

NEW HIRE ORIENTATION GUIDE



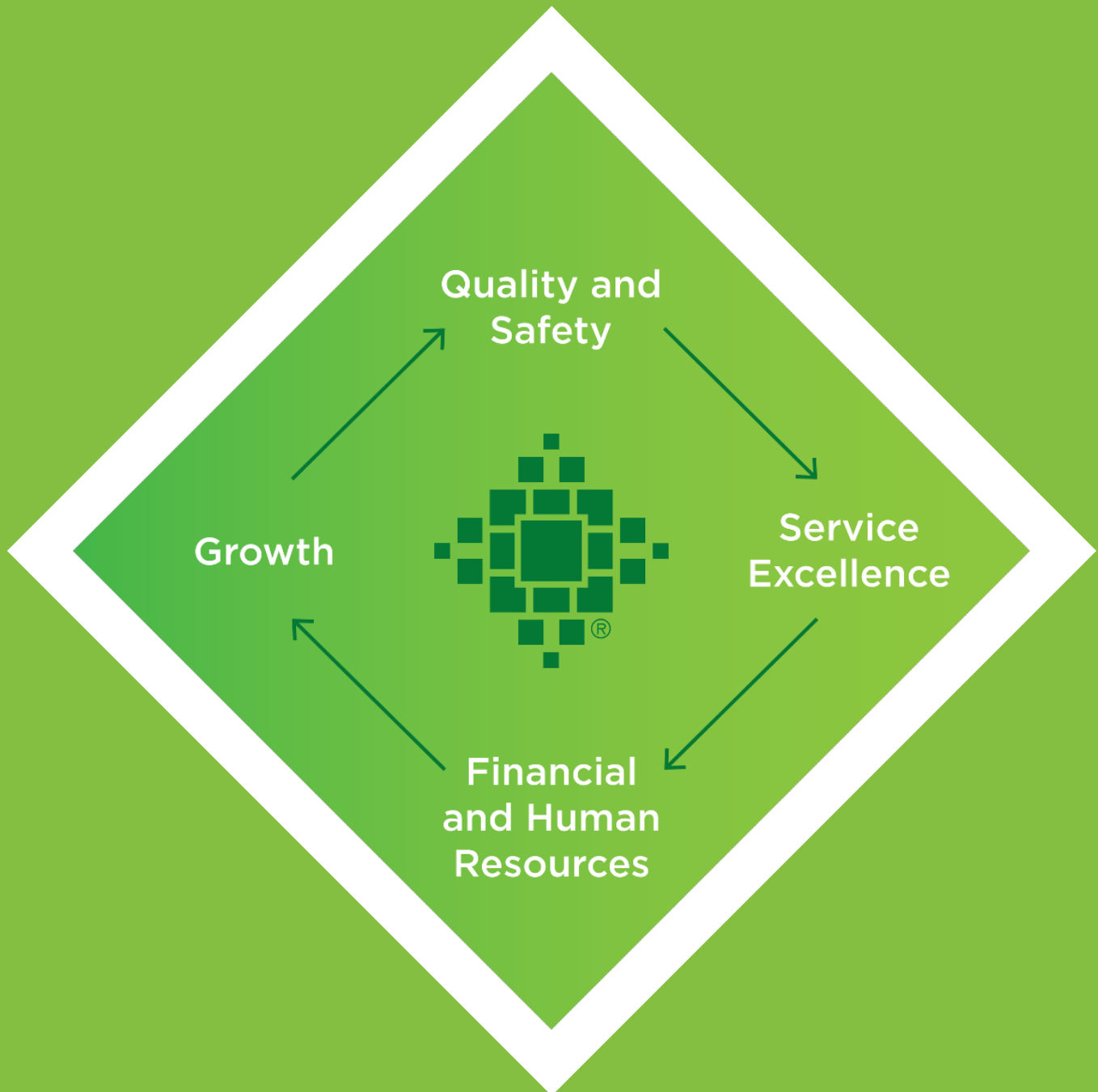
PARKVIEW
HEALTH



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MEASURES OF SUCCESS



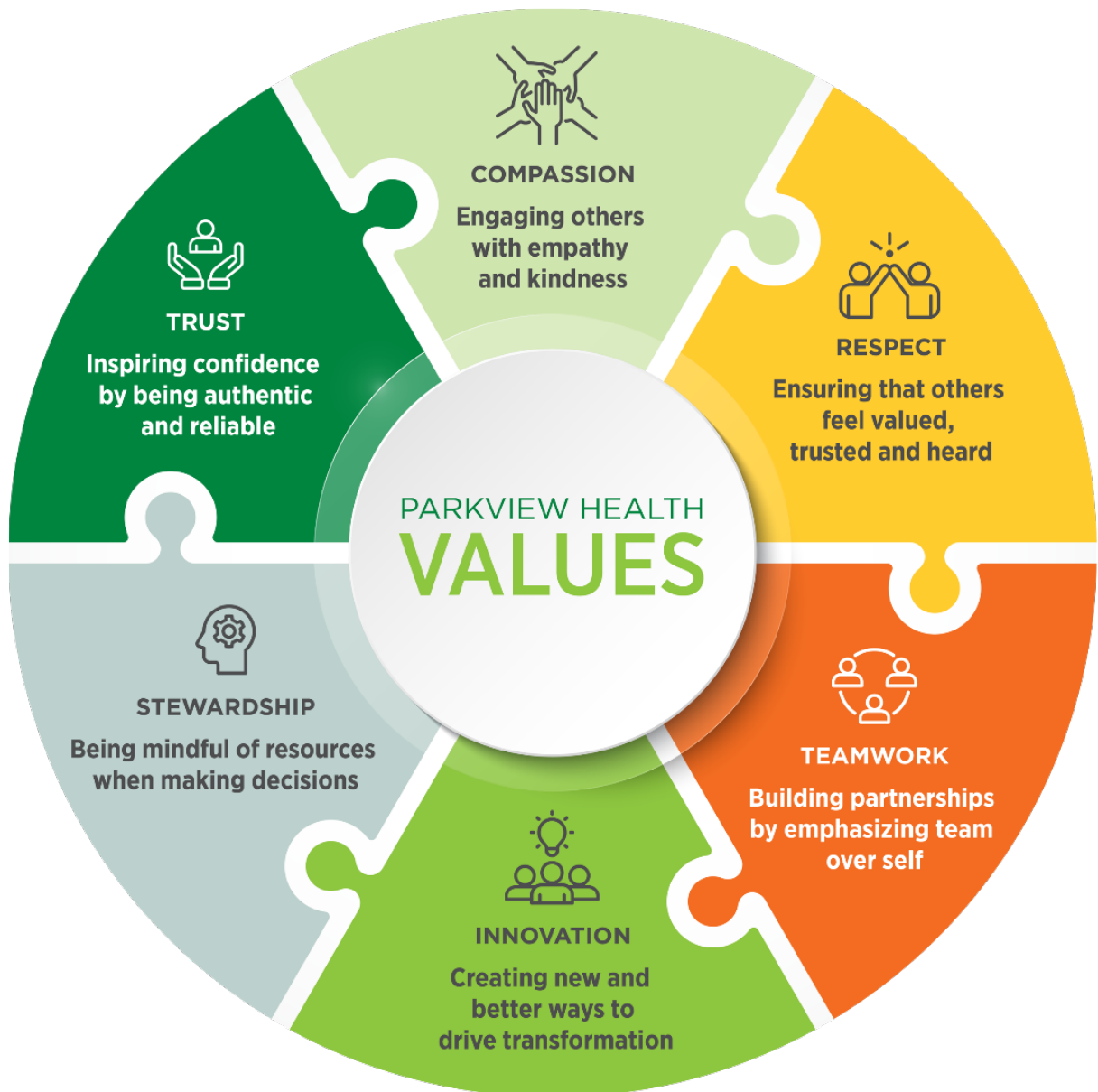
MISSION / VISION / VALUES

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



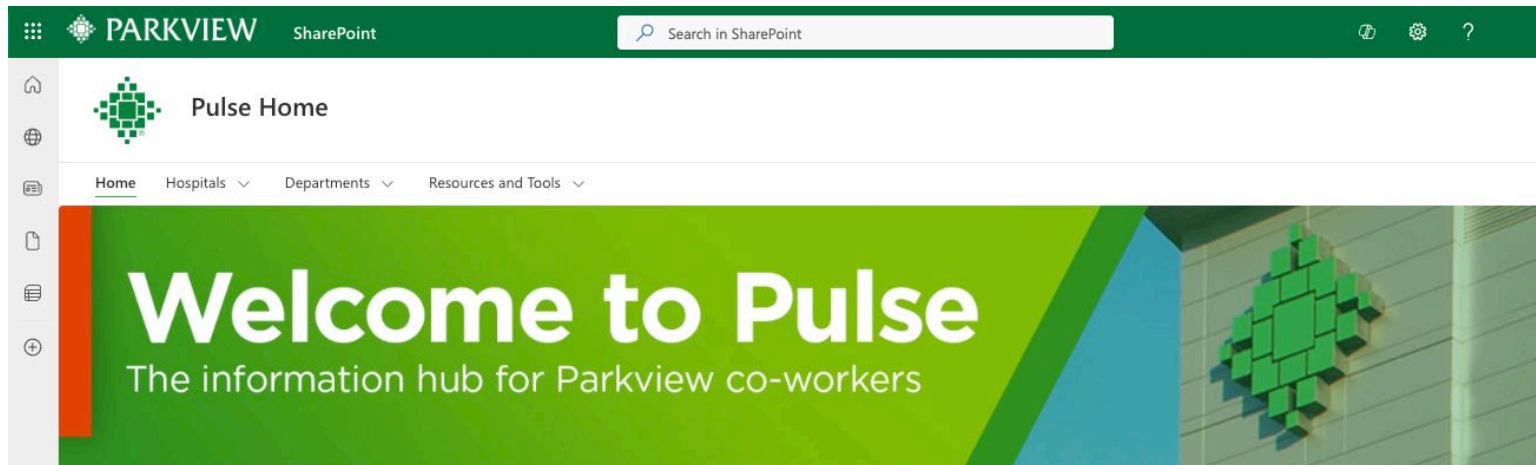
Confidentiality

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



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/HealthStre...	 Work Orders

EMPLOYMENT SAFETY POLICY

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

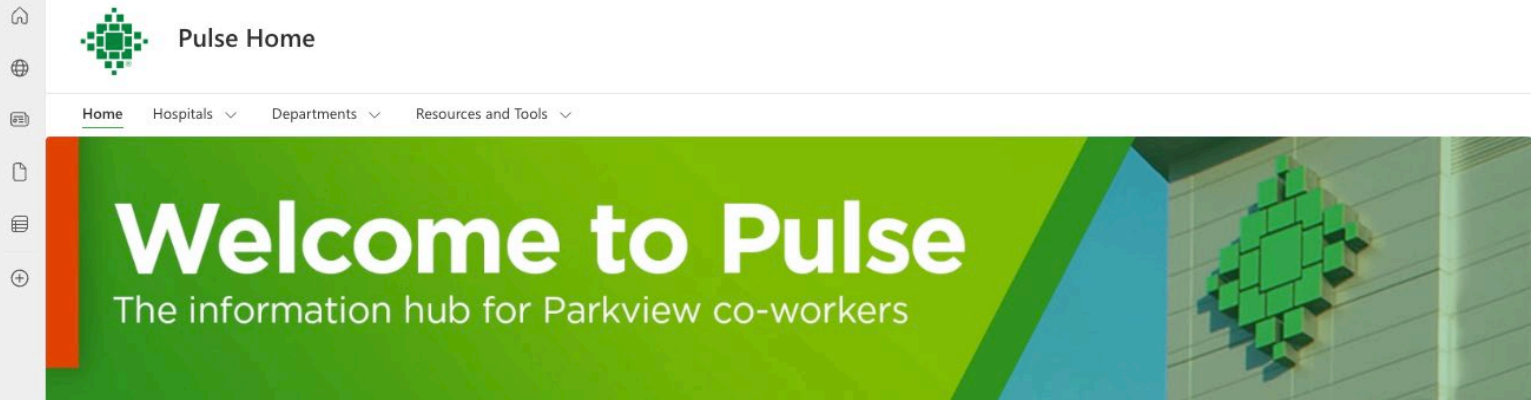
- Accidents/incidents with injury/illness of any severity
- Accidents/incidents resulting in property or equipment damage
- Any near miss incidents that could potentially have resulted in injury/illness or property damage
- Any unsafe behavior, equipment or process
- Any Workplace violence issues or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



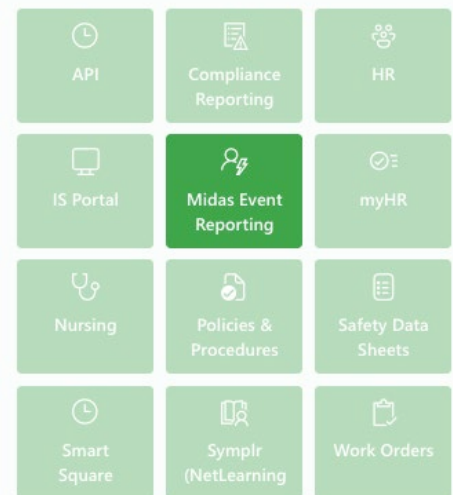
EVENT REPORT

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 homepage, select Midas Event Reporting

Most popular Pulse sites



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.

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.


Remote Data Entry

Select the Facility and Event Date

Facility:

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

STEP 4

Enter the date

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

Select the Facility and Event Date

Facility: PRMC (PVN)

Event Date: 2/28/2022

Affected Individual:

