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Welcome!
We are so glad you are here with us today to celebrate your new job, and for some of you, a brand-new career! We want to share with you a few words about why you are here today.

New Caregiver Orientation guides caregivers in developing...

- A sense of what it means to be a part of the history and heritage in our communities that is 125+ years in the making.
- An understanding of PeaceHealth’s Mission, Vision, and Core Values, all of which guide the daily practice of caregivers in caring for our patients, families, communities, and co-workers.
- A professional commitment to creating an environment where patients, families, and co-workers feel cared for in a compassionate and respectful way.
- The ability to recognize the importance of what it means to be a caregiver, honor our Core Values, each day, and create a welcoming and inclusive environment for all those who come to us seeking compassionate care.

About the Class:

New Caregiver Orientation, or NCO, is the first of many steps each caregiver will complete throughout their first few weeks of work. Other steps in the first 90 days of a new caregiver’s work may include, but are not limited to:

- Patient Services Orientation (PSO) – if applicable
- Department orientation (Dept) – if applicable
- Role Specific Orientation (RSO) – if applicable
- CareConnect Orientation (CCO) – if applicable

Today we encourage you to ask questions and make new connections with those around you in the spirit of collaboration! Additionally, please share your experiences with us. Caregivers often bring years of expertise with them to PeaceHealth, and sharing your knowledge is one of the best ways to create synthesis within your new role.

Above all, we hope you have a wonderful day today getting to know each other and your new workplace.

Sincerely,

Talent Development
Connecting to PeaceHealth

Who We Are

Our Mission

We carry on the healing mission of Jesus Christ by promoting personal and community health, relieving pain and suffering, and treating each person in a loving and caring way.

At PeaceHealth, the fulfillment of our Mission is our shared purpose. It drives all that we are and all that we do. To those who embrace the spirit of these words and our commitment to Exceptional Medicine and Compassionate Care, we offer the opportunity to learn and grow as a member of the PeaceHealth family.

Our Core Values

Respect

We respect the dignity and appreciate the worth of each person as demonstrated by our compassion, caring, and acceptance of individual differences.

Stewardship

We choose to serve the community and hold ourselves accountable to exercise ethical and responsible stewardship in the allocation and utilization of human, financial, and environmental resources.

Collaboration

We value the involvement, cooperation, and creativity of all who work together to promote the health of the community.

Social Justice

We build and evaluate the structures of our organization and those of society to promote the just distribution of healthcare resources.

Our Vision

Every person receives safe, compassionate care; every time, every touch.
Our Catholic Identity


PeaceHealth continues the healing mission of Jesus Christ by:

- Valuing the human dignity and worth of each person from conception to natural death
- Attending to the whole person (mind, body, spirit and relationships)
- Improving the lives of all people with special concern for those who are poor and vulnerable
- Accompanying those who are suffering
- Healing the conditions that impede wholeness
- Working collectively for the common good
- Living out the Gospel Ministry of love and compassion

The Spirit of Health

Our Spirit of Health promise is the embodiment of PeaceHealth.

Everything we do is in service to a higher purpose: to work with and help our neighbors live healthier, happier lives.

We take care of the needs of people; we don’t simply treat patients. We put people at the center, enabling them to be their best, and providing personalized, compassionate care when they are not. We make them feel welcome, comfortable, and safe. We are neighbors, caring for and loving one another, for the betterment of all.

Caring for those in our community is not new to PeaceHealth; it’s been in practice since the Sisters of St. Joseph of Peace arrived in Fairhaven, Washington to serve the needs of the loggers, mill workers, fishermen and their families. They knew strong, healthy communities benefit individuals and society, and that social and economic factors can make some community members especially vulnerable. The Sisters believed they had a responsibility to care for them, and that ultimately, healthier communities enable all of us to rise to a better life.

This philosophy inspires us today and guides us toward the future.
Moments of Grace

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Preapproved in the nick of time

Paperwork. In healthcare these days, it comes with the territory — in electronic form or otherwise. And while it’s a common, everyday part of our lives — as patients or providers — it’s never a slam dunk.

William Pfister, a resident of Eugene, OR, seemed to instinctively know that, so he was especially grateful to his doctor, Michael Laurie, MD, and the staff at PeaceHealth Medical Group Barger clinic in Eugene for their work on his behalf.

After being referred to a specialist, William set up the appointment and then waited for preapproval on an imaging test required for the visit. The clock was ticking. Fortunately, Dr. Laurie’s medical assistant, April Pruitt, was quickly on top of things.

Getting preapproval from health insurance plans can be complex, especially since rules for different types of services can vary by insurance company. And specialized tests such as MRI, CT scans, densitometry, nuclear scans or ultrasound often require extra steps.

“Preapprovals involve going through the patient’s chart and making the case for what’s being ordered,” April said. Pre-authorization homework is painstakingly detailed and somewhat tedious. “I was having to dig deeper at every turn.”

Typically, when preapprovals are issued, patients move on without needing to pay much attention to the work that went on in the background.

For William, there had been some worry that approval would be delayed and further postpone the rest of his care, April said.

Fortunately, the green light from the insurance company came just in “the nick of time, on the day of the specialist appointment!”

William wrote in. “I would like to thank Dr. Laurie and his staff for all the help and assistance in getting my insurance approved.”

Simple words of gratitude...but heartfelt ones, from someone who knows paperwork shouldn’t be a thankless part of the job.

Questions:

What aspects of our Mission and Vision do you see in this story?

What elements of Stewardship do you see?

What opportunities do you see for practicing Stewardship in your role at PeaceHealth?
How We Serve Together

The Caregiver & Leadership Models

Caregiver Model

The center of the PeaceHealth Caregiver Model identifies the interconnection between our Catholic Healthcare Ministry, Mission, Values, Ethics, Culture, Vision, and Operational Plan. The Attributes identify the personal qualities that we embody and develop within ourselves. The Job Functions define the dynamic relationships and responsibilities of our work as caregivers. The Behavioral Standards describe in detail actions and behaviors that we hold ourselves and each other accountable to as we carry on the Mission of PeaceHealth and demonstrate our commitment to the patient experience.

![Diagram of Caregiver Model]

What do you identify most with on this model? Where do you see opportunity for your own professional development?
Below and on the next few pages, each job function’s behavioral standards are described in detail for your reference. The Caregiver Model informs the performance review process for all caregivers who do not have direct reports. Each year, all caregivers review their own performance and receive a review from their direct supervisor based on the job functions and behavioral standards.

**Service**
- Makes a positive first impression by greeting others, introducing self, and wearing appropriate dress and easily visible name badge.
- Addresses patients and family members by their preferred name while honoring privacy and safety needs.
- Anticipates and quickly responds to the needs of others. Explains problems and apologizes for delays.
- Communicates respect and a positive, flexible attitude by addressing patient and family needs and by explaining what can be expected.
- Acts courteously by saying “please” and “thank you” and by asking permission when appropriate.
- Supports patients and families emotionally through caring behaviors including smiling, eye contact, gentle treatment, and appropriate touch.
- Looks out for those who appear lost and offers assistance.
- Answers the phone promptly. Introduces self by name, role and department. Conveys “may I help you” through tone and words. Asks approval before placing caller on hold.
- Helps create a caring atmosphere by slowing down and by minimizing noise and distractions.

**Teamwork**
- Develops and maintains good working relationship by showing respect, compassion, and care for coworkers.
- Supports team practices, ground rules, and decisions through action and communication.
- Shows appreciation for others’ unique talents, abilities and accomplishments.
- Accepts accountability to uphold standards, learn from mistakes, and practice forgiveness.
- Supports team members by noticing where help is needed and offering assistance.
- Refrains from engaging in negative behaviors such as gossiping, complaining, or undermining others. Dispels rumors.
- Collaborates across shifts, departments and roles to serve needs at large.
- Resolves conflicts and disagreements in a calm and open way. Handles difficult situations with grace and professionalism.

