New Caregiver Packet

PeaceHealth

Congratulations on your new role with PeaceHealth.

We are excited to welcome you to our network of over 16,000 caregivers throughout Alaska, Oregon, and Washington.

This guide will help you prepare and plan what to expect during your orientation period as a PeaceHealth caregiver. While you are encouraged to read this before your first day, we believe this packet will be useful to you throughout your orientation as a reference guide. Please connect with your hiring manager with any follow-up questions.

Welcome to PeaceHealth!

Contents

Important Reminders - Critical Tasks to Complete

As we will discuss during your virtual *New Caregiver Welcome* session, you have tasks to complete that are critical to your employment and benefits. These include:

- ☐ **Claim your PeaceHealth network account** by following instructions sent via email from **AccessNow**.
  - o Complete **Multi-Factor Authentication** (MFA).

- ☐ **Complete** the required **Onboarding Activities**.
  - o Accessed by following an emailed link sent to your PeaceHealth email address, with subject line, "<your name> Onboarding Activities."
  - o After completing Direct Deposit, please allow up to two pay cycles before anticipating your paycheck will directly deposit to your bank account. Your paycheck will arrive by mail at the address we have on file until your bank account details have been verified by your banking institution.
  - o If you have not received the Onboarding Activities email or experience technical issues, contact Technology Solutions Partners (1-800-452-1425).

- ☐ **Complete** your assigned **eLearning modules in My Learning**. Due dates vary, please focus on completing *1. NCO QuickStart* and *2. NCO Infection Prevention*, both are required to be completed within the first 7 days of employment.
  - o Attestation of Attendance, please go to My Learning > *1. NCO QuickStart Program (First Week) > NCO Virtual Welcome Session Attestation of Attendance >* (click) *Launch* and follow the prompts.

- ☐ Attend additional orientation sessions as assigned, either via eLearning or in person. Read course descriptions in **My Learning** for details.

- ☐ Perform Hand Hygiene return demonstration (requirement varies by role).

- ☐ If eligible, **enroll or decline** your **health plan benefits within 30-days of your start** date in **My HR**/**My Benefit Enrollment**. You must complete the benefits enrollment process, regardless of if you choose to enroll or opt-out; if you take no action, you will be automatically enrolled in the default health plan.

- ☐ Complete the **feedback survey** to help us improve future caregiver experience.

Orientation Programs

During your first few days at PeaceHealth it will be our pleasure to share more with you about what it means to be a PeaceHealth caregiver, important safety information, and the resources you will have available.

While the schedule and requirements vary by role, orientation for most clinical roles is made up of the following components.

Many non-clinical roles will only require the New Caregiver Welcome and eLearning Modules. Other necessary orientation will take place within your department.

Your personalized assignments and specific arrival information is outlined in the email from which you launched this document and/or from your direct hiring manager.

Component	What It Is	Who Attends	Typical Time Frame
New Caregiver Welcome	A live, instructor-led, virtual meeting where we introduce you to our culture, resources, and benefits.	All caregivers (virtually using Microsoft Teams)	Your first day of work
eLearning Modules	Self-paced eLearning modules focused on required orientation training.	All caregivers	Within your first 7 days
Patient Services Orientation (PSO)	Covers topics you need to keep yourself and your patients safe. Also discuss quality measures & inclusion.	Caregivers (except for providers) who work directly with patients in any capacity	Within your first 7 days
Role Specific Orientation (RSO)	Inpatient - A general overview of nursing practice at PeaceHealth. Outpatient – Navigation of resources, overview of daily tasks & standard work.	Caregivers who work as inpatient bedside nurses, nursing support, medical assistants, and clinic-based patient access representatives	During your first or second week of work (as applicable)
PHMG Culture of Service	Training on effective communication techniques, service excellence, and empathy.	Specific PeaceHealth Medical Group Caregivers	End of your first week of work
CareConnect Orientation (CCO)	Hands-on computer training for PeaceHealth's electronic health record (EHR) called CareConnect.	Any caregiver who accesses or contributes to the EHR	During your first few weeks of work (as applicable)
PeaceHealth Leader Orientation (PHLO)	Provides a deeper understanding of our leader's unique role in supporting the PeaceHealth mission.	All new leaders to PeaceHealth	A series of one-hour virtual sessions, offered quarterly

Note: Orientation is typically scheduled between 0800-1800 Pacific Time / 0700-1700 Alaska Time. Please plan accordingly.