☐ Patient

☒ Non-Patient

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					

STEP 5

Complete the data boxes

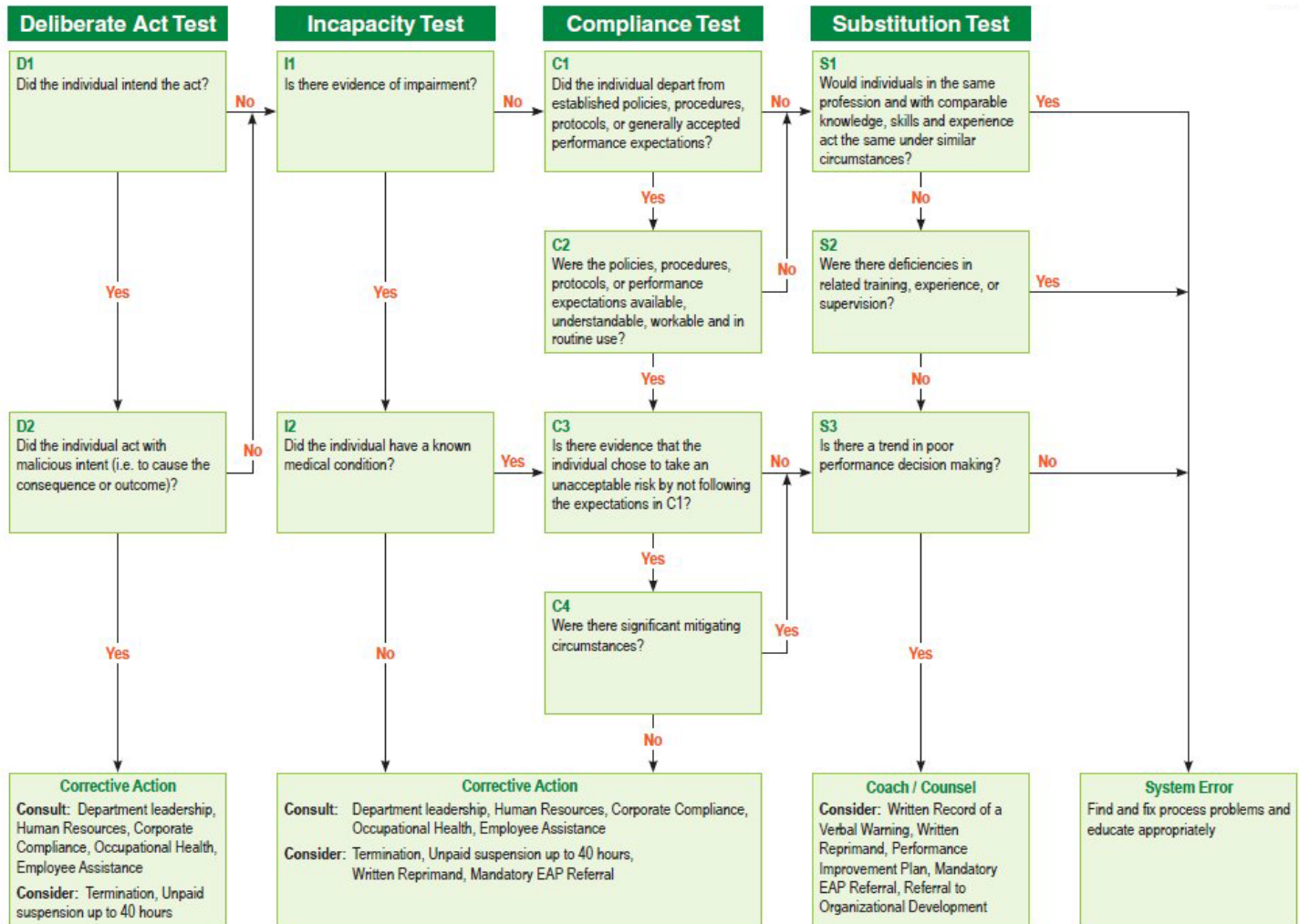
Event No.:	22-5774	Physician Notified?	☐ Yes ☐ No
Facility:	PRMC (P/VN)	Employee Witnesses - Other than reporting employee (by last name)	
Event Date:	2/28/2022		
Time Event Occurred:		Provider Witnesses (by last name)	
Non-Patient ID:			
Non Patient Name:		Other Witnesses - Example visitors, friends, family	
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)			
How did the event occur? How could it have been prevented? Was there an injury?			

THANK YOU FOR SUBMITTING YOUR REPORT!

STEP 6

Submit the event

JUST CULTURE DECISION MAKING GUIDE



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.

For emergencies inside hospital locations, dial 1-911.

For off-campus emergencies, dial 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

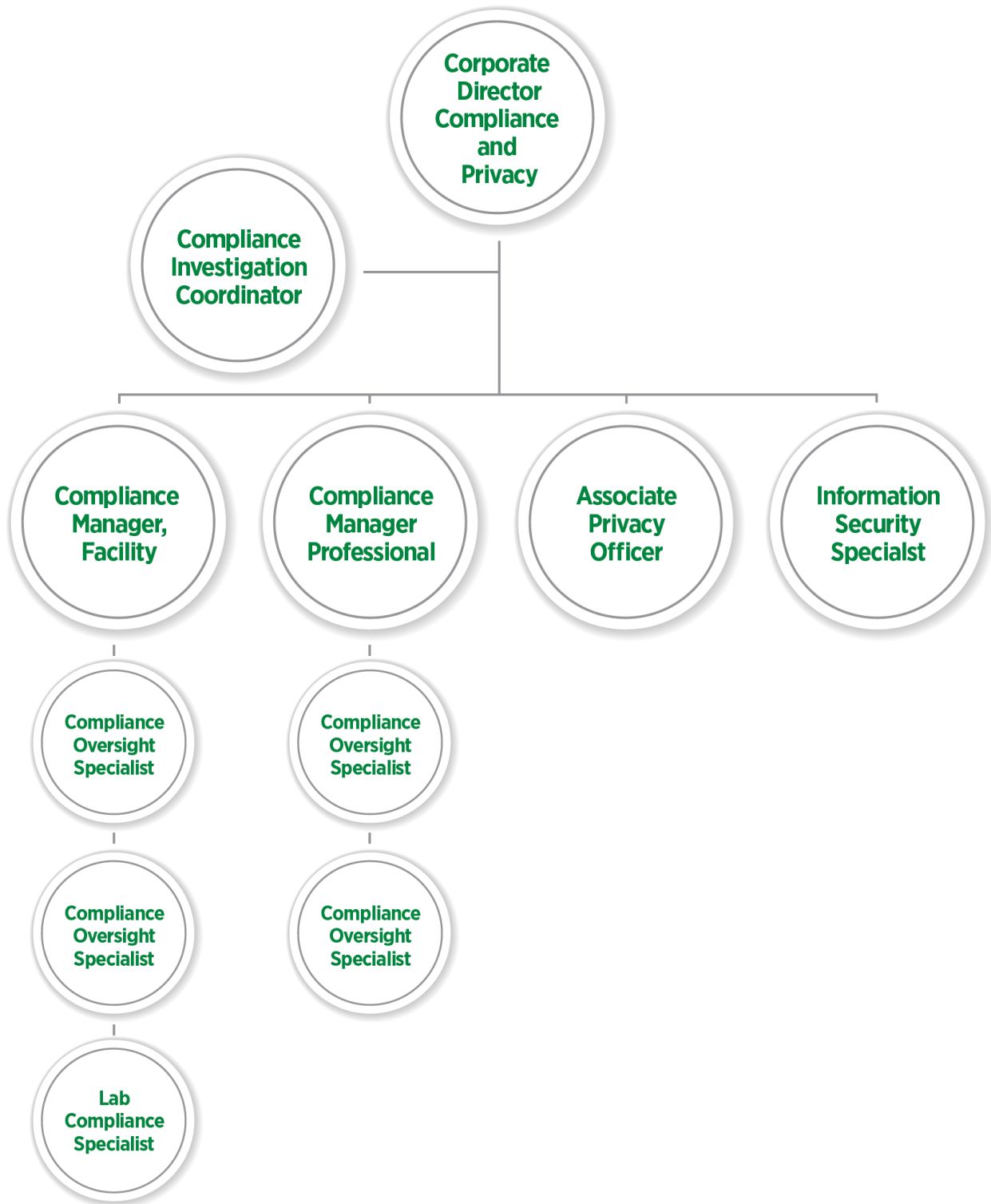
Parkview's Corporate Compliance Program is part of the Compliance & Legal Department



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.

