidance

Corporate Director Compliance and Privacy

Compliance Investigation Coordinator

Compliance Manager, Facility

Compliance Manager Professional

Associate Privacy Officer

Information Security Specialst

Compliance Oversight Specialist

Compliance Oversight Specialist

Compliance Oversight Specialist

Compliance Oversight Specialist

Lab Compliance Specialist
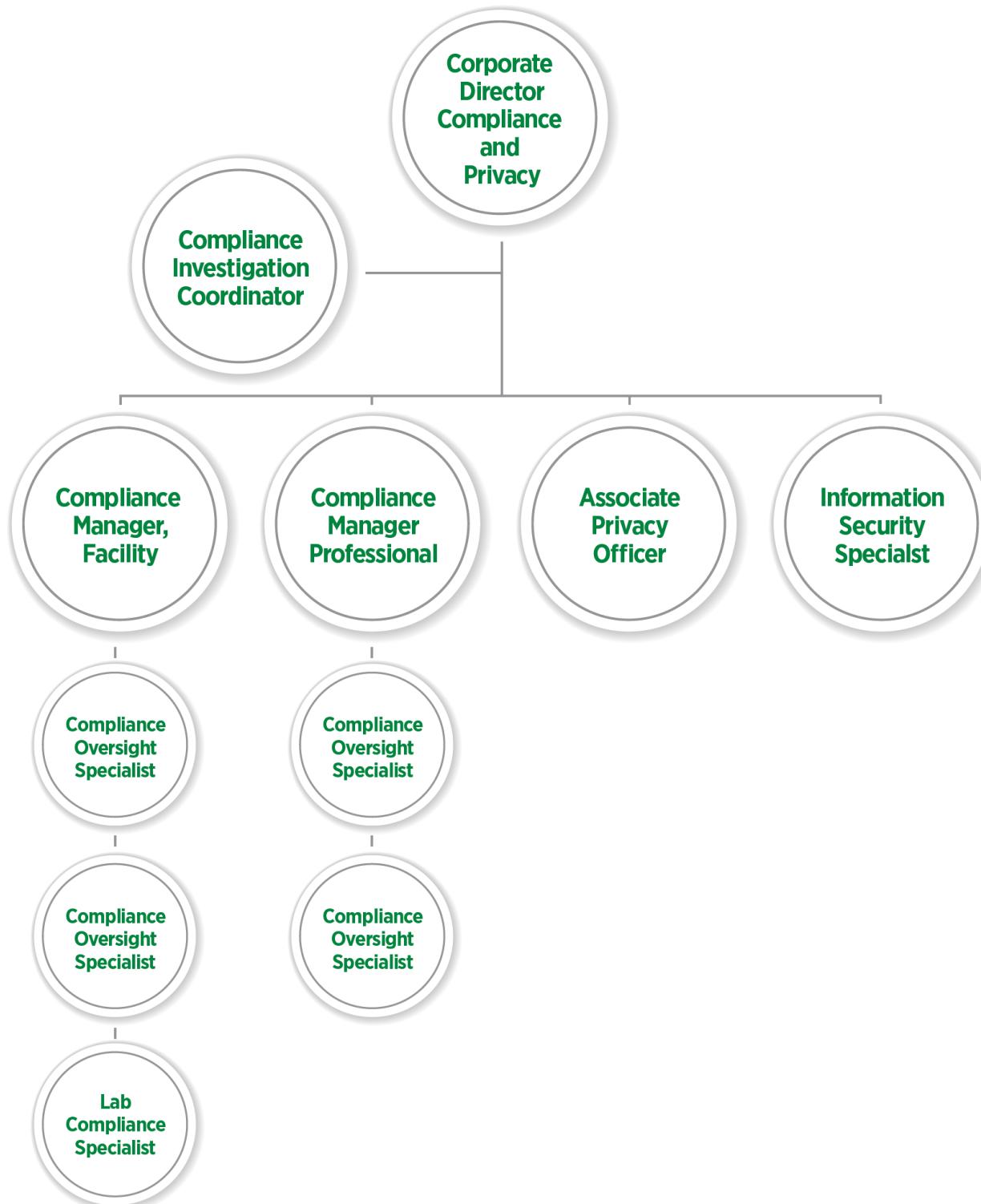
COMPLIANCE AND LEGAL (continued)
Privacy Guidance

The Department is responsible for ensuring compliance with federal, state and local laws as well as internal policies. Compliance itself is governed by agencies such as the Department of Health and Human Services, including the Office of the Inspector General (OIG), Department of Justice (DOJ) and the Office for Civil Rights (OCR) as well as the Centers for Medicare and Medicaid Services (CMS). State Attorney Generals offices are also involved from time to time.