**Competency**
- Is able to state competency expectations of the work. Holds self-accountable to a high level of competency demonstration.
- Performs tasks within the scope of the job safely, accurately and independently.
- Maintains applicable professional or technical certifications and completes required training.
- Uses time, talents, materials, finances, and other resources responsibly.
• Follows through on commitments and sees issues through to completion or handoff.
• Uses PeaceHealth Mission, Values, Vision, policies, procedures, guidelines, and protocols to guide day-to-day activities.
• Respects all aspects of diversity and cultural difference. Incorporates awareness of diversity into daily practices.

Communication
• Seeks feedback and ideas from diverse sources, including those with different backgrounds, experiences, and points of view.
• Speaks up, raises issues and reports concerns in the best interest of caregivers, patients, families, and PeaceHealth.
• Listens actively to ensure others are heard and supported when raising concerns.
• Uses easily understood and appropriate language to keep others informed. Invites and answers questions to check for understanding.
• Communicates clearly, concisely and professionally in a respectful manner.
• Accepts responsibility for impact of own communication.
• Limits casual conversations that can be overheard in public or shared workspaces and patient care areas.
• Offers tools for those with communication needs such as language barriers or low literacy.

Continuous Improvement
• Approaches problems as opportunities for innovation.
• Suggests ideas for workplace improvements.
• Supports change by being flexible, open and resilient.
• Stays informed about changes or improvements that are underway.
• Is open to giving and receiving feedback for improvement.
• Continually pursues additional knowledge, skills, abilities, and experiences. Seeks to learn, develop and grow, both professionally and personally.
• Promotes learning across PeaceHealth by mentoring others and building shared knowledge.
• Uses input from patients, families and visitors to make patient-centered improvements.
• Seeks help from appropriate people when resolving problems.
• Works as a team member to provide input into and achieve team goals.
Leadership Model

Grounded in the rich heritage of the Sisters of St. Joseph of Peace, PeaceHealth leaders are called to deepen their personal character (being) and apply it to their leadership responsibilities (doing). The Leadership Model is a visual representation of what it means to be a PeaceHealth leader and is an instrument for inspiring a deeper sense of purpose in our work and stimulating our focus on extraordinary service in fulfillment of the Mission.

The model is intended to facilitate reflection, deepen personal growth and dialogue, and act as a guidepost to meaningful leadership service. The Leadership Model is deeply integrated into our culture and guides the day-to-day choices, practices and performance of our leaders; it is a commitment we ask of all PeaceHealth leaders.

What are you hopeful for in your working relationship with your leader?
Our Strategy Aligns with Our Mission, Vision, and Core Values
We have four strategic drivers that are aligned with our Mission, Vision, and Core Values.

Strategic Driver #1: Clinical Excellence
We will achieve top-quartile clinical excellence by 2020. The PeaceHealth System Board established and approved Mission-driven, data-backed, quality metrics that will put PeaceHealth among the nation’s top healthcare leaders in the next five years. The focus is clear. PeaceHealth remains committed to becoming a high reliability organization committed to the best in clinical excellence and patient safety.

Strategic Driver #2: Top Value
We will deliver top value! We must be efficient and affordable to be viewed as a “best partner,” but we know we must also strike the right balance between affordability and providing safe, compassionate care. We will integrate metrics with Mission and finance with feelings.

Strategic Driver #3: High Engagement
We will foster deep relationships with our caregivers, providers, patients, and our consumers. We will have the highest patient referral scores in our markets. Through a deeply held commitment to creating the best experience for everyone, we will be an even better healthcare leader. We will improve communication with one another, our patients and communities and build greater trust and lasting relationships through meaningful engagement.

Strategic Driver #4: Community Wellness
We will expand access to care through community-based partnerships. Leveraging the strengths of our medical centers and clinics, we will work with like-minded community partners to move upstream to identify and address the unique social determinants of health that are negatively impacting personal and community health.
Moments of Grace

Jessie Griffin, RN

How does the team huddle process contribute to our commitment to Clinical Excellence?

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Care team gets in tune at huddle

Fast-paced doesn’t even begin to describe some days on the floor of a hospital.

It’s why "huddle times" are so critical. Huddles are a set time for the care team to get together and compare notes — check in and see what needs to be done, who’s doing it and what’s next.

Andrea Zikakis, a chaplain at PeaceHealth, noticed a particularly inspiring huddle one day on the third-floor surgical unit in PeaceHealth St. Joseph Medical Center.

The nurse team lead that day — Jessie Griffin, RN — looked “more like a symphony conductor,” Zikakis said. “I watched as she orchestrated the meeting with confidence, grace and competency. It was one of the finest team meetings I have witnessed.”

Prior to the huddle, Griffin knew some areas had special needs and arranged for additional staff. This was her first announcement to the group.

She went on to let the team know a number of patients would need beds ASAP, which meant safe discharges, clear communication as the discharges happened and a plan to arrange prompt housekeeping services.

Griffin knew which nurse on her team would be the first to receive a post-operative patient. She also made sure that nurse would have time for a lunch break beforehand.

Near the end of the huddle, Griffin checked in with every nurse and certified nurse assistant as to how they were doing, personally, and what they needed.

Zikakis said “I could see the team settle into a place of their own safety and care. Jessie clearly heard what her team needed” to successfully play their parts.
Claudia’s Story: Whale-watching makes lasting memories

When nothing more can be done, the next best thing is to fulfill a dream.

And that’s what Beth Williams-Gieger, Andrea Zikakis and others at PeaceHealth Peace Island Medical Center did when they learned of one patient’s dying wish to go whale watching.

As a gift from Peace Island Volunteers, Claudia and her family spent a stunning November day on the waters near Friday Harbor, Washington, watching for whales.

Alas, the whales were a no-show.

But Mother Nature had something more rare in store for them — a full double rainbow against a gorgeous blue sky — perfectly preserved on film for them by the ship’s skipper, Captain Jim Maya. In addition to the double rainbow, the family also saw an elephant seal — also very rare, especially since the seal “put on a show” for the family as though awaiting their arrival.

Beth, the director of Administrative Services at Peace Island, said the patient and her family had a “marvelous time” whale watching, even without the whales.

In early January, on what would have been Claudia’s birthday, the family held a remembrance service at the hospital. PeaceHealth Peace Island’s chaplain, Andrea, arranged the service. Beth provided cake and stayed late to make coffee. And Captain Jim joined the gathering, with a gift of framed photos from the excursion.

The family said the dream trip was the highlight of their loved one’s last days.

Fulfilling dreams might not be in their job descriptions, but it’s not unusual for people on the island to go above and beyond. Kind of like a double rainbow.
Moments of Grace

[Image of construction work]

www.peacehealth.org/everydaymoments

Pitching in to build community...literally

How do you build a healthy community? In this case, one 2x4 at a time. As part of a Clark County Evergreen Habitat for Humanity project, staff from PeaceHealth, Providence and other local organizations are volunteering to work alongside a single mom in Vancouver, Washington, on what will be her family’s new home.

Harley Farley, a credentialing specialist at PeaceHealth’s System Services Center, was on one of the work teams in early February. He was so impressed by the experience that he couldn’t help but share the joy of having this opportunity to serve.

“As I worked through the day, side-by-side with other caring and generous caregivers, it made me feel great to give back to someone who truly deserves a chance to be successful,” he said.

“I am only one person who does not have a lot of wealth to give, but I do have time to give and touch someone else’s life, to make an easier path for them to move forward.”