COMPLIANCE AND LEGAL (continued)

Privacy Guidance



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.

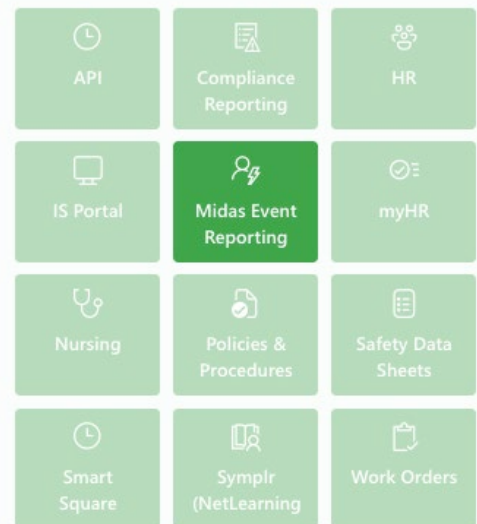
Midas Event Reporting

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



JOINT COMMISSION

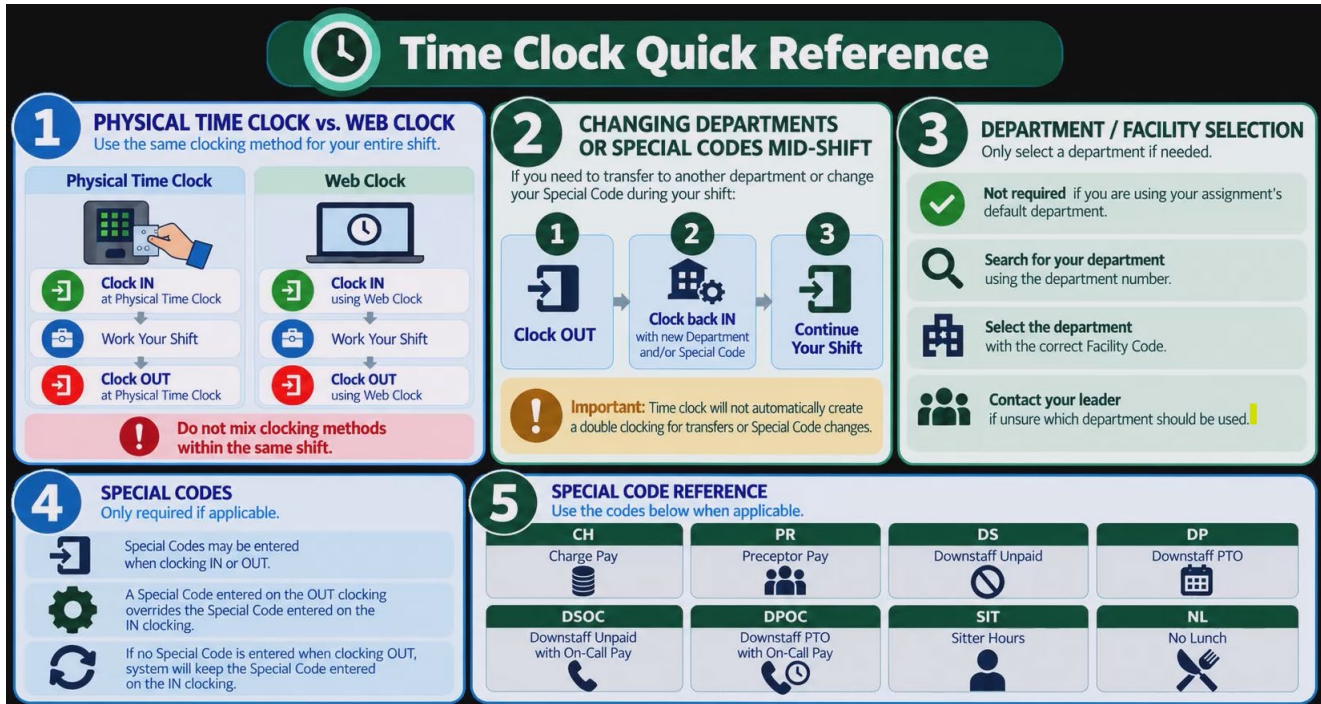
Parkview Health hospitals are accredited by The Joint Commission. Any co-worker, physician, or other individual who provides care, treatment, or services and who has concerns about the safety or quality of care provided in the organization is encouraged and expected to report their concerns to their leader, responsible hospital personnel or via the Parkview Compliance Hotline at 260-373-7100. If these concerns persist, they may be reported to The Joint Commission without retaliatory action from Parkview.



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**.

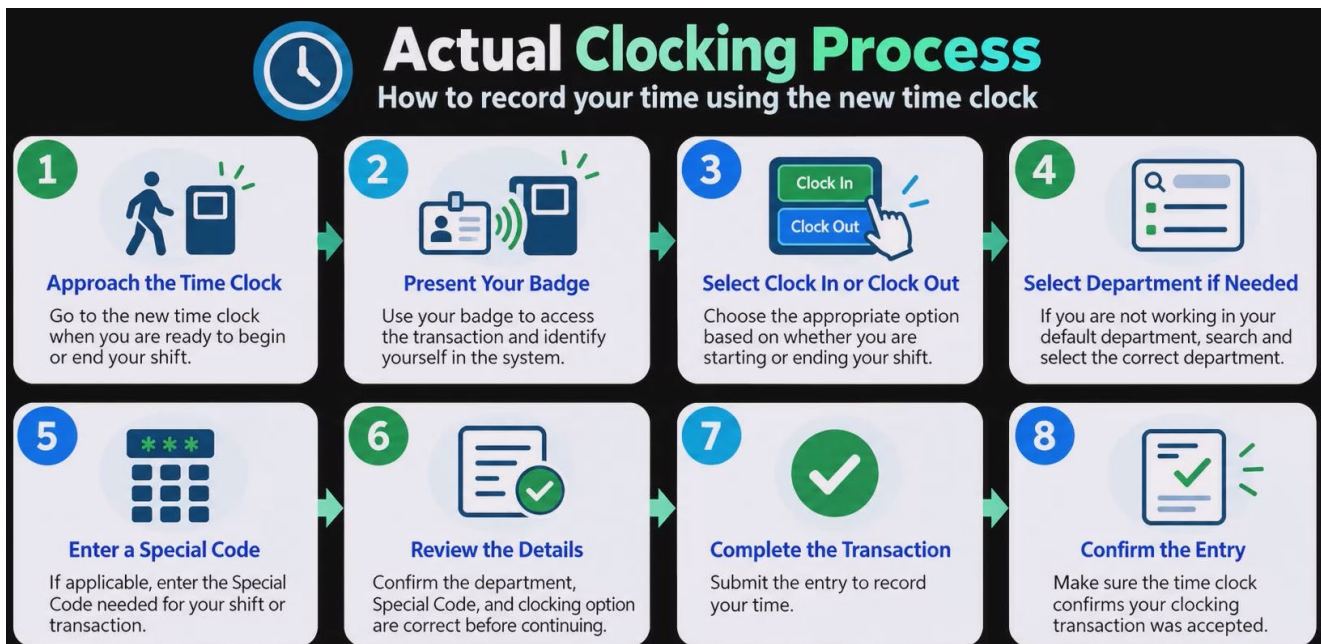
ORACLE FUSION TIME & ATTENDANCE

Quick Reference



If you have questions, ask your leader or submit an HR Help Desk Request.