Please take time during your first few weeks to access and review the resources on the following table, as well as important supplemental information contained in this document.

Electronic Resources

Resource	Electronic Link or Path
Accessing Crossroads from home	PeaceHealth.org/for-caregivers
Benefits	Crossroads > My HR > Benefits > My Benefits / My Benefit Enrollment
Caregiver Behavioral Standards	Caregiver Model
Center for Inclusion, Diversity, Equity and Access (CIDEA) information	CIDEA Program Page
Clinical Excellence	Clinical Excellence Program Page
Code of Conduct	Code of Conduct Booklet
Community Health	Community Health
HR Policies	Crossroads > My HR > Caregiver Resources > HR Policies
IT Service Ticket information	Call extension 6464, dial 1-800-452-1425, or log an electronic ticket here. *Also available from Crossroads > REPORT INCIDENT > IT Service Ticket*
Mission Services System	Mission Services
Multi-Factor Authentication	PeaceHealth > For-Employees > Download Instructions to setup MFA
My Learning	My Learning eLearning modules
My Time (timecard) job aid	My Time Resources
Onboarding Activities	Onboarding Activities
Patient Privacy information	Organizational Integrity Department Page
Patient Safety	Patient Safety Department Page
Philanthropy (PeaceHealth Foundations)	New Caregiver Orientation Video
Payroll Calendar	Crossroads > My HR > Pay & Time Off
Work & Life resources	Crossroads > My HR > Work & Life

Policies & Procedures

PeaceHealth has many policies and procedures that provide standards for our daily work. They also provide clarity when dealing with issues and activities that are critical to health and safety, legal liabilities, and regulatory requirements.

Clinical and safety policies and procedures can be accessed from Crossroads > My Tools > **Policies**.

HR specific policies (such as time/attendance and personnel related topics) are found on Crossroads > My HR > Caregiver Resources > **HR Policies**

For Oregon Caregivers

In compliance with state requirements, you will receive an email with the following policies attached. Please be certain to review these important documents.

- Workplace Harassment Policy – PolicyStat ID: 10026208
- Equal Employment Opportunity Policy – PolicyStat ID: 9024361

Positions Represented by Bargaining Units

If you have a position that is represented by one of our bargaining units, you will need to become a member of the corresponding union. To help you with the process, your local union representative has received your contact information, including your personal email address and phone number. They may be contacting you to review the collective bargaining agreement and complete your membership enrollment.

Benefits & Enrollment

We strive to inspire and develop our caregivers, while creating healthier communities. Benefits play an important role in this, and we work hard to make sure that our benefits reflect the needs and wants of our caregivers and their families.

We recognize that benefit enrollment can be a complex decision and is unique for every person. As such, in addition to our online benefit information, we have implemented a personalized support model. New caregivers with questions regarding benefit options and enrollment process may speak with a customer service representative by contacting the **PeaceHealth Benefits Service Center** either by phone, or online through AskHR.

PeaceHealth Benefits Service Center

Hours of Operation: 8:00 am to 5:00 pm (PT) Monday-Friday

Phone: (855) 333-6947

Online: Crossroads > My HR... > Caregiver Resources > AskHR > Benefits Service Center

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Eligibility

Your eligibility for certain programs is based on the number of hours you work for PeaceHealth per week.

Health and Welfare Benefits	Wellness Program*	Retirement Benefits
All regular FTE positions 0.5-1.0 FTE	All Caregivers (per diem, part time, full time)	

Includes non-temporary caregivers only

FTE stands for Full Time Equivalent and is based on your scheduled work week hours.

FTE	0.000001	0.1	0.2	0.3	0.4	0.5	0.6	0.7	0.8	0.9	1.0
HRS/WK	Per Diem/Relief	4	8	12	16	20	24	28	32	36	40

> **Important:** all email communications related to **benefits** will be sent to your **PeaceHealth email** account.