Volunteers on Habitat projects do not need prior construction experience. In fact, learning new skills made this opportunity even more meaningful. “What an experience it was to frame and stand-up the walls of the home!” He also noted that making new friends and special memories were an added bonus.

Harley plans to volunteer whenever possible and encourages others to do the same, if they can.

“You will not regret it,” he said. “It is very rewarding to make a difference in your community by making someone else’s life better.”

How does affordable housing contribute to a healthy community?

What barriers to living a healthy life affect your community, or communities where you have lived in the past?
Our Culture of Safety
As part of our caregiver and provider experience survey, we ask caregivers for feedback about patient safety. We’re happy to share that because of our caregivers, our culture of safety at PeaceHealth is growing!

PeaceHealth culture is a “Speak Up” culture, where all providers and caregivers can feel safe bringing up any patient safety issue, anytime.

Strengths
Two of the biggest strengths highlighted in the overall caregiver experience results were about our deep commitment to patient safety. The survey shows more than 80 percent of caregivers agree with the following statements:

- In my work unit, we discuss ways to prevent errors from happening again.
- My work unit works well together.

“Working well together is a key piece to patient safety,” said Andrea Halliday, MD, System Patient Safety Officer. “That means we’re communicating about our patients and their individual care.”

Concerns
While our caregivers are comfortable talking about patient safety in their own work unit, the survey shows there is still work to be done in the following area:

- Caregivers feel free to question the decisions or actions of those with more authority.

“We’re always looking for ways to improve patient safety and we want to use your feedback to support you,” said Halliday. “The elimination of preventable harm is a core value of healthcare delivery. Overall, the survey results tell me that PeaceHealth is passionate about patient safety, and that is a wonderful thing.”
Clinical Excellence: 100% Perfect Care, Zero Harm

Across PeaceHealth, we are committed to Clinical Excellence. As one of PeaceHealth’s top strategic priorities, it guides our rigorous efforts to reduce preventable patient harm to zero — because being a leader in quality and safety is essential to our Mission, and the patients, families and communities we serve. The framework for Clinical Excellence includes a series of preventable harm initiatives and is supported by our Safety Absolute policy and the Safety STOP processes for our hospitals and clinics.

What is 100% Perfect Care, Zero Harm?

100% Perfect Care, Zero Harm is PeaceHealth’s Clinical Excellence imperative. It’s an aspirational goal, that as an organization in fulfillment of our shared Mission we will work together at every level to achieve our priorities in Clinical Excellence — raising the bar to achieve 100% perfect patient care, every time, every touch.

Think of 100% Perfect Care, Zero Harm like a vision statement or pledge to work toward the desired future we are striving for as an organization. It’s our shared commitment to bring a stronger focus on a culture of safety — because the areas of quality and safety are rooted in organizational culture.

What is the Clinical Excellence framework?

This framework is the tactical plan — the “how” — that is helping us realize necessary and significant quality and safety improvements across our entire organization to better serve you, our patients and communities.

This framework includes three key components:

Clinical Standardization – We are implementing specific preventable harm initiatives, such as those focused on preventing pressure injuries, patient falls and sepsis. By bringing in best practices and creating standardized systems, we can better prevent human error from causing patient harm, enabling all of us to succeed.

Culture of Safety – Through ongoing leadership training, we are implementing and continue to enhance important quality and safety methodologies, like Safety STOP and our Safety Absolute policy. These are built into our daily operations to support and empower caregivers to report safety concerns within the framework of a just culture.

Engagement – We have implemented various tools and solutions to better support reporting, communication and engagement across our organization.

How is 100% Perfect Care, Zero Harm achievable?

Meeting these goals takes passion and perseverance, as well as systemwide alignment and commitment to the implementation of best practices across our organization.

The following principles are meant to help guide us on this journey:

Safety is #1 - Safety is everyone’s job. 100% Perfect Care, Zero Harm is everyone’s primary motivator, above all else. The singular focus on safe patient care brings real change that’s sustainable.

Redefining Possible - To better serve our patients and communities, we are redefining possible for PeaceHealth with the vision to develop and implement systems that achieve 100% Perfect Care, Zero Harm.
**A Just Culture** - As a just culture we understand that to err is human. We are committed to designing systems that prevent human error from causing patient harm and enable all of us to succeed.

**A Sum Greater Than Its Parts** - The pursuit of 100% Perfect Care, Zero Harm is ambitious, transformational, culture-changing work. This is bigger than any one person or one ministry — requiring systemwide alignment across all medical centers and the medical group — to actualize our vision as part of a greater whole.

**All Voices Matter** - 100% Perfect Care, Zero Harm is a mindset and perspective that views everyone’s role as equally important when it comes to safety. As part of a greater system, each person’s behavior and actions have the same impact on patient care.

**How are the Clinical Excellence initiatives developed?**

The preventable harm initiatives, which focus on ensuring patient safety and delivering the highest quality of care, and the internal framework to guide the Clinical Excellence work are developed with the guidance and input of our clinicians.

**How are caregivers trained on the standard protocols for each initiative?**

As part of our commitment to create systemwide, standardized protocols, as each new initiative is rolled out, training opportunities are offered to clinical caregivers in their communities. Newly hired caregivers receive a high-level overview of the initiatives during their orientation, as well as more in-depth training depending on their clinical role.
Safety Absolute Policy

To support our Mission and better serve our patients and communities, we continue to pursue Clinical Excellence, 100% Perfect Care, Zero Harm. Any patient who comes to PeaceHealth should expect to receive safe, quality care. That starts with correctly identifying the patient.

Patient identification is a key step in the patient safety workflow. We know that if mistakes are made during this critical step, patients can be harmed – given the wrong medication, the wrong lab test, the wrong scan, the wrong procedure – and protected health information can be compromised.

In alignment with our pursuit of 100% Perfect Care, Zero Harm, we are reinforcing our longstanding commitment to follow our patient identification policies by declaring them a Safety Absolute.

What is a Safety Absolute?

A policy and/or procedure that is critical to patient safety. While it has always been an expectation that caregivers adhere to our patient identification policies, the Safety Absolute policy 900.2.153 outlines PeaceHealth’s standard response should breaches occur in our two patient identification policies: Patient Identification Policy 900.2.121 and Patient Lookup Policy 900.1.215. You can read these policies by visiting the PeaceHealth Policy Hub.

What happens if a patient identification error is made?

If a patient identification error is made, an investigation will occur as needed. If it’s determined through an investigation that a caregiver violated the Safety Absolute policy, the caregiver will receive corrective action in alignment with the policy including a final written warning or termination of employment.

What happens if a patient identification error is made, but the patient identification policies were followed?

If the patient identification policies are followed and an error still occurs, caregivers and leaders will work together to capture the learning and improve our policies.

How does a Safety Absolute support patient safety?

A Safety Absolute reinforces our commitment to Clinical Excellence, 100% Perfect Care, Zero Harm. It supports a just culture where everyone feels respected, empowered, supported and fearless to pro-actively identify unsafe conditions, and speak up if they see anything that’s unsafe. We all have a role to play in creating that culture with our Values of Respect and Collaboration as our foundation.

Will additional policies and/or procedures be identified as Safety Absolutes?

Many healthcare organizations implement Safety Absolutes as a best practice to support patient safety. At this time, patient identification is the only Safety Absolute at PeaceHealth. PeaceHealth will continue to evaluate whether additional policies or procedures should be identified as Safety Absolutes.
Safety STOP – FAQs

What is Safety STOP?

Safety STOP is PeaceHealth's rapid, reliable, sustainable response to patient safety events that could result in serious harm or death.