Physical Time Clock Process



Important: If you need to change departments or Special Codes during your shift, clock out first, then clock back in with the new information.

ORACLE FUSION TIME & ATTENDANCE (continued)

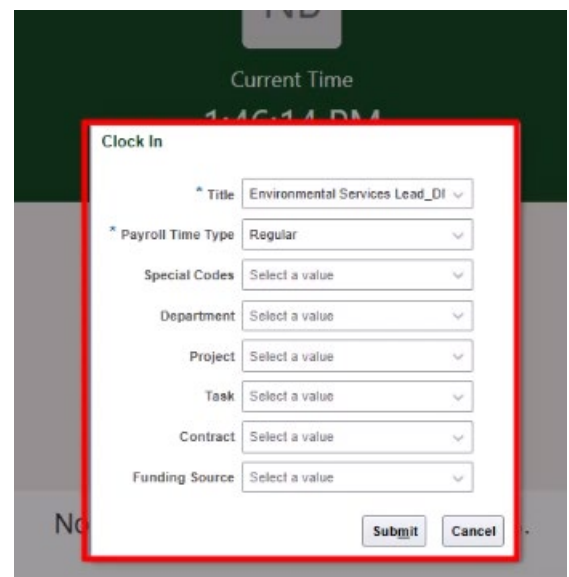
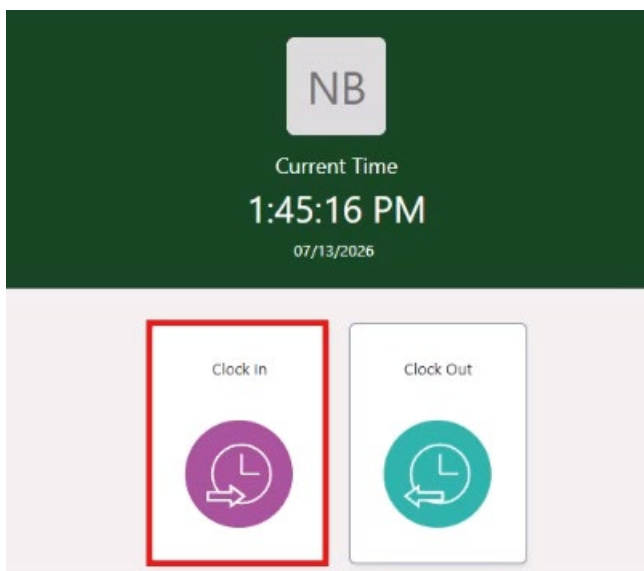
Quick Reference

Oracle Fusion Web Clock – Clock In

1. On the Oracle Fusion homepage, select Me then Web Clock.
2. Select Clock In and complete required information before recording your time. Select your title, then select the appropriate payroll time type (e.g. Regular, Orientation, Education, etc.) and enter any additional information in the fields required for your assignment. Once entered, hit submit.

Optional Fields:

- **Special Codes** if applicable (e.g. CH for Charge or PR for Preceptor)
- **Department** - If working in a department outside of your home department, you can input the department you are working in the Department drop-down box
- **Location** - Especially important if working in Ohio to allocate work location for tax purposes. Will be auto filled in if they are using a badge reader based on badge reader location but is reliant on the co-worker if using the Web Clock
- **Project/Task/Contract/Funding Source** - only available if working on a grant project

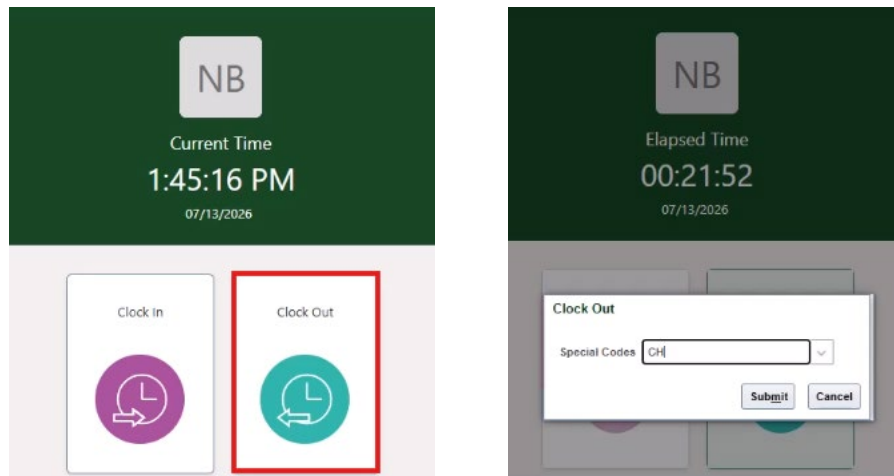


ORACLE FUSION TIME & ATTENDANCE (continued)

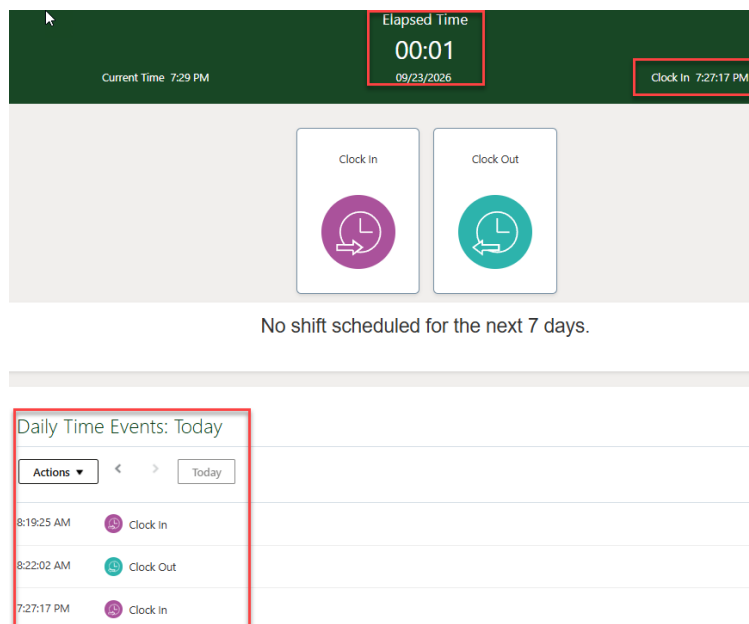
Quick Reference

Oracle Fusion Web Clock – Clock Out

To clock out, select Clock Out. Depending on department you may be asked to enter a Special Code to identify certain work activities or work requirements. Then select Submit.



When going back into Web Clock, you will be able to see the time you clocked in on the right-hand corner or down in the left-hand corner in the Daily Time Events section. The top of the screen will display The Elapsed Time since you clocked in.

