New Caregiver Experience

Welcome!
Our Mission

We ask that you reflect often and deeply on this Mission… so it may become a source of *inspiration* and strength for you and for all who participate in the work of Providence.
Our Mission (click here)

As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.
A Commitment to Values

Compassion
Dignity
Justice
Excellence
Integrity
Where We Serve
Our Organization
Wellness, Care & Services

- 50 HOSPITALS
- 829 CLINICS
- 23K PHYSICIANS
- 14 SUPPORTIVE HOUSING FACILITIES

- 106K CAREGIVERS
- 1.9m COVERED LIVES
- 90 NON-ACUTE SERVICES
- HIGH SCHOOL, NURSING SCHOOLS AND UNIVERSITY

- 2 HEALTH PLANS
- $21b REVENUE
- 23m ADMITS/VISITS
- $1.3b COMMUNITY BENEFIT
Our System Leadership

Rod Hochman, M.D.
President and CEO

Mike Butler
COO
Our Local Leadership

Theron Park
Interim Chief Executive, Oregon
(Chief Executive, Delivery Systems)
Providence Health & Services
Oregon Region

Visit the intranet home page to learn about the Oregon Executive Council
Population Health Means...

We hold ourselves accountable for improving the health outcomes, experience and affordability for people who choose Providence.
We hold ourselves accountable for improving the health outcomes, experience and affordability for people who choose Providence.
The Providence Experience
“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou
Our Promise

Together, we answer the call of every person we serve:

Know Me, Care for Me, Ease My Way
Providence Experience

Delivering on

Our Promise

reliably, skillfully and with unforgettable compassion
“Love and compassion are necessities, not luxuries. Without them humanity cannot survive.” — Dali Lama
Caring Behaviors
Create a welcoming environment

- Smile and make eye contact
- Greet others with a “Hello”
- Introduce yourself and explain your role
- Use preferred names
- Guide those who appear lost or confused
Caring Behaviors
Be present

- Listen with empathy and intent to understand, not to respond
- Take pride in your environment. Pick up litter, reduce clutter and unbranded signs
- Restrict cell phones use to private, non-patient areas
Caring Behaviors

Develop trust

• Explain what to expect and communicate positive intent of your actions

• Provide opportunities for others to ask questions

• Ensure compassionate transitions to other services
Caring Behaviors
Demonstrate gratitude

- Thank patients for trusting us with their care
- Recognize your fellow caregivers
Caring Reliably
Be Reliable

• Pay Attention to Detail
• Communicate Clearly
• Have a Questioning Attitude
• Operate as a Team
• Speak Up for Safety
Delivering on Our Promise

Know Me
Care for Me
Ease My Way
How We Come Together
“The best way to find yourself is to lose yourself in the service of others.”

Mahatma Gandhi
Thank You
Together, we answer the call of every person we serve: Know me, care for me, ease my way

How can we be mindful and act on diversity?

- Know me
- Caring for me
- Ease my way
Plan (The How)

- **It’s about me:** know oneself, one’s beliefs, cultural norms, values; how you and your actions are perceived by others
- **It’s about them:** Know how others are different, how you view or value these differences, what biases you may have about them, how their beliefs impact their behavior.
- **It’s about us:** Our synergy, our ability to perform and carry out our mission in an increasingly diverse world
Part (Your Role)

Dealing with diversity . . . is an active, developmental, and ongoing process that is aspirational rather than achieved, that requires:

- Being aware of ones’ own assumptions, values, and biases
- Having knowledge of the worldview of diverse clients and communities
- Developing skills, strategies, and techniques consistent with the life experiences and contexts of diverse clients and communities.

- *Counseling the Culturally Diverse* Sue & Sue (2003)

Diversity is a **Journey** *not a Destination*
We meet as strangers, each carrying a mystery within us. I cannot say who you are. I may never know you completely. But I trust that you are a person in your own right, possessed of a beauty and value that are the Earth’s richest treasures. So I make this promise to you:

I will impose no identities upon you, but will invite you to become yourself without shame or fear. I will hold open a space for you in the world and allow your right to fill it with authentic vocation and purpose. For as long as your search takes, you have my loyalty.

--Theodore Roszak
Integrity, Compliance, Privacy and Security
Objectives

• Code/Standard of Conduct
• Compliance Program
• Reporting Process
• Your Commitment
Code/Standard of Conduct

• Provides us with a set of standards that guides our decision-making and our commitment to “doing the right thing right”.