Key federal and/or state laws, which are described more fully in the Code of Conduct include, but are not limited to:

- False Claims Act
- Anti-kickback Statute
- Physician Self Referral Law (Stark)
- Civil Monetary Penalties
- Exclusion from Federal Health Care Programs
- Medicare Fraud and Abuse Statutes

Compliance is also responsible for HIPAA, the Health Insurance Portability and Accountability Act, which protects patient privacy.

Your computer-based learning modules go over the basics of HIPAA Privacy & Security as does annual mandatory training. However, here are some common issues impacting privacy & security:

- Looking in medical records out of curiosity or without a business reason
- Providing Protected Health Information to the incorrect individual
- Cyberattacks (ransomware, phishing, smishing, etc.)
- Lost/stolen computers/flash drives
- Lack of encryption on computers/flash drives
- Verbal conversations regarding patients in common areas
- Not confirming with a patient that it is okay to speak about them when others are in the room

Some other things to keep in mind:

- Our patients have many rights under the HIPAA Rules, the most important being the right to privacy. It is your job to help maintain those rights!
- Treat patient information the way you want yours to be treated.
- Log out or lock computers before walking away.
- Do not share passwords.
- Don't assume because you know someone, that gives you permission to discuss their issues outside of work or with someone outside your department.
- Stay away from social media and gossip when patient care is involved. Think before you text, tweet, snap, post, discuss or communicate in any way so that you do not violate patient privacy rules or hospital policy.
- Report, even if they are potential violations. If you are not sure, ask!
- You must not use your computer or other means to access your own medical record, or the medical records of a spouse, child, other family member, friend or neighbor or someone in the news unless you have a work-related reason.
- If you are found to have inappropriately accessed a record, you will be subject to disciplinary action, up to and including termination.

COMPLIANCE AND LEGAL (continued)

Privacy Guidance

- You may access your own medical records by submitting a request to the Health Information Management (HIM) Department or to your physician office.
- You may access your own medical records via MyChart if you are a registered MyChart user.
- If you witness someone accessing information without a work-related reason, you are empowered and have a duty to report this to your direct report or to Compliance.

And here are a few tips for you if you are wondering what you can do:

- Participate by attending your department meetings, check your e-mail regularly, and read all Compliance and HIPAA communications made available to you.
- Follow all federal regulations, state laws and hospital policies. If you are unsure about something, ask your direct report or Compliance.
- Protect yourself and our patients from risk of a HIPAA violation by not posting anything work-related on social media and not talking about patient information away from your work area.
- Do not take pictures in or around patient information such as a nurse station – know your surroundings
- Do not take TikTok videos or use Facebook Live or FaceTime at work.
- Check fax numbers twice before hitting "send".
- Report! If you see or hear something that just doesn't sit right with you, or that you know is a violation of laws, rules or policies, report it! Go to your direct report or to Compliance.
- You are empowered and have a duty to report.

When you have questions or concerns about Compliance or Privacy, reach out to your leader or contact compliance. You can reach any of us at our direct lines or use the Compliance Hotline 260-373-7100 or 855-773-0012 or through the Compliance Report button on Pulse. We are all here to help guide you on the right path!

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**

Most popular Pulse sites

API	Compliance Reporting	HR
IS Portal	**Midas Event Reporting**	myHR
Nursing	Policies & Procedures	Safety Data Sheets
Smart Square	Symplr (NetLearning	Work Orders

JOINT COMMISSION

Parkview Health hospitals are accredited by The Joint Commission. Any co-worker, physician, or other individual who provides care, treatment, or services and who has concerns about the safety or quality of care provided in the organization is encouraged and expected to report their concerns to their leader, responsible hospital personnel or via the Parkview Compliance Hotline at 260-373-5121. If these concerns persist, they may be reported to The Joint Commission without retaliatory action from Parkview.