Health & Welfare Benefits

PeaceHealth offers the following health & welfare plans

3 Medical Plans:
- o Exclusive Provider Organization (EPO)
- o Preferred Provider Organization (PPO)
- o Account Based Health Plan (ABHP)
    - ▪ Health Savings Account (HSA), if eligible, and enrolled in the ABHP.
    - ▪ Includes up to $1,600 PeaceHealth contribution.
- Dental
- Vision
- Basic Life as well as Short Term (STD) and Long-Term Disability (LTD) paid by PeaceHealth
    - o *PeaceHealth provided Short Term Disability is dependent on bargaining unit negotiations*
- Voluntary Life and Long-Term Disability (LTD) Buy-Up
- Critical Illness and Accident Insurance
- Long-Term Care Insurance
- Health Care and Day Care Flexible Spending Accounts
- Time Off Benefits
- *WeeCare* Childcare Access Assistance
- Banfield Optimum Wellness Plans Discounts for Dogs and Cats

When Coverage Begins

- Coverage begins on the **first of the month** following or coinciding with your date of hire or status change date.
- Caregivers eligible for Health & Welfare benefits must either enroll or decline within 30-days from their start date. If eligible, you will receive an email to your PeaceHealth Inbox prompting you to select your benefits, the deadline date will be provided as well. If you do not complete your web enrollment within 30 days from your date of hire, you will be enrolled in default benefit coverage, which may result in associated premium cost.

How to Enroll

- Information will be sent to your PeaceHealth email with detailed instructions. You may also proceed to enroll online by going to Crossroads > My HR > Benefits > **My Benefits / My Benefit Enrollment**

Wellness Program

When Coverage Begins
Immediately

How to Enroll
An emailed invitation will be sent from Virgin Pulse to join the **PeaceHealth Wellness Program**

How to Earn Rewards
• After registering with Virgin Pulse, complete an online Health Assessment. • Earn up to $400* per year ($100 per quarter). To learn more, go to: Crossroads, My HR, Work & Life, *Wellness Program*. *Per IRS regulations, rewards you receive through the Wellness Program are considered taxable income.*

Retirement Benefits

PeaceHealth offers the following retirement plans:

- 403(b) Tax-Deferred Plan
  - Pre-tax contributions made by you
- 401(a) Retirement Plan
  - Pre-tax contributions made by PeaceHealth in the form of "matching" and "base" contributions
  - No enrollment is necessary. PeaceHealth will establish an account on your behalf once age and service requirements are met.
- Other savings opportunities may be available to caregivers

When Coverage Begins
You are eligible to enroll in the **TDA-403(b) Plan** on your first day of work or at any time thereafter. There is no "enrollment" necessary for the **401(a) Plan**. PeaceHealth will establish an account on your behalf once age and service requirements are met. Please visit **https://nb.fidelity.com/public/nb/peacehealth/transition-home** to view retirement benefit eligibility and plan information.

How to Enroll – 403(b) Plan
• New caregivers will receive an email notification during the first week of employment, then create a unique username and password for this site. To get started now, enroll by clicking this **link**. • You will choose the deferral rate, investments, and designate your beneficiaries.

Other Benefit Programs

PeaceHealth also offers the following programs you may have access to. These are accessible from this link or from Crossroads:

Crossroads > My HR… > Benefits > My Benefits / My Benefit Enrollment

- Employee Assistance Program (EAP) through Spring Health which offers resources for counseling and legal services (among other services)

- Premium Reduction Program

- Tuition reimbursement

- Transportation benefits (in select locations)

- and much more!

Technology Support

Account Claiming (AccessNow)

An email from AccessNow will be sent to your personal email 7-days prior to your start date. In the email, you will be requested to claim your PeaceHealth network account, which **should be completed prior to your first day of work**. You will use this link to activate your account by:

- Confirming your personal contact information
- Setting your permanent password
- Reviewing and signing your Confidentiality Agreement
- Registering for Multi-Factor Authentication (MFA)

You will receive a follow-up email with your user ID (also called a 3x3 – three-by-three), which will direct you to complete your password reset questions and answers.