Safety STOP empowers all caregivers and clinicians to "stop the line," and signal the need for immediate leadership support and response. Immediate countermeasures are identified to prevent similar harm from happening to any other patients. Leader approval is not needed to call a Safety STOP.

If appropriate, the Safety STOP may result in a root cause analysis (RCA), where a team of caregivers and leaders determine an action plan to prevent this event from happening again.

How do I call a Safety STOP?

Activate a Safety STOP by calling your community's designated phone number or code to report unsafe conditions. If you don't know your community's Safety STOP reporting phone number, please reach out to your manager or a patient safety consultant.

When should I call a Safety STOP?

Call a Safety STOP when there is a safety event involving harm or the threat of imminent harm to a patient or caregiver.

In our hospitals, this could include:

- Never Events. (Errors in medical care that should never happen, which are clearly identifiable, preventable and serious in their consequences for patients). The Never Events list is also located at Crossroads > System Departments > Patient Safety.
- Delays in treatment.
- Equipment or facility failures that require increased physician-ordered interventions or escalation to a higher level of care.
- Sterile processing failures that reach the patient.

In our clinics, this could include:

- Never Events. (Errors in medical care that should never happen, which are clearly identifiable, preventable and serious in their consequences for patients). The Never Events list is also located at Crossroads > System Departments > Patient Safety.
- Any unsafe circumstance that could result in harm.
- Delays in treatment that result in serious harm or death or could have.
- Sterile processing failures that reach the patient.
- Equipment or facility failures that require escalation.

How do I report concern that doesn’t involve a serious safety event that is an immediate threat to patient safety?

To ensure good stewardship of our valuable resources, it is important use the appropriate pathway to escalate a patient safety issue or concern. If an immediate threat to patient safety that resulted or could have resulted in serious harm or death is not involved, please consider whether reaching out to a leader, discussing during a huddle, or using your chain of command structure would be a better fit for the situation.

How do I determine whether I should call a Safety STOP, or use another method?

Please use your best judgement when determining whether to call a Safety STOP, or escalate your concern using a different method. Patient safety and care should always come first. Use the following Pathways for Escalating Safety Concerns infographics to help you make this decision.
Pathways for Escalating Hospital Safety Concerns

At PeaceHealth, all caregivers are empowered to speak up any time there is a safety issue. To ensure the right resources are deployed and concerns receive the quickest, most appropriate response it is critical that caregivers use one or more of the escalation pathways that fit the situation.

### Call Rapid Response Team or Code

- **When there is a patient emergency.**

  Use standard processes.

### Use chain of command

- **When there is an immediate threat requiring medical intervention or**
- **Standard of care is not being met or**
- **Medical attention** and/or clarifying orders are needed.

  Follow your facility's chain of command procedure. (Crossroads > MyTools > Policies).

### Reach out to a leader

**To address an operational issue** that is presenting a barrier to daily readiness/patient flow, including:
- Transfers/admission/discharge.
- Delays in resolving earlier service tickets for biomed, TSP or facilities.
- Broken equipment.
- Staffing.
- Supplies.
- Policies.

**Options:**
- Talk with charge nurse, team lead, manager or house supervisor/coordinator.
- Share an improvement idea.
- Submit a service ticket or work order (TSP, biomed, facilities).
- Call the Integrity Line: 877-261-8031.
- Escalate through the tiered-huddle system: Unit huddle>facility huddle>network/division huddle>system huddle (Ask for status update after 48 hours).

### Call a Safety STOP

- **When there is a safety event involving harm or the threat of imminent harm** to a patient or caregiver. All caregivers are empowered to call a Safety STOP.

  1. Initiate a Safety STOP by calling the operator or code phone line.
  2. Notify on-duty charge nurse supervisor immediately.
  3. All involved remain in the area until dismissed by the responding team.
  4. Participate in the investigation as requested.

In addition to escalating through one or more of the above pathways, complete a Safe2Share report for all safety issues: Crossroads > Report Incident.

**Questions? Talk to your manager.**
Pathways for Escalating PHMG Clinic Safety Concerns

- At PeaceHealth, all caregivers are empowered and encouraged to speak up any time there is a safety issue.
- To ensure the right resources are deployed and concerns receive the quickest, most appropriate response it is critical that caregivers use the escalation pathways that fit the situation.
- Caregivers may use more than one pathway listed to address a safety issue.

**Escalate for immediate medical attention**

| • When immediate assistance for a patient **medical assessment** is needed. |
| • When patient requires urgent **medical intervention**. |

**Escalate to leader**

| • When there is a **break in process**. |
| • When there is a deviation in policy, **workflow and/or best practice**. |

**Discuss during huddle**

| When there is an **operational issue** that is presenting a barrier to daily readiness and/or patient flow, including: |
| • Service ticket or work order submitted to biomed, TSP or facilities, or excessive delay in response. |
| • Staffing. |
| • Supplies. |

**Call a**

| When there is a safety event involving **harm or the threat of imminent harm** to a patient or caregiver. |

1. Initiate a Safety STOP.
2. Notify supervisor/manager immediately.
3. All involved remain in the area until dismissed by the responding team.
4. Participate in the investigation as requested.

**Safe2Share Report**

In addition to escalating through one or more of the above pathways, **complete a Safe2Share report any time there is a safety issues: Crossroads > Report Incident > Patient/Visitor/Caregiver Variance.**

**Questions?** Talk to your manager, supervisor or local educator.
Diversity & Inclusivity

Our Commitment to Our Communities

Statement of Commitment to Inclusivity, Respect for Diversity, and Cultural Humility

PeaceHealth is a Catholic healthcare ministry embracing the healing mission of Jesus Christ, serving and improving the lives of those who are vulnerable and marginalized within our communities to bring about wholeness and health. Since our ministry began in 1890, we have continuously challenged ourselves to answer the call for social justice — embracing and celebrating the diversity of our communities, our caregivers and the individuals we are privileged to serve. We welcome foreign nationals and immigrants to serve as members of our care team or who are in search of healthcare services.

The Mission and Values of PeaceHealth guide us toward even greater inclusivity, respect for diversity, and cultural humility, and they hold us accountable to these deeply held commitments. With each patient, provider and caregiver, we renew our commitment to embrace diversity and cultural humility.

As community health providers, we are mindful that health outcomes are often driven by social factors. Everything that comprises the “human experience” plays a role in human health. Our foundation in Catholic Social Tradition calls us to recognize the dignity of each person, to support the empowerment of those who serve our ministry and those for whom we care and to advocate for an inclusive healthcare environment that acknowledges and addresses the causes of current disparities in our communities.

It is our fundamental duty and sincere privilege to be in service to those who are experiencing disparities in care and to ensure the health and well-being of all communities, by welcoming caregivers and providers from varied backgrounds to our ministry while engaging with and supporting our community partners, being present, and understanding the experiences of those we serve.

- **Inclusion** means valuing diverse thoughts and perspectives, with the firm belief that only through embracing diversity can we meet the needs of our communities. This requires us to create workplace environments, care systems and healing environments that welcome diversity in all its forms including race, religion, ethnicity and background.

- **Diversity** means respecting the uniqueness of each person, a perspective that includes, but also sees beyond, the traditional bounds of race and ethnicity. It is about the journey of understanding one another and moving beyond tolerance to embrace and celebrate the rich diversity found within each individual. It includes heartfelt acknowledgement and respect for cultural norms within social groups.

- **Cultural Humility** means recognizing we can’t know everything, but we can approach everyone with a compassionate curiosity, coupled with a commitment to continual learning and openness to all aspects of another’s personal identity.