The Joint Commission

The preferred method for submitting a patient safety issue to The Joint Commission is through an online form, which may be found at **https://apps.jointcommission.org/QMS or by phone 1-800-994-6610.**

API HEALTHCARE

Time and Attendance Quick Reference

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

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

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

4. Click **Save** when finished

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**

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**

API HEALTHCARE (continued)

Time and Attendance Quick Reference

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

Clocking Form   *Calendar Form*

API HEALTHCARE (continued)

Time and Attendance Quick Reference

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

PARKVIEW CO-WORKER EXPERIENCE TEAM

Time and Attendance Quick Reference

PARKVIEW

CARE

Co-worker Assistance, Retention and Engagement

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 AND 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 INFORMATION

Email: CARE@Parkview.com
Phone: 260-266-7292
Text: Text the word "Resources" to 52345
Web: parkviewhealth.sharepoint.com/sites/ParkviewCARETeam

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 every day 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 promotion high-quality care
- Innovation – Creating new and better ways to deliver and improve care
- Stewardship – Being mindful of resources and developing human potential

CELEBRATE EXCELLENCE (continued)

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.
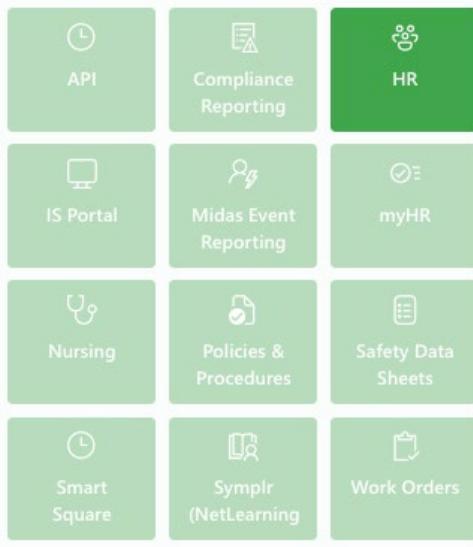
To get to this platform, go to the Parkview Pulse home page (you may not have access to this yet) and navigate to "Most popular Pulse sites" on the right of the screen. Click on the HR.

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.

CO-WORKER CONNECT LINE

The Co-worker Connect hotline is a one-stop connection to guide co-workers to the right resources.

260-425-5490

The Co-worker Connect hotline is available weekdays from 8 a.m. – 5 p.m.

A one stop connection for:

- Clearance to return to work from personal medical leave
- Reporting and returning to work from COVID-related absences
- Mental health support and resources
- Financial resources and CARE team connection
- Resources for co-worker's social needs
- Finding the right HR resource at the right time

PARKVIEW

INJURED AT WORK?
CALL 260-266-HURT

24/7 WORKPLACE INJURY LINE

For additional questions regarding Parkview Health's workplace injury process, **contact Employee Health Services at 260-266-3376.**

Follow these steps if you are injured at work:

1) Notify your leader or house supervisor.

2) Call 260-266-HURT(4878), available 24/7, and follow the directions provided.

3) Complete a MIDAS report as soon as possible.

PARKVIEW®

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.

PARKVIEW
EMPLOYEE ASSISTANCE PROGRAM

PARKVIEW EMPLOYEE ASSISTANCE PROGRAM (continued)

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 Walk-In Clinic)

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 administration 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

![Parkview MyWell-Being logo]

Contact Information

Email: MyWell-Being@Parkview.com

Phone: 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 meditation, 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 via this QR code to create a new account or sign in with your Parkview email address.

Mental Health First Aid / Question, Persuade, Refer

The goal of these 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 the MyWell-Being SharePoint page.

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

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

Username: parkviewhealth

Download VITAL WorkLife App

SERVICE EXCELLENCE

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.

Contact information

You can learn more by emailing the Service Excellence team at **ServiceExcellence@parkview.com** or by visiting the Service Excellence SharePoint/Pulse site for more resources!

Parkview's Service Excellence goal

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.* "

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.