For assistance, contact Technology Solutions Partners (TSP) at **1-800-452-1425**.

Onboarding Activities

As a part of your onboarding, you will receive an email to your PeaceHealth account to guide you through additional onboarding activities – confirming your address, direct deposit, W-4, and emergency contact(s). What you enter in the onboarding activities flows into your HR Profile. **Changes to your mailing address require an over-night update in our system before they are reflected on your W-4 or Direct Deposit**.

1. Access your PeaceHealth email, using Outlook or Crossroads > My Webmail.
2. Locate an email with the subject, "<your name> Onboarding Activities."
3. Click the "Start Here" link.
   A browser window will open to your My HR, Employee Transition Programs.
4. Under, "My Programs," in the center of the screen, click the "Start" link.
5. Follow the prompts and instructions on the screen to complete your Onboarding Activities. Click the "Next" / "Previous" links in the upper-right, to navigate through the activities.

   A new tab may open for you to complete some of the activities. When you complete an activity in a new tab, you can close the new tab to return to the main Onboarding Activities screen, which typically has a red box with the letter "i" in the tab.

   Please note: if you update your address today, it will be reflected in your direct deposit and/or W-4 tomorrow.

An alternate way to access your Onboarding Activities is to go to Crossroads > My HR > My Profile > My Profile (link) > Employee Transition Program > Home, then click the "Start" link (as in step 4).
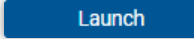
Success using My Learning

Accessing My Learning from a home computer

Please access and work on your training after your employment begins. Also, before accessing PeaceHealth remotely, first verify with your manager that you may complete your eLearning remotely. This will ensure you will be paid for your time.

1. Go to: **https://mylearning.peacehealth.org**
2. Enter your **3x3@peacehealth.org;** then click **Next**
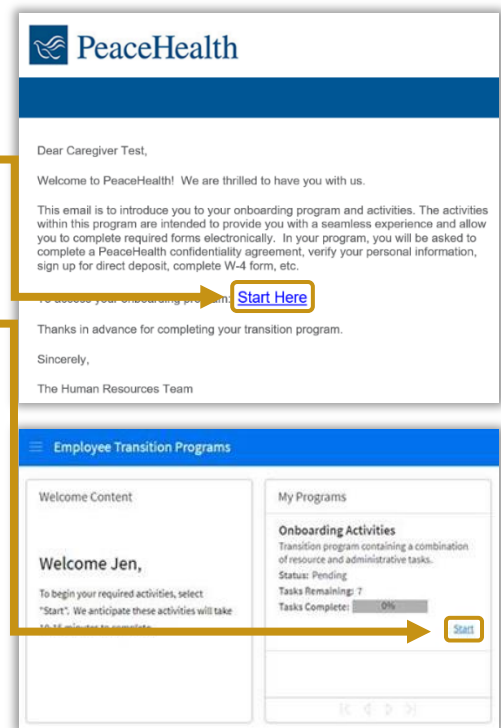
3. Enter your PeaceHealth password; then click **Sign in**
4. Enter the security code texted to your mobile device into the "Code" field, then click **Verify**.
5. Under **Learning Center > Current Courses**, you will find the eLearning modules in which you are enrolled
   a. To begin an eLearning, click on the class name link or CLICK **Launch**.

My Learning module is frozen or won't give completion credit

For best results, use a Windows 10 PC and **Microsoft Edge** browser.

⚠ Microsoft Internet Explorer is not a supported browser.

1. To launch Edge from a PeaceHealth computer, click the Windows icon or the magnifying glass icon in the lower left corner of your computer desktop screen
2. Type the word, "edge"
3. Select the Edge icon to launch the browser window
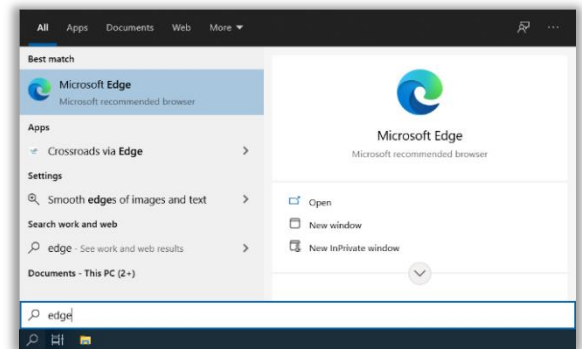
My Learning course materials are created and tested on PeaceHealth Windows 10 workstations. If you are using some other device (Mac, tablet, phone) we cannot guarantee My Learning will function as expected, nor will we be able to provide technical support.