In the spirit of universal love and consistent with Catholic social teachings, on behalf of our patients and their loved ones, our caregivers and communities, we renew our commitment to embrace diversity and inclusion and to exercise cultural humility in order to fully actualize the healing Mission we embrace.
Caregiver Affinity Groups
Support diversity and inclusion for caregivers who share a common interest. Consider joining one of these groups or forming your own:

- African American Community
- Lesbian, Gay, Bisexual and Transgender Community
- Veterans and Military Service Members
- Latino Community
- Native American, Alaska Native and Allies Caregiver Affinity Group

For more information contact:
PeaceHealth System Office of Diversity and Inclusion at RS:SYS-Caregiver Affinity Group
Caregiver Affinity Groups — FAQs

What is a Caregiver Affinity Group (CAG)?
A CAG is a group of caregivers that share a common purpose, interest or background, mostly from traditionally underrepresented groups or their allies, who come together to network, learn, and develop projects and initiatives that support their common cause. CAGs create awareness, spark more inclusive environments, offer solutions, and support organizational business goals including recruitment, retention, development, advocacy, and building a stronger Mission.

What is the goal of a CAG?
The goal of a CAG is to promote the well-being of all caregivers to champion issues that are important to them and influence the culture of PeaceHealth in the spirit of inclusion and equity. CAGs will serve as internal communities, providing personal connections and affiliation for its members and with the entire PeaceHealth organization.

How will CAGs benefit PeaceHealth?
CAGs will serve as internal communities, providing personal connections and affiliation for its members and with the entire PeaceHealth organization. A strong internal community drives measurable business value, which is indispensable in a competitive market.

What happens during a CAG meeting?
Caregivers and prospective caregivers desire a working environment in which they can fully contribute and participate. They look for a workplace that recognizes and respects their uniqueness and is equitable in ensuring their success. CAGs assist PeaceHealth in fostering an environment that excels in diversity and inclusion initiatives by serving as the common voice for caregivers who identify themselves with a diversity dimension. These cohesive groups assist PeaceHealth in removing barriers that negatively impact the success of its members. Additionally, CAGs act as internal and external advocates for PeaceHealth, thus enhancing its image to all stakeholders.

What is the criteria and time commitment for CAG membership?
Membership is voluntary and open to all actively employed PeaceHealth caregivers across all networks. Members are expected to assist CAG leadership with guiding the implementation of personal and professional development projects, keeping in mind both business strategies and the focus of your CAG while maintaining confidentiality and respect. Members serve one-year terms, and at minimum attend CAG meetings on a monthly or bi-monthly basis, as decided upon by the group. Members should also expect to spend time outside of meetings supporting leaders of their group, as well as keeping the group motivated, engaged and growing.

Resources:
Caregiver Affinity Groups support diversity and inclusion — https://www.thecareaiverorafrcontenticareciver-affinity-groups-support-diversity-and-Inclusion/
Mission Services

Ethics

Everything is Ethics
Doing the right thing applies to all individuals and to all organizations. Every time we are faced with a decision that impacts the well-being of an individual, the community, or an organization it is important to step back to ensure we are, indeed, doing what is in the best interests of the individual, the community, or the organization. This document will provide a basic understanding of the core elements of a healthcare ethics consultation and will serve as the foundation for future exploration of the place of ethics in PeaceHealth.

What is Ethics?
Ethics is the study of human behavior, ethical principles, and moral theories in order to determine that we are acting in the best interests (this can be a loaded term for some clinical folks) of the individual, the community, and the organization.

The 3 C’s of Ethics

<table>
<thead>
<tr>
<th>Character</th>
<th>Conduct</th>
<th>Circumstance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethics, at its very core, asks three fundamental questions:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Who am I?</td>
<td></td>
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<tr>
<td>2. How should I act?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. What are the circumstances?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• The first question deals with character, identity, and integrity. How I answer this first question defines me by identifying both my core values and purpose in life. This is true for persons and for organizations.</td>
<td></td>
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</tr>
<tr>
<td>• The second question deals with my conduct and its outward effects. Do I act in a manner that promotes goodness? Am I being mindful of how my actions might be harmful to others?</td>
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<tr>
<td>• The third question insures that we are not making decisions in the abstract, but are considering important facts of the circumstance to come to the best possible decision.</td>
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</table>

PeaceHealth’s Commitment to Ethics
Because the “healing mission of Jesus Christ” and the four core values of Respect for human dignity, Collaboration, Stewardship, and Social Justice define us, PeaceHealth has a strong commitment to practice of ethics in everything we do.

5 Areas of Ethical Concern
PeaceHealth typically looks at five areas of ethical concern, each one having a slightly different perspective on the application of ethical principles: Clinical, Organizational, Professional, Research, and Social Justice. Of these, we spend most of our time on the Clinical and Organizational concerns.
Basic Ethical Principles to Consider

Principles typically referred to in clinical consultations:

- Autonomy
- Beneficence
- Non-maleficence
- Justice

The right of the patient to request or refuse treatment.
Our obligation to practice medicine in a way that benefits the patient, one that brings them to a condition equal to or better than that which brought them into our care.
There is also an obligation of the professional to meet clinical standards of care and professional guidelines.
Our obligation to practice medicine in a way that does no harm to the patient.
Our obligation to consider the needs of the individual person as well as the needs of the community.

Ethical Concern

An ethical concern arises when there are two or more possible ethical responses but, because of circumstances, we can choose only one. Because these choices are typically challenging, you are encouraged to take the following steps:

Methodology to help recognize and address possible ethical concerns:

1. Recognize that something is out of alignment such as not honoring the wishes of the patient or providing treatment that does not seem to be benefiting the patient.
2. Respond. There is an expectation that each caregiver has an obligation to speak up on behalf of those who come to us for care. Sharing your concerns with your Nurse Team Leader, Social Worker, Chaplain, or any member of your interdisciplinary team is critically important. We have ethicists in each Network and ethics committees in each facility.
3. Refer your concerns to your local ethics committee. Ethics Committees exist in all our communities to serve as a forum for the discussion as well as resource to develop ethically appropriate responses.
Case Study #1

Principles typically referred to in clinical consultations:
- Autonomy
- Beneficence
- Non-maleficence
- Justice

Your elderly mother has suffered with a chronic, debilitating medical condition for years and appears near the end of her life. Her physician has recommended an aggressive treatment that would likely extend her life and allow her to return home. Your mother says repeatedly to her physician and you: “No! I have had enough.” Whom do you support, your mother or the physician and why?

Case Study #2

Remember the 3 R’s:
- Recognize
- Respond
- Refer

You observe a long-time colleague slurring words and appearing unsteady. You know your colleague is going through a stressful divorce, but you have never seen him like this. You are not sure what is happening. You wonder whether you ought to speak to his supervisor but fear placing him in jeopardy of losing his job. What is the ethical thing to do?
Spiritual Care

Closing Reflection

May the light of your soul bless your work with love and warmth of heart.
May you see in what you do the beauty of your soul. May the sacredness of your work bring light and renewal to those who work with you and to those who see and receive your work. May your work never exhaust you.

    May it release wellsprings of refreshment, inspiration, and excitement.
    May you never become lost in bland absences. May the day never burden.

    May dawn find hope in your heart, approaching your new day with dreams, possibilities, and promises.
    May evening find you gracious and fulfilled. May you go into the night blessed, sheltered and protected.

    May your soul calm, console, and renew you.

~ John O’Donohue
PeaceHealth Policies & Procedures

PeaceHealth has many policies and procedures that provide standards in 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.