PARKVIEW

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

DON'T FORGET

You never get a second chance to make a first impression.
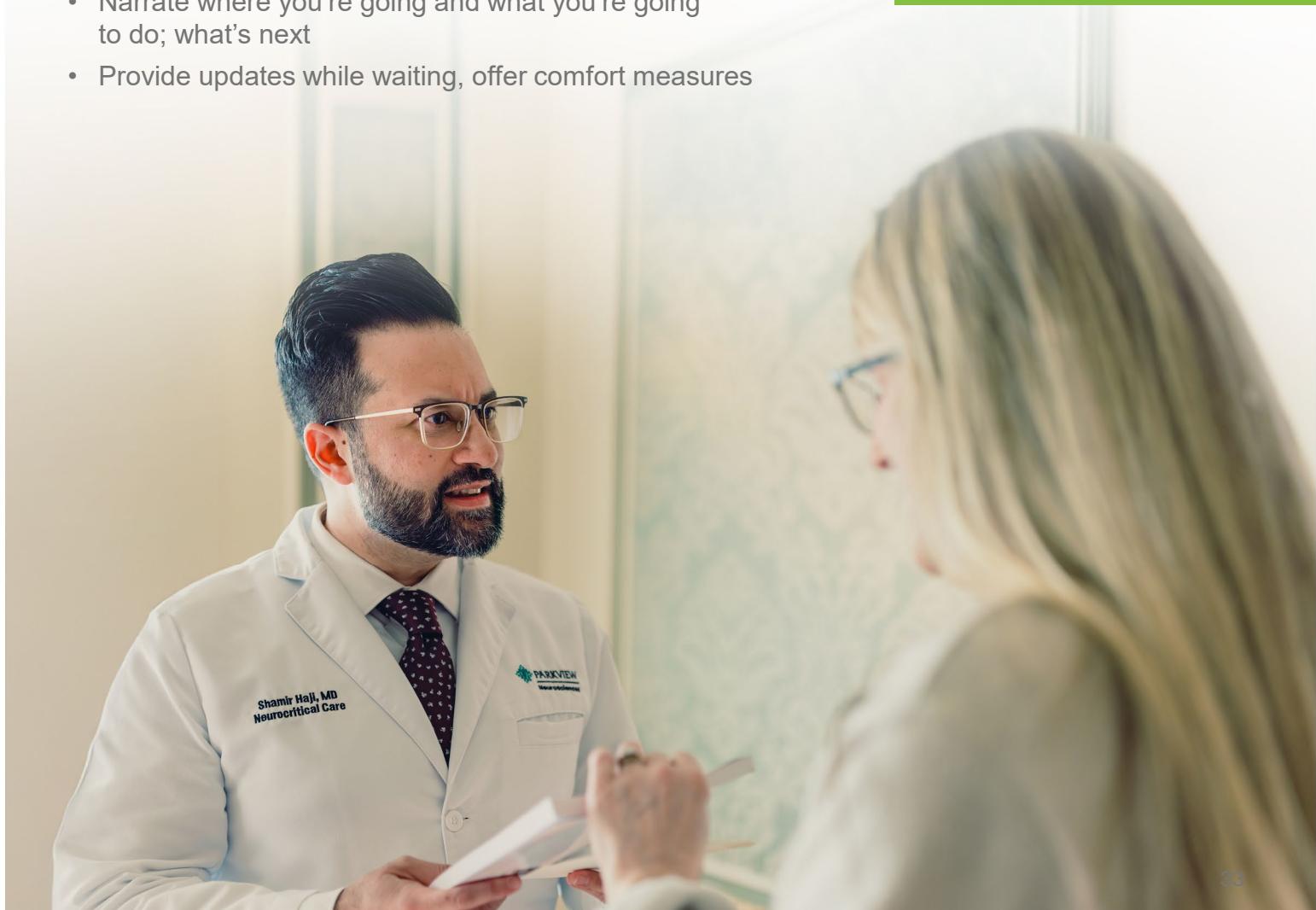
AIDET Plus the Promise^{SM}

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 Promise^{SM} = 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 Promise^{SM}?

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	**A**cknowledge	*Increase safety*
I	**I**ntroduce	*Increse trust*
D	**D**uration	*Decrease anxiety*
E	**E**xplanation	*Increase compliance*
T	**T**hank you	*Increase loyalty*

10 FOOT / 5 FOOT WELCOME

10FT

5FT

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).
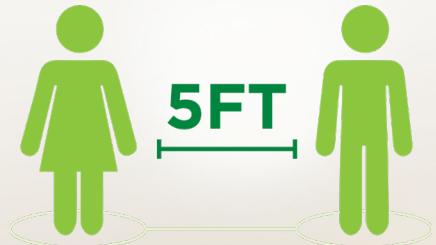
5 FEET

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.