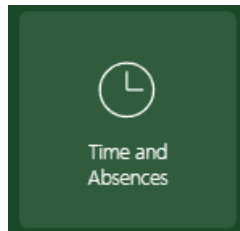


ORACLE FUSION TIME & ATTENDANCE (continued)

Quick Reference

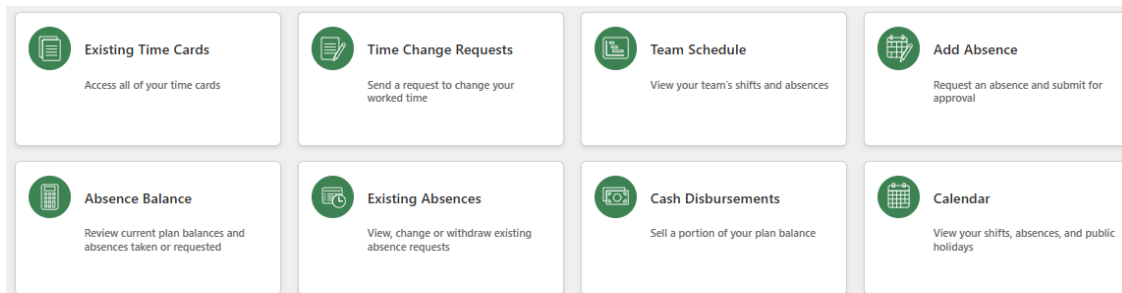
How to Review Time Cards and Time Change Requests

On the Oracle Fusion homepage, start on the Me tab then Time and Absences tile.



Select Existing Time Cards to access and review all of your time cards.

To request a correction to a previously reported time, select Time Change Request.



Click on Request Change. On the Time Change Request page, confirm the date that needs to be corrected. Use the Comments field to explain the reason for the change. Next, review the existing information under Time Entries for that date. Select Add.

RD

Time Change Request

Daniel Webb, Remma Magnolia Keen

Date

05/24/2024

Comments

Time entries

+ Add

Paramedic - Community Hosp_HMHOS_5125 | 7:00 AM - 7:00 PM
Regular

ORACLE FUSION TIME & ATTENDANCE (continued)

Quick Reference

How to Review Time Cards and Time Change Request (cont.)

Review the existing information, including start time, stop time, title, time reporting code, location and department. Select the field you need to update and make the correction. In the Time Entry Comment field, briefly explain the reason for the change. Review the information for accuracy and select Save to add the updated time entry to the Time Change Request for your leader to review.

Time entries

+ Add

Start Time: 7:00 AM Stop Time: 7:00 PM Quantity:

Title: Paramedic - Community Hosp_HMHOS_5125 Project: Task:

Time Reporting Code: Regular Contract: Funding Source:

Special Codes: Incentive Codes: Department: HMHOS_5125_EMS

Location: Parkview Huntington Hospital Company: Cost Center:

Absence Reason:

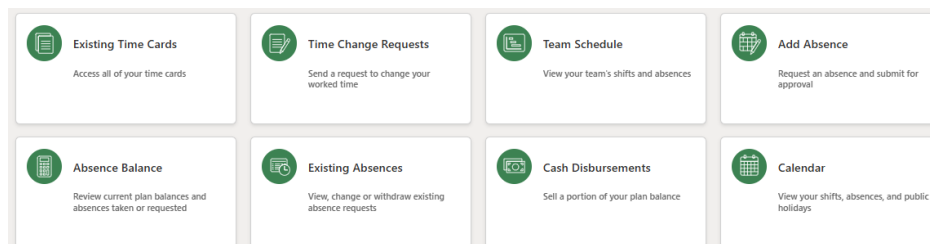
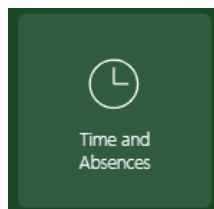
Time Entry Comment: Updating department

Cancel Save

Paramedic - Community Hosp_HMHOS_5125 | 7:00 AM - 7:00 PM Regular

Requesting Time Off

On the Oracle Fusion homepage, start on Me, then click Time and Absences tile.



- **Add Absences** - Can select the applicable absence type from the drop-down box. Actual absence hours that will calculate will be based on your scheduled hours for the day. If the request is not generating your expected number of absence hours, please review your schedule and touch base with your leader
- **Absence Balance** - Can easily view how many absence hours you have available
- **Existing Absence** - Can review future, current, or past absence transactions

PAYROLL

The Payroll department facilitates our co-workers pay.

Payroll Period and Pay Benefit Options

Parkview follows a two-week payroll period, with 26 pay days per year. The pay period runs Sunday to Saturday, with pay day every other Thursday.

Parkview offers flexible pay benefits for all co-workers through DailyPay. For more information about DailyPay, please visit the Payroll page on Pulse <https://parkviewhealth.sharepoint.com/sites/Teams/nonclinical/Payroll>

Contact Payroll

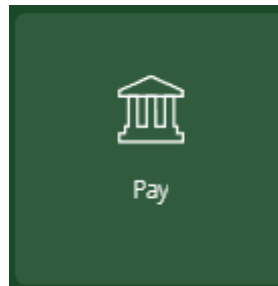
If you need to contact the payroll department, you may contact them via:

E-mail (preferred): Payroll@parkview.com

Phone number: (260) 373-8390

Pay

To review your Payslips, Payment Methods (direct deposit information), Tax Withholding forms (tax form elections), and more, click on the Pay tile.

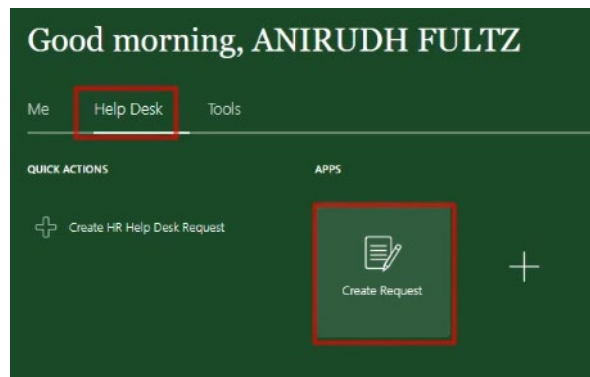


 Document Delivery Preferences Set up preferences for delivering documents.	 My Payslips View, print, download and search current and past payslips, which contain gross pay, net pay, taxes and other information.	 Payment Methods Define and prioritize salary payments details, such as payment type, payment amount and bank accounts details.	 Year-End Documents View, print, download and search year-end documents for current or prior tax years.
 Third-Party Payroll Documents Generic document type used to store, search, view, print and download payroll documents generated by third-party payroll applications.	 Tax Withholding Go here to update your federal and state income tax withholding. Check this information when your personal or financial situation changes.		

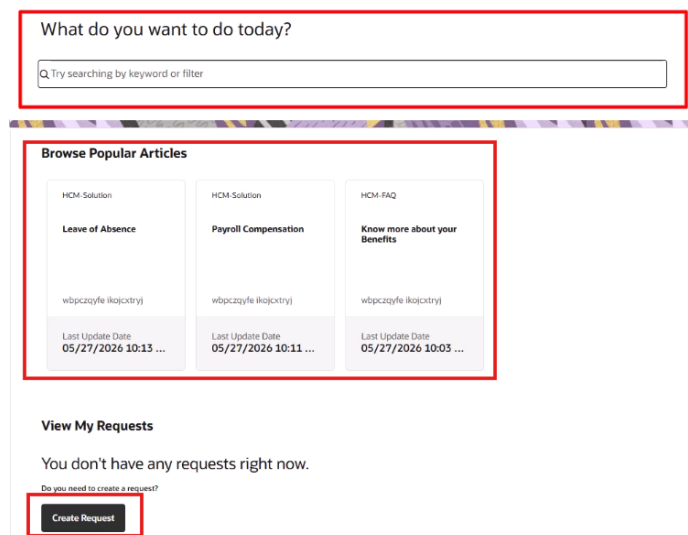
HR HELP DESK

The HR Help Desk is Parkview's preferred way to ask HR-related questions, report an issue, or request assistance.