The following link will provide you access to our policies and procedures, how to search for a specific policy, and training and tip sheets.

https://peacehealth.org.sharepoint.com/system-services/departments/policies-procedures/home

For Oregon Caregivers

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

- Workplace Harassment Policy
- Equal Employment Opportunity Policy
Organizational Integrity

Patient Privacy

FAQs about Appropriate Access, Use and Disclosure of Protected Health Information

Can I access, view or update my electronic health record using my PeaceHealth credentials?
No. PeaceHealth does not allow caregivers to view their own health record using their PeaceHealth credentials. You may access your information through the “MyPeaceHealth” patient portal.

Can I look at my family member’s electronic health record using my PeaceHealth credentials?
No. Even with permission/authorization/medical power of attorney from your family member, this is a violation of PeaceHealth policy, and the Confidentiality Agreement signed by caregivers annually. However, with appropriate paperwork you can request the information from Health Information Management (HIM).

If I read in the news that a local resident was significantly injured in a collision and was admitted to our facility, can I access that person’s record if I am not on the care team?
No. You must never access a patient’s record out of curiosity. Accessing the records of patients who are co-workers, celebrities, in the news, or otherwise of interest, when you are not involved in the care, will result in disciplinary action up to, and including, termination. Further, your access is required to be the minimum necessary to do your job.

If my family member or friend is being cared for in my department, can I access the record to do my job?
Maybe. You must handoff the care to a co-worker; however, if you are the only caregiver available to perform the work, you should contact your leader for permission prior to providing the care or service at which time you can access the record of your family member or friend.

Is it considered accessing the chart if I only click on the appointment or search on a name, MRN or phone number?
Yes.

If I am the patient, who is also a caregiver, can I use in-basket message functionality in CareConnect to communicate with my care team?
No. You can use the “MyPeaceHealth” patient portal when available, and if not available, use your clinic’s standard process for patient’s requesting services.

If I discover in my role as a caregiver that a family member or friend is a patient in the hospital or clinic, can I stop by and check on them?
No. If you discover the patient is at PeaceHealth only because you work here, approaching them would be a policy violation. Only approach the patient if they request your presence outside of your role as a caregiver. Patient information is used only for work-related purposes. Personal use of patient Information obtained through work-related avenues is prohibited.

Does PeaceHealth monitor and audit my access to the electronic medical record?
Yes. PeaceHealth has strong HIPAA privacy protections, which routinely monitor/audit access to patient information. If we discover inappropriate access, appropriate disciplinary actions will be taken, up to and including, termination and/or removal of access.
What does removal of access to PeaceHealth Systems mean?

Removal of access means you will lose access to PeaceHealth systems for a minimum of one year. This loss of access includes any and all facilities that may use PeaceHealth systems.

If the patient is not identified, can I use personal technology (Social Media, Texting, Photography, Videography) to discuss or share patient information?

No. In limited circumstances, texting is permitted with no more than two specifically approved patient identifiers (MRN, patient location/facility, 3X3 that does not identify the patient such as SUELEE, room number, or physician location call back number).

Can I disclose patient health information I learn in my role as a caregiver with other caregivers?

No. Unless caregivers have a work-related need to know, you may not share patient information. Accordingly, you should not discuss patient information in public areas, and you should always ask the patient’s permission to discuss protected health information in the presence of visitors.

Can I disclose patient health information I learn in my role as a caregiver with my friends and family?

No. Even when you attempt to de-identify, you are at risk for breaching patient’s privacy.

If I make a mistake and access the wrong patient’s record or hand paperwork to the wrong patient, should I tell anyone?

Yes! You should immediately report the issue via the integrity line, Safe2Share or to your leader or to your local privacy officer (via phone call or email).

Definitions:

- Family – Spouse, Significant Other, Children (including stepchildren and foster children), Parents, Siblings, Grandparents, Aunts, Uncles, Cousins, In-laws, and any other person to whom you are related by blood;
- Friend – Anyone to whom you have an emotional attachment, good or bad, or you see on a social level. Ask your leader if you are not sure or reach out to the Privacy Officer.

If you have any questions, please contact:

Tarra Carey  
Mgr Priv/Integ Investigations  
System Support Services  
360-729-2925  
TCarey@peacehealth.org

Molly Brown  
Privacy & Integrity Officer  
Columbia Network  
360-414-2049  
mbrown@peacehealth.org

Mary Backus  
Privacy & Integrity Officer  
Oregon Network  
458-205-6959  
Mbackus22@peacehealth.org
Crossroads Tour

Crossroads is PeaceHealth’s intranet and has a multitude of resources available to you. This tour will provide you with an overview of many of the resources, please feel free to explore the rest on your own. Below are simple instructions and screen shots that will introduce you to Crossroads.

How to access

When you launch any browser at PeaceHealth, Crossroads is set as the homepage.

If Crossroads does not automatically appear as the homepage when a browser is launched, it can also be accessed in one of two ways:

1. eXactACCESS

2. Windows Icon in the lower left-hand corner of your screen. Then type in “Chrome” and open the browser, which will have Crossroads as the homepage.
In the upper section of your computer screen is the Crossroads toolbar.

Safety Data Sheets (SDS)
Mouseover MyTools, a drop-down list will appear. Go to the bottom of the drop-down list to find and click on Safety Data Sheets (SDS).
Report Incident

Mouse-over **REPORT INCIDENT**, a drop-down list will appear. In this area you will find resources to report organizational integrity concerns, an **IT Service Ticket**, **Patient/Visitor/Caregiver** incidents or **Variances**, and **Work Orders** (for things like plumbing or electrical or other facility-related issues).

Navigation Tiles

The tiles in the middle of the screen (**My Web Mail**, **My Time**, **My HR...** and **My Learning**) are our main points of navigation, all of which can be accessed from **My Tools**.
My Web Mail

**My Web Mail** (blue tile) is a quick and easy way to access PeaceHealth email; MS Outlook is also an option.

My Time

**My Time** (orange tile) is the PeaceHealth online time and attendance application that manages your schedule, timecard, paid time-off requests and hosts a timeclock punch in/out option.
My HR

My HR (purple tile) is where to update your address, emergency contacts, find your pay details, benefit information, career and development resources, and other caregiver resources (this is where one enters an AskHR ticket).

1. Click the My HR - Finance - Supply Chain link (purple tile) on the right-hand side of the page.

![My HR - Finance - Supply Chain](image)

2. Once logged in, you should see the Caregiver Homepage. It will look like the screenshot below.

![Caregiver Homepage](image)

In your PeaceHealth Inbox, you likely received an email from, “noreply@peacehealth.org” with the subject, “Welcome to PeaceHealth”. In that email is a link, “Start Here,” to guide you through completing your transition program, which includes, signing your Confidentiality Agreement, verifying / changing your W-4 and Address, and set-up of your Direct Deposit, Emergency Contacts. In case you cannot locate that email, we have provided alternate steps below.
To find a copy of the **Confidentiality Agreement**, go to Crossroads > System Departments > Organizational Integrity > Privacy & Integrity > Resources > Confidentiality Agreement.

**Personal Information Changes**

In this section, you can view or change information in your PeaceHealth personal profile.

1. Locate **My Profile** on the upper left-hand corner of the screen.

2. In the **My Profile** box, click the blue **My Profile** link.
3. You will find your name to the left, look down to find and click on **My Profile** (see dark grey area), if not already selected.

4. To the right, find and click on **Personal Information** (see taupe section).

5. To the right, find options to add phone, email, emergency contacts and addresses.

---

**My Address**

Your address is automatically added to your profile. You can enter a second address or make changes to your current address using the steps above in the **My Profile** screen, or by clicking **My Address** from the Caregiver Homepage.

Please verify the system reflects your current address, this is where your first paycheck will be mailed.