INSTEAD OF:	SAY THIS:
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 co-worker on the way to work
- Helping out with a task without being asked

THE ART OF HANDWRITTEN THANK YOU NOTES

Writing Thank You Notes is a small but gracious way to help others feel valued and appreciated

The Ideal Thank You Note:

- Sincere
- Specific
- Meaningful
- Appreciative
- Relevant
- Timely
- Sent to Home (or interoffice mail)
- The compliment needs to be real. You need to feel that it is true.
- The Thank You Note should describe specific behavior.

Sample Phrases for Beginning Thank You Notes:

- I would like to thank you for…
- I so appreciate the way that you…
- It was such a pleasure seeing how you…
- Thank you for consistently demonstrating…
- I was touched…
- It is such a pleasure…
- It meant a lot to me…
- You made my day…
- I so appreciate…

Thank You Notes have the biggest impact on behavior and motivation if they are received soon after the event

INFORMATION SERVICES

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
- Host Name 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 Host Name 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 Host Name, 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 Host Name, 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.

INFORMATION SERVICES (continued)

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, scan the QR code or reach out to Information Services for additional help.
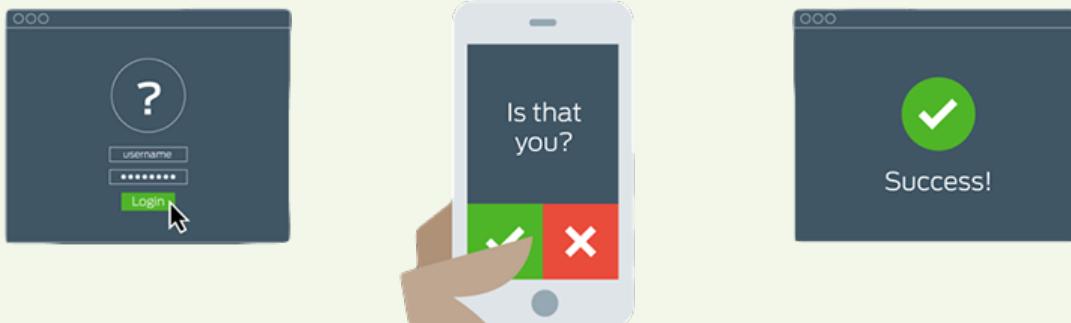
ADDING A PRINTER

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

Once you have access, you can add a printer by going to **print.parkview.com**.

INFORMATION SERVICES

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).

2. **Select Change Password.**
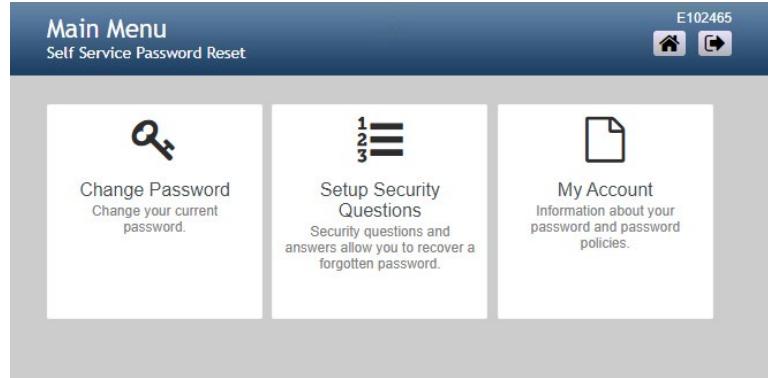
INFORMATION SERVICES

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**

E102465

Change Password
Self Service Password Reset

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

INFORMATION SERVICES (continued)

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.