1. Read and follow the module directions
2. Not all modules work the same. Some modules require you...
   o View every slide
   o Complete specific activities, or spend a minimum amount of time on the slide or in the module

⚠ If you skip one of these requirements, you will not receive credit regardless of any test you may pass at the end.

Do you have an eLearning video that won't play?

1. If you are already using Edge but get a blank screen when attempting to play a video:
   a. While in Edge, open a new browser tab
   b. Type, "msn.com" in the search bar, push the Enter button on your keyboard
      i. Allow that page to load
   c. Return to the tab with the video
      i. Click Refresh (or press the F5 key)
      ii. The video should now play
   d. You may close the tab with msn.com.

> If you continue to encounter issues, please call Technology Solutions Partners (TSP) at **1-800-452-1425**.

Module stuck?

If your module seems frozen or won't change from "In Process" to "Completed", try clearing your Edge browsing data (history, cookies, cache). This process takes about a minute.

1. To the far right, click on your name and initials
   a. Scroll down and click on **Logout**
   b. The screen refreshes and returns to Crossroads
2. Click the three circles in the upper right corner of the browser window
   a. Drop-down appears, scroll down to click **Settings**
3. A new browser tab will open
   a. Below **Settings**, find and click, **Privacy, search, and services**
4. Locate **Clear browsing data**
   a. Click on **Choose what to clear** (to the right of *Clear browsing data now)*
5. In the **Clear browsing data** pop-up box, under *Time range*, click the drop down to select, ***All time***, ensure all below items are checked:
   - ✓ *Browsing history,*
   - ✓ *Download history,*
   - ✓ *Cookies and other site data,*
   - ✓ *Cached images and files.*
   a. Click, **Clear now**
6. Close all Edge browser windows
7. Open a new Edge browser window
8. Navigate to the My Learning module to continue with your training

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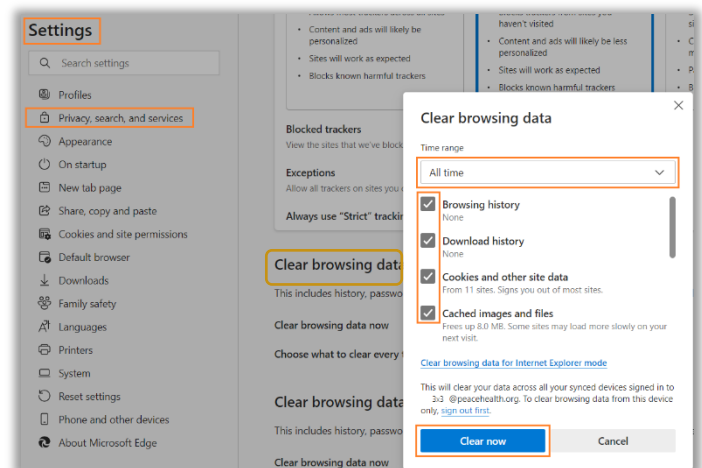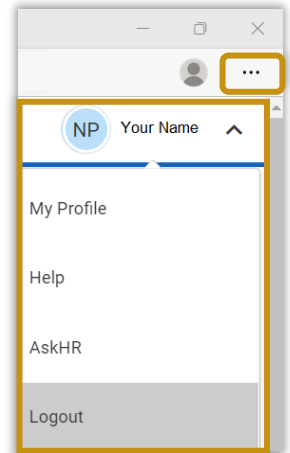
Still Stuck?

Call the **TSP Service Desk at 1-800-452-1425** (or x6464 within a PeaceHealth facility). Be prepared to provide the following:

- Your username (3x3)
- The workstation "W" number (sticker on your PeaceHealth issued computer)
- The My Learning module title
- The issue, error code, or message you are seeing
- The best method to contact you