**Emergency Contacts**

Add your emergency contacts from either the initial screen in Caregiver Homepage or within your **My Profile** screen.
Pay & Time Off

View my Paycheck
You can view your paycheck, print out your paystub and access your W2 from this location. From the Pay & Time Off tile, choose My Pay Check & W2.

View my W-4
From the Pay & Time Off tile you can view and make changes to your W-4.
Direct Deposit
You can sign up for Direct Deposit or make changes to your banking information using this link.

Benefits
From the Benefits tile, choose My Benefits / Enrollment. The Benefits tile provides an overview of all available benefits by category. You will go to this location to enroll in your benefits, when applicable.
Welcome to PeaceHealth!

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 benefit enrollment can be a very complex decision and is unique to each individual and their family. As such, in addition to our online benefit information, we have implemented a personalized support model.

New Caregivers with questions regarding benefit options and the enrollment process may speak with a Customer Service Representative by contacting the PeaceHealth Benefits Service Center either by phone or online through AskHR.

How to determine your FTE status

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

<table>
<thead>
<tr>
<th>FTE</th>
<th>0.000001</th>
<th>0.10</th>
<th>0.20</th>
<th>0.30</th>
<th>0.40</th>
<th>0.50</th>
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<tr>
<td>HRS/WK</td>
<td>Per Diem</td>
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What coverage is offered:

- 2 Medical Plans: Account Based Health Plan (ABHP) & Preferred Provider Organization (PPO).
- Health Savings Account (HSA), if eligible, and enrolled in the ABHP with up to $1,600 PeaceHealth contributions
- Dental and Vision
- Health Care and Dependent Care Flexible Spending Account
- Basic Life & Disability paid by PeaceHealth (additional Voluntary Life & AD&D and buy-up LTD available for purchase)

For additional details regarding your benefit coverage please visit My HR.

When coverage begins: 1st of the month following 30 day waiting period.

- You will be automatically enrolled in default benefit coverage. Default coverage includes ABHP medical coverage for Caregiver-only (no HSA), basic life and disability, and no coverage for dental, vision or FSA. You have 30 days to make changes to your elections.

Important: All benefits e-mail communications will be sent to your PeaceHealth work e-mail.
PeaceHealth Benefits & Enrollment

**How to enroll:** New Caregivers will receive a Benefit Elections email notification on their date of hire (user name and password will be PeaceHealth network login). The email subject line will indicate the enrollment deadline.

- From a PeaceHealth computer logon to My HR (shortcut available on Crossroads/Intranet homepage)
- From home computer or smart phone go to https://www.peacehealth.org/about-peacehealth/for-employees/Pages/Default

**When coverage begins:** Immediately

**How to enroll:** An email invitation will be sent from Virgin Pulse to join the PeaceHealth Wellness program

- Complete free wellness lab screening at a participating Quest Diagnostics Patient Service Center (You can find scheduling instructions in My HR under Work/Life Balance in the Wellness section)
- Complete online Health Assessment (HRA) after completing registration

**What coverage is offered:**

- 403(b) Tax-Deferred Plan**
  - Pre-tax contributions made by you
- 401(a) Retirement Plan**
  - Pre-tax contributions made by PeaceHealth

**When coverage begins:**

- Please visit http://www.netbenefits.com/PeaceHealth to view eligibility and plan information.

**How to enroll:** New Caregivers will receive an email notification during the first week of employment. Alternatively, you may login and enroll:
http://www.netbenefits.com/PeaceHealth (user name and password will be created by Caregiver)

- Choose deferral rate, investments and designate your beneficiaries

**What coverage is offered:** Varies based on position and years of service

**When coverage begins:** Caregivers are eligible to access PTO based on the balance available as of the most recently completed pay period.

**What coverage is offered:**

- Transportation Benefit*
- Education Assistance*
- Employee Assistance Program (EAP)**
- Life Balance Discounts**
  (Fitness, travel, sports, etc.)

*Eligibility and benefit vary based on location

**Available to all caregivers.
New Health Insurance Marketplace Coverage Options and Your Health Coverage

PART A: General Information

When key parts of the health care law take effect in 2014, there will be a new way to buy health insurance: the Health Insurance Marketplace. To assist you as you evaluate options for you and your family, this notice provides some basic information about the new Marketplace and employment-based health coverage offered by your employer.

What is the Health Insurance Marketplace?

The Marketplace is designed to help you find health insurance that meets your needs and fits your budget. The Marketplace offers "one-stop shopping" to find and compare private health insurance options. You may also be eligible for a new kind of tax credit that lowers your monthly premium right away. Open enrollment for health insurance coverage through the Marketplace begins November 1, 2013 and runs until December 15, 2013 for coverage starting as early as January 1, 2014.

Can I Save Money on my Health Insurance Premiums in the Marketplace?

You may qualify to save money and lower your monthly premium, but only if your employer does not offer coverage, or offers coverage that doesn’t meet certain standards. The savings on your premium that you’re eligible for depends on your household income.

Does Employer Health Coverage Affect Eligibility for Premium Savings through the Marketplace?

Yes. If you have an offer of health coverage from your employer that meets certain standards, you will not be eligible for a tax credit through the Marketplace and may wish to enroll in your employer’s health plan. However, you may be eligible for a tax credit that lowers your monthly premium, or a reduction in certain cost-sharing if your employer does not offer coverage to you at all or does not offer coverage that meets certain standards. If the cost of a plan from your employer that would cover you (and not any other members of your family) is more than 9.5% of your household income for the year, or if the coverage your employer provides does not meet the "minimum value" standard set by the Affordable Care Act, you may be eligible for a tax credit.1

Note: If you purchase a health plan through the Marketplace instead of accepting health coverage offered by your employer, then you may lose the employer contribution (if any) to the employer-offered coverage. Also, this employer contribution –as well as your employee contribution to employer-offered coverage– is often excluded from income for Federal and State income tax purposes. Your payments for coverage through the Marketplace are made on an after-tax basis.

How Can I Get More Information?

For more information about your coverage offered by your employer, please check your summary plan description or contact the Benefits Service Center at (855) 333-MyHR (6947).

The Marketplace can help you evaluate your coverage options, including your eligibility for coverage through the Marketplace and its cost. Please visit HealthCare.gov for more information, including an online application for health insurance coverage and contact information for a Health Insurance Marketplace in your area.

1 An employer-sponsored health plan meets the "minimum value standard" if the plan’s share of the total allowed benefit costs covered by the plan is no less than 60 percent of such costs.
PART B: Information About Health Coverage Offered by Your Employer
This section contains information about any health coverage offered by your employer. If you decide to complete an application for coverage in the Marketplace, you will be asked to provide this information. This information is numbered to correspond to the Marketplace application.

<table>
<thead>
<tr>
<th>3. Employer name</th>
<th>4. Employer Identification Number (EIN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PeaceHealth</td>
<td>91-0393479</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5. Employer address</th>
<th>6. Employer phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1115 SE 164TH AVE</td>
<td>1-(855) 333-MyHR (6947)</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>7. City</th>
<th>8. State</th>
<th>9. ZIP code</th>
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<tbody>
<tr>
<td>Vancouver</td>
<td>WA</td>
<td>98683</td>
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</table>

| 10. Who can we contact about employee health coverage at this job? |
| Benefits Service Center |

<table>
<thead>
<tr>
<th>11. Phone number (if different from above)</th>
<th>12. Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-(855) 333-MyHR (6947)</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Here is some basic information about health coverage offered by this employer:

- As your employer, we offer a health plan to:
  - [ ] All employees. Eligible employees are:
  - [x] Some employees. Eligible employees are:
    All caregivers in a regular FTE (full-time equivalent) position of 0.5 – 1.0. Non-temporary caregivers with an FTE position of less than 0.5 FTE, who work an average of 30 hours of service or more per week during their initial or standard measurement period.