5. **Select Continue**
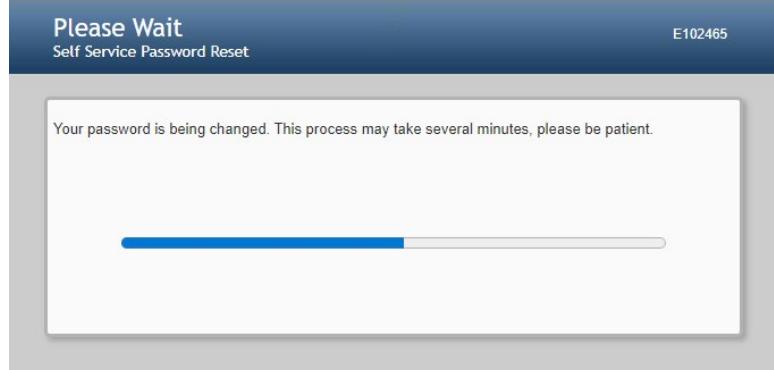
> **Success**
> Self Service Password Reset   E102465
>
> The password has been changed successfully.
>
> ▶ Continue
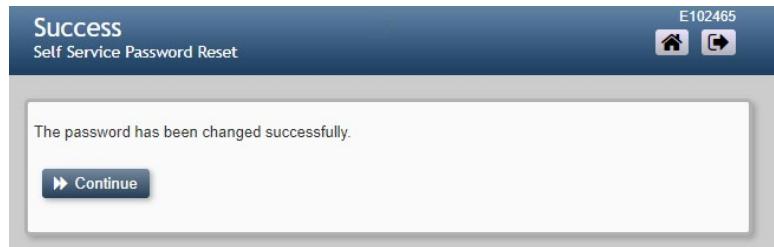
6. You will automatically be signed out.

> **Sign out**
> Self Service Password Reset
>
> You are now signed out.
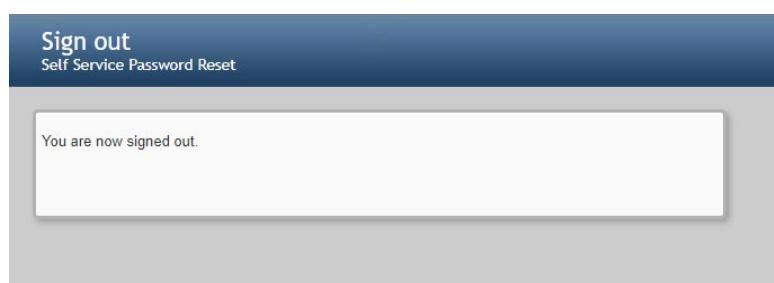
7. **Close the Browser Window.**

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

SYMPLR LEARNING

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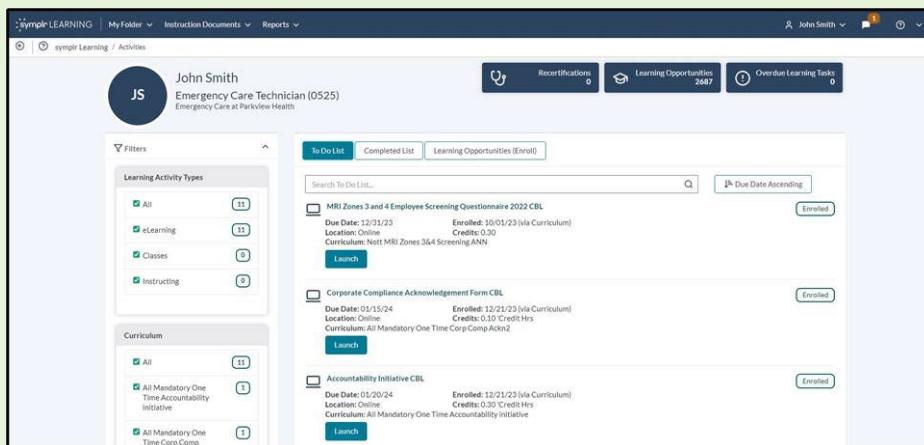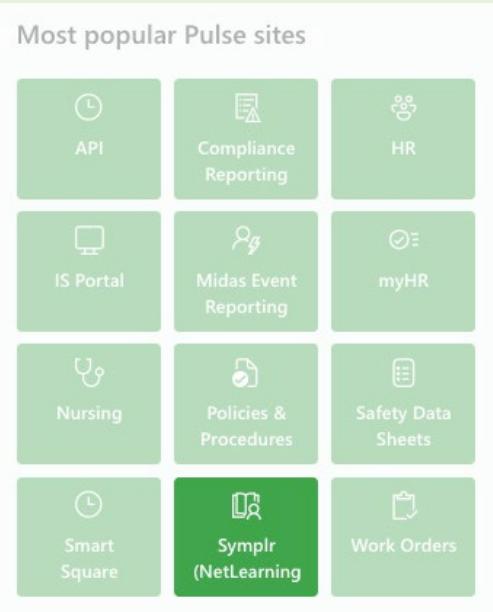
The top menu bar lets you navigate. Leaders may request a "My Team" item be added to your account. There are three main tabs users will frequently use:

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 **LMS@parkview.com**

FREQUENTLY ASKED QUESTIONS AND ACRONYMS

Acronyms and Terminology

API: Time and Attendance Software

BeRT: Behavioral Response Team

B-Number: Traveler ID Number

CARE: Co-worker Assistance, Retention & Engagement

CBL: Computer Based Learning

Duo: Two-Factor Authentication Program

EAP: Employee Assistance Program

ED: Emergency Department

E-Number: Employee ID Number

HR: Human Resources

IS: Information Services

LOGAN: Parkview Logansport Hospital

MOB: Medical Office Building

MWB: MyWell-Being

OD: Organizational Development

Onboarding Consultant: The individual who helped you with onboarding documents, training schedule, E-Number, etc.

ONE: Orthopedics Northeast

PBAM: Parkview's Ohio Hospitals – Bryan, Archbold & Montpelier

PBHI: Parkview Behavioral Health Institute

PBTC: Parkview Business & Technology Center

PDH: Parkview Dekalb Hospital

PEC: Parkview Education Center

PFCI: Packnett Family Cancer Institute

PHH: Parkview Huntington Hospital

PHI: Parkview Heart Institute

PKH: Parkview Kosciusko Hospital

PLH: Parkview LaGrange Hospital

PNH: Parkview Noble Hospital

PPG: Parkview Physician's Group

PPGOH: Parkview Physician's Group Ohio

PRMC: Parkview Regional Medical Center

PSO: Parkview Surgery ONE

PVARCH: Parkview Archbold Hospital

PVBRY: Parkview Bryan Hospital

PVH: Parkview Hospital – Randallia

PVMON: Parkview Montpelier Hospital

PWB: Parkview Wabash Hospital

PWH: Parkview Whitley Hospital

QSI: Quality, Safety & Infection Prevention

Symplr: Online training platform

SharePoint/Pulse: Parkview's Intranet

TA: Talent Acquisition

TAC/Recruiter: The individual who sent you an offer letter

Frequently Asked Questions

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 use?

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?

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.

FREQUENTLY ASKED QUESTIONS AND ACRONYMS (continued)

What is Parkview News and Updates?

Announcements that are viewable to all co-workers on the Parkview SharePoint/Pulse page which gives information, details, updates, etc. on the organization and pertinent topics.

What is Benefit Bits?

Communications containing information about Parkview employees benefit programs sent to your Outlook mailbox.

What is HResource?

Communications on timely HR related information sent to your Outlook mailbox.

FAMILY AND MEDICAL LEAVE (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.

HEALTH INSURANCE

Am I eligible for healthcare insurance?

Co-workers who are a 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.

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."

*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.

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.

How long do I have to sign up for benefits?

You have 60 days from your date of hire to sign up for benefits.
You have 62 days from date of hire to submit eligibility documentation for dependents and covered spouse.

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).

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.

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 2.

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: 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 Pulse homepage under "Resources and Tools", once you have access to Parkview's intranet.

TIME OFF (PTO AND VTO)

Do I get paid time off (PTO)?

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.

For what other reasons may I use PTO hours?

The PTO plan provides paid time off for vacations, illnesses, holidays, family emergencies and unavoidable absences.

How far in advance should I request PTO?

A good rule of thumb is to submit PTO requests at least 48 hours in advance. However, your leader may have different guidelines on that process.

Where can I find more information about the PTO policy?

The Human Resources PTO policy can be found on their Pulse page by clicking "HR Policies".

What is VTO and how do I use it?

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

When will I be paid?

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.

How can I correct a mistake on my timecard?

Your leader (or the coder for your department) can work with you to correct any errors on your timecard. More information on the software to track your hours (API Time and Attendance) can be found on page 16 of this guide.

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.

NOTES