From the Oracle Fusion homepage, select the Help tab, then Create Request.



Search for topics using the What do you want to do today? field, browse popular articles, or create a request if you are unable to find the answer you need.



PARKVIEW CO-WORKER EXPERIENCE TEAM



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

- Unplanned Emergencies
Examples: car repair, rent, mortgage, utility bills, etc.
- 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:

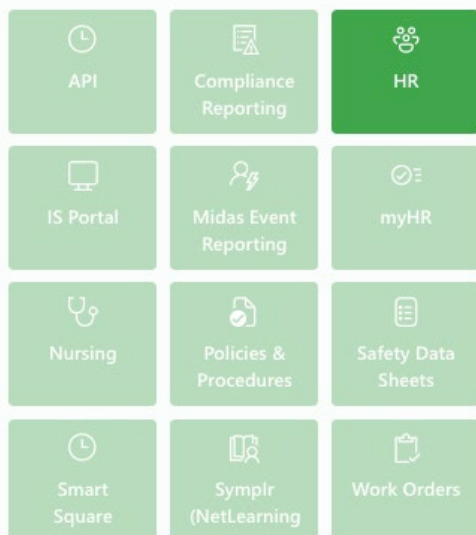
1. Lapel pin displaying your year of service – Mailed to your home prior to your anniversary.
2. Virtual Amazon gift card – Sent to your Parkview email by the day of your anniversary.

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.

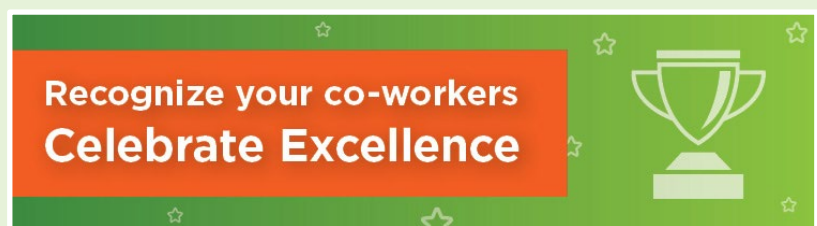
Navigating to the Platform

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.

Most popular Pulse sites



To get to this platform, go to the Parkview Pulse homepage (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.

NOT SURE WHO TO CALL? **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

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 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 (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

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.



PARKVIEW My Well-Being (continued)

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



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 **ServiceExcellenceTeam@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, the definition of Service Recovery is

Making right what went wrong.

It is taking ownership to do all that we can, in a sincere and empathetic way, to respond and recover when expectations are not met.

When Service Recovery is done well, organizations earn loyalty and build trust. This tool is designed to equip and empower team members with the skills that help address patient concerns, in the moment, when the patient is still with us.

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



DON'T FORGET

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

Shamir Hajj, MD
Neurocritical Care



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 adds to the feeling of empathy, reduces patient anxiety, helps build therapeutic relationships, builds customer loyalty, and ultimately improves outcomes.

AIDET - Why This Matters

For Co-Workers, AIDET aligns with humanistic care by emphasizing empathy, respect, and patient-centered communication. When AIDET is practiced consistently, patients commonly feel emotionally safer, more trusting, less anxious, more willing to ask questions, and more satisfied.

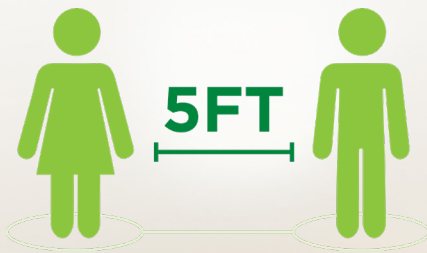
	Why?	What you do...	How it makes the patient feel...
A	Acknowledge Many patients arrive feeling vulnerable, scared, or invisible. Acknowledgment immediately lowers emotional defenses and builds trust.	• Make eye contact (10/5 Welcome) • Use the patient's name • Smile, greet, and recognize their presence • Acknowledge family members if present	✓ Seen/Welcomed ✓ Respected ✓ Human, not a task or room number ✓ Less anxious ✓ Reassured
I	Introduce Uncertainty increases fear. Introductions reduce the "unknown," which is one of the biggest drivers of anxiety in healthcare.	• State your name and role • Sit with the patient when possible • Use simple, confident language • Create positive impression of others (Manage Up)	✓ Oriented ✓ More in control ✓ Safer ✓ Respected/Valued ✓ At ease
D	Duration Patients tolerate waits better when they understand them. Silence feels like neglect; updates feel like care.	• State expected duration of procedure or visit • Set expectations for time • Update the patient if delays occur and why	✓ Respected ✓ Prepared ✓ Supported ✓ Less impatient or frustrated ✓ More trusting
E	Explanation Explanation transforms fear into understanding and cooperation.	• Explain what you're doing and why • Sit with the patient when possible • Use plain language • Pause to check for understanding • Avoid medical jargon	✓ Informed ✓ Calmer ✓ Empowered ✓ Less fearful of the unknown ✓ Respected/included
T	Thank you Gratitude reframes the encounter as a partnership, not something being done to the patient.	• Thank the patient for their time, patience, or trust • Acknowledge their effort coming in, following instructions, waiting • End with warmth	✓ Valued ✓ Appreciated ✓ Respected ✓ Positive about the interaction

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.

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

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

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:

- Your person number (ex. UX123456)
- 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)

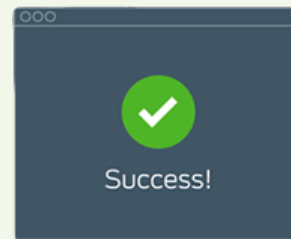
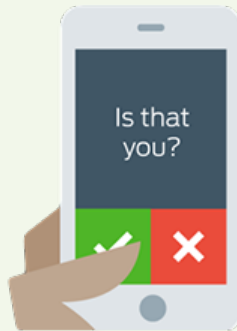


DUO – TWO FACTOR AUTHENTICATION

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](https://pwreset.parkview.com) and changing password

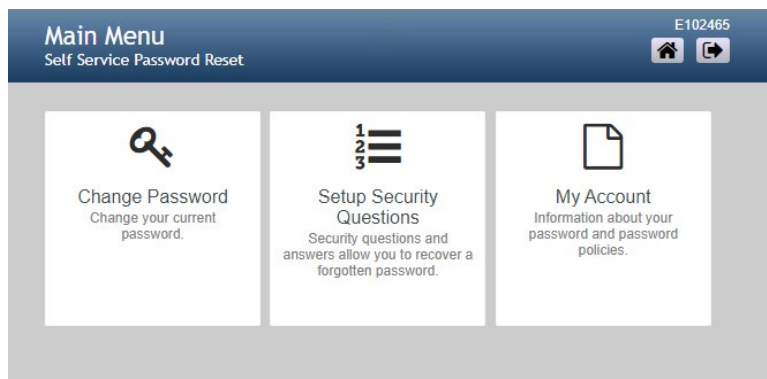
To reset your password, go to Parkview's Self Service Password Reset portal. Go to either:
<https://pwreset.parkview.com>
OR the IS Portal on Pulse and
Select Reset Password.