- With respect to dependents:
  - [x] We do offer coverage. Eligible dependents are:
    Spouse, legally domiciled adult (LDA), same or opposite sex domestic partner, children under age 26 (natural, adopted, placed for adoption, foster, legal guardian), disabled children over age 26 satisfying plan criteria.
  - [ ] We do not offer coverage.

- [x] If checked, this coverage meets the minimum value standard, and the cost of this coverage to you is intended to be affordable, based on employee wages.
  
  ** Even if your employer intends your coverage to be affordable, you may still be eligible for a premium discount through the Marketplace. The Marketplace will use your household income, along with other factors, to determine whether you may be eligible for a premium discount. If, for example, your wages vary from week to week (perhaps you are an hourly employee or you work on a commission basis), if you are newly employed mid-year, or if you have other income losses, you may still qualify for a premium discount.

If you decide to shop for coverage in the Marketplace, [HealthCare.gov](http://HealthCare.gov) will guide you through the process. Here's the employer information you'll enter when you visit [HealthCare.gov](http://HealthCare.gov) to find out if you can get a tax credit to lower your monthly premiums.
Community Logistics

Dress Code
Please plan to dress in business casual or scrubs/department specific attire based on your job role
Use the information below as a guide:

Examples of Appropriate Attire
Business Casual
- Khakis, suit pants, slacks, crop pants
- Appropriate length skirts and dresses
- Tops that cover undergarments and midsections
- Collared shirts without tie, blouses, polos

Other appropriate attire
- Uniforms
- Scrubs

Once you complete NCO, depending on your role, you may have to wear specific attire, such as scrubs, department issued logo attire, etc. Please check with your manager or supervisor.

Examples of Inappropriate Attire
- Tights or leggings worn as pants
- Bib overalls
- Shorts
- Athletic clothes (such as sweatpants, sweatshirts)
- Cropped tops, halter tops, plunging necklines, tank tops, or muscle shirts (unless sufficiently covered by a shirt, sweater, or jacket)
- Visible undergarments, sheer "see-through" materials, or other revealing attire
- Flip-flops
- Clothing that is stained, dirty, torn, sloppy, or excessively tight, low-cut/low-rise, or baggy
Columbia Network: Where to Park

Southwest Medical Center: Parking Lot E

St. John’s Medical Center: Third and fourth floor of parking garage

Shared Services: Visitor parking the first day. You will receive a parking hang tag on day of badging. Remember to park in Peacehealth parking spaces and not in Hewlett-Packard spaces.
Upper-Northwest – Ketchikan

KMC Parking Map

Please refrain from parking in our neighbor’s lots as well as the lots nearest the water to leave those space free for the community.
NO caregiver parking in the parking garages.
Lower-Northwest – Bellingham, Peace Island, Sedro-Woolley

Peace Island and United General: Parking registration is not required.

Bellingham caregivers must register vehicles. The registration form is found:
St. Joseph Crossroads > Non-Clinical > Security and Parking page
  • Register all vehicles you may use to commute to/park at work
  • Include Make AND Model of each vehicle
  • A personal contact number is required
  • Indicate your assigned shift

Complete the registration form, then click the “Save” button to submit to Security.

Collect your parking pass at Security, where you had your badge photo taken. When you pick up your parking pass you may ask for a map that will show the designated areas for you to park, like the one below.

Place the static cling sticker in the upper left side of your windshield, near your oil change reminder.
Map and Directions — RiverBend Annex

RiverBend Annex
123 International Way
Springfield, OR 97477
(541) 743-4774

From I-5/Heading north or south
Exit 195A and head east on Randy Pape Beltline Rd. Turn left onto Gateway St. (north). Turn right onto International Way (east). Proceed through the roundabout.

From I-105/Hwy 126/Heading east
Exit Springfield City Center. Turn left onto Pioneer Parkway East. Drive to roundabout intersection with Hayden Bridge Way. (0.71 mi.) Stay in outside lane; exit onto Martin Luther King Jr. Parkway. Right onto Game Farm Rd./Deadmond Ferry Rd. Left onto International Way.

From I-105/Hwy 126/Heading west
Exit Springfield City Center and turn left. Immediate right onto Pioneer Parkway East. Drive to roundabout intersection with Hayden Bridge Way (0.71 mi.) Stay in outside lane; exit onto Martin Luther King Jr. Parkway. Right onto Game Farm Rd./Deadmond Ferry Rd. Left onto International Way.

From Hwy 99/Heading north or south
Take Randy Pape Beltline Rd. East. Turn left onto Gateway St. (north). Turn right onto International Way (east). Proceed through the roundabout.

Parking
You may park in any of the spaces that are not designated for Visitors or have time limits (like only 15 minutes etc).

We look forward to welcoming you in the front foyer where you enter
Everbridge

We make safety a priority at PeaceHealth, and we must be prepared for anything that affects our caregivers, patients and visitors — including a natural disaster or mass casualty event.

PeaceHealth uses a standardized, systemwide emergency notification system. The system allows us to send simultaneous notifications to caregivers — by network — in the event of a mass casualty or disaster event. Messages will be sent via text message, recorded audio message or email to your landline, mobile phone and/or email inbox. The messages are designed to give updates on the event status; provide direction as to when/if reporting to work is required; and explain how to obtain additional information.

We need your help
It’s crucial for the effective operation of our emergency notification system that your contact information is up-to-date and accurate.

Please take a moment to check the following contact information in My HR:

- Name (first and last)
- Home address
- Mobile phone and landline telephone numbers, including area code.

**Mobile phone is the most effective and efficient way PeaceHealth can notify you in the event of an emergency.**

The provided job aid will guide you through the process of reviewing and updating your contact information on My HR. For questions, call 855-333-MyHR (6947) Monday through Friday from 8 a.m. to 5 p.m. (PT), or go online to My HR and select AskHR.
PeaceHealth Emergency Notification System FAQs

Who decides when emergency notifications are sent out?
Designated administrative and emergency preparedness leaders from each network will be responsible for determining when a notification should be distributed.

When I receive an emergency notification via text message or phone call (landline and mobile), what number will it come from?
Systemwide, text messages will be sent from 893-61. Each network will receive phone emergency notifications from a different phone number:
- Columbia network: 360-514-4440
- Northwest network: 360-788-8640
- Oregon network: 541-222-1818
- System Services Center: 360-729-4440

How does PeaceHealth’s emergency notification program work?
When PeaceHealth issues a notification about a potential safety hazard or concern, you will receive a communication via text message, recorded audio message or email message through the communication methods listed on your contact information page on My HR (mobile phone, landline, email). Caregivers are encouraged to reply to the message to confirm that you have received it. If you do not confirm, the system will continue to attempt to reach you at the contact paths you have listed on My HR.

When will the system be used?
This system will be used to notify you about imminent threats to health and safety that affect your locations or work environments. Notifications are distributed by network and will include details about the specific site(s) that are impacted.

Will all caregivers in a network receive the notification, even if the emergency is just at one facility?
Yes. The mass emergency and disaster notifications will be sent out by network. For example, if there is an emergency that is specific to PeaceHealth Southwest Medical Center in Vancouver, Washington, the notification will be sent to all caregivers and providers in the Columbia network. The content of the message will provide details about the specific site(s) impacted.

What if my contact information changes?
Having reliable and accurate methods to reach you if there is an emergency is critical. If your contact information changes (landline, mobile, email), please make sure it has been updated in My HR.

Questions?
If you have questions or need more information, please contact Jeane Conrad, director of safety, security and emergency management, or our network’s emergency preparedness representative.