1. Log in with your Person Number and current password and then select **Sign in**.

NOTE: Your Person Number will be your ID number (i.e. UX123456).

The image shows the "Please Sign in" form for the Self Service Password Reset portal. It includes input fields for "Employee ID" and "Password", a "Sign in" button, and two links: "Forgotten Password" (with a key icon) and "Activate Account" (with a person icon). Descriptive text for the links reads: "Regain access to your account if you have forgotten your password." and "Activate a pre-configured account and establish a new password."

2. Select Change Password.



INFORMATION SERVICES (continued)

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, UX#, 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

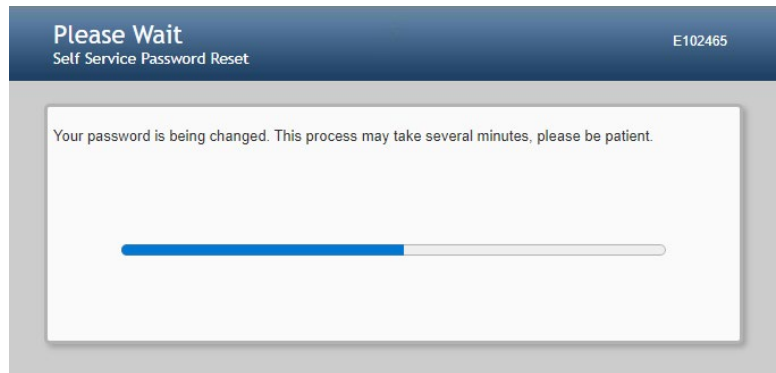
New Password

Confirm Password

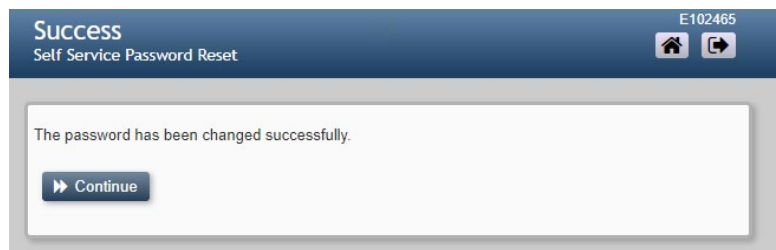
Change Password **Cancel**

INFORMATION SERVICES (continued)

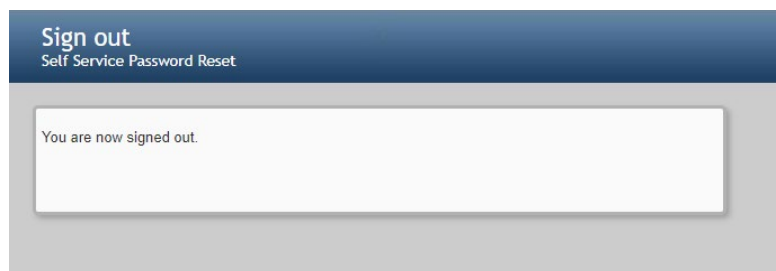
4. This screen will display while your password change is being synced.



5. **Select Continue**



6. You will automatically be signed out.



7. **Close the Browser Window.**

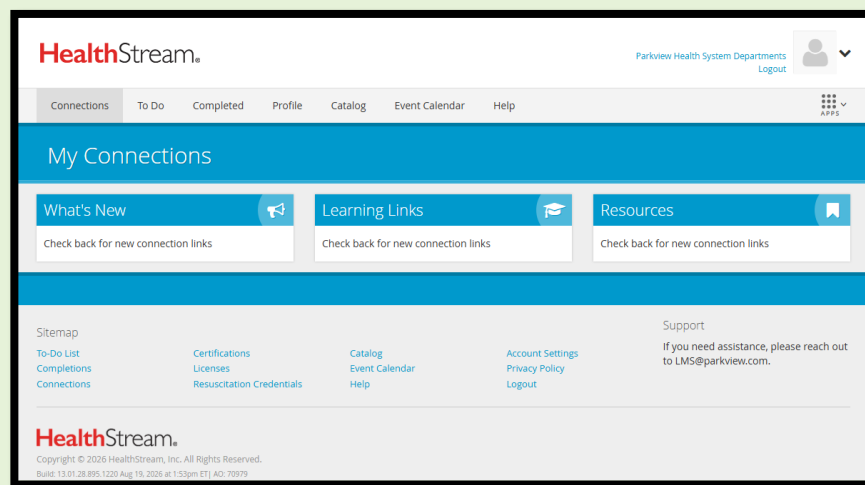
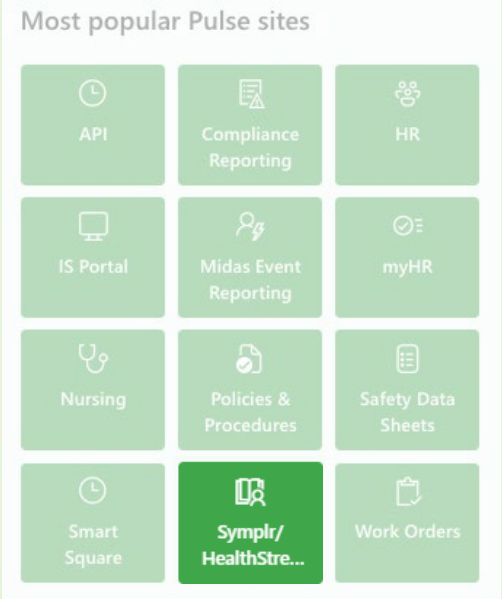
8. After changing your password, you should **log off your workstation and log back into the workstation with your new password.**

LEARNING MANAGEMENT SYSTEM

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

HealthStream utilizes safety protocols by using Single Sign On (SSO) which will automatically log you in without entering a login or password.

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



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

TO DO – Shows the classes and learning modules you are currently enrolled in along with due dates.

COMPLETED – Shows the items you have previously completed.

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

HealthStream Contact Information

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

FREQUENTLY ASKED QUESTIONS AND ACRONYMS

Acronyms and Terminology

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

HS: HealthStream, our online training platform

IS: Information Services

LMS: Learning Management System

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, UX-Number, etc.

ONE: Orthopedics Northeast

Oracle Fusion: Human Resources Functions
(including time and attendance, PTO/VTO
requests, etc.), and Finance and Supply Chain
Functions

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

SharePoint/Pulse: Parkview's Intranet

TA: Talent Acquisition

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

UX-Number: Person Number (ID)

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.

FREQUENTLY ASKED QUESTIONS AND ACRONYMS (continued)

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 HealthStream and Computer Based Learning Modules?

HealthStream is Parkview's Learning Management System (LMS). Most co-workers will be able to log into HealthStream 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 Fusion platform which is located on the Parkview SharePoint/Pulse page under “Most popular Pulse sites.”

*NOTE: * you will need your Parkview person number and password to access Fusion and therefore may not be able to complete this on your first day as you might not yet have your person number 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.

FREQUENTLY ASKED QUESTIONS AND ACRONYMS (continued)

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.

FREQUENTLY ASKED QUESTIONS AND ACRONYMS (continued)

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 after one year of service with Parkview. 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 midnight. Use Fusion (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 Fusion platform to track your hours 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.

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