• Reflects our Mission, vision and core values.

• Describes on paper the expectations for compliant behavior.

• Should be used as a reference document for policies and government guidance.

• Available online on our Intranet and Internet.
What is Compliance?

Compliance is knowing and following the ethical, legal and policy requirements that apply to your job to reduce the risk of fraudulent or abusive practices.

Compliance is a prevalent business concern, partly because of an ever-increasing number of regulations that require companies to be vigilant about maintaining a full understanding of their regulatory compliance requirements.
Compliance Program- Our Purpose

• To maintain the integrity of the heritage and tradition of our organization by following the ethical commitments, laws, rules and regulations that govern our business conduct.

• To support YOU in “doing the right thing right”.

• To protect Providence St. Joseph (PSJH) Health from risk.
Compliance Program - Education

• **Mandatory** compliance education is automatically assigned to your HealthStream account on your start date.

• All caregivers receive the Core Compliance and Privacy & Security education.

• Due within **30 days of date of hire.**

• When necessary, other forms of education will be provided in your area or made available and communicated out appropriately.
Compliance Program - Healthcare Laws

- Fraud, Waste and Abuse (FWA) Prevention
- False Claims Act (FCA)
- Anti-Kickback Statute (AKS)
- Stark Law
- Records Retention
Compliance Program - Whistleblower Protections

- A person who knows an FCA, AKS, Stark or any other type of violation has occurred and feels the organization is not correcting the issue may file a lawsuit on behalf of the government.

- If the case is successful, the whistleblower (person who reported the violation) may share in the recovery amount.

- Federal and state laws protect whistleblowers from threats, harassment and retaliation.
Compliance Program- Conflicts of Interest

• Conflicts of Interest (COI) may occur when personal/outside interests or activities influence or appear to influence our actions and decisions regarding job-related duties.

• Avoid activities and relationships that may impair our independent judgment and unbiased decision-making.

• Information gained from our jobs/positions are not to be used for personal gain or advantage, or to assist others, including family members, in profiting in any way at the expense of the organization.
COI- Caregiver Responsibilities

• All caregivers have the responsibility to disclose a potential conflict of interest to their manager as soon as the situation arises.

• Directors and above are automatically assigned a COI Disclosure form online and is required to be completed annually.

• Be aware of our Conflicts of Interest policy and *when in doubt, ASK!*
Accepting gifts and offers of entertainment creates a risk that our judgment and decisions can be influenced.

- Tickets to events, cash, gift cards and gift certificates may only be accepted when given to you by your organization or a fellow caregiver.
- Accepting a very modest, perishable gift that may be shared among co-workers, like a fruit basket or a box of chocolates is OK.
1. Karla is an RN and she gives patients in the hospital a business card and tells them to call her friend if they need durable medical equipment. Karla receives a referral fee for each patient. **CONFLICT OF INTEREST OR NOT?**

2. Charles works in Supply Chain Management and his brother is one of the suppliers bidding for a hospital contract. After due diligence, it is found that Charles’ brother’s company offers the best product at the lowest cost and is awarded the contract. **CONFLICT OF INTEREST OR NOT?**

3. Toni receives a gift card to her favorite store in the mall, Bath & Body Works, from a patients’ family. She is overwhelmed and all she can say is thank you! **CONFLICT OF INTEREST OR NOT?**
Harassment and Workplace Violence

• “Zero-tolerance” policy.

• Report intimidating or disruptive conduct by or against individuals, including physicians.
  – This may include language, documents, “jokes”, cartoons, behavior and more.

• PSJH prohibits any action against any workforce member for reporting concerns in good faith or who assists in the investigation of a concern.
Compliance Program- Privacy

It is everyone’s responsibility to safeguard Protected Health Information (PHI) including paper, electronic and verbal.

- PHI consists of 18 identifiers that can be used to identify an individual that was created, used or disclosed in the course of providing healthcare services.

- Only access and/or disclose the *minimum necessary* PHI you need to do your job.

- There must be a legitimate and job-related reason for looking at patient information.
The Proactive Privacy Monitoring program monitors access to all electronic health records (EHR) to safeguard patient privacy and ensure integrity of protected PHI.

- It is against Providence St. Joseph Health policy to access any record without legitimate business need which includes your co-workers, friends or family members.

- Inappropriate access, use or disclosure will result in corrective action up to and including termination.
A breach is the acquisition, access, or use of PHI in a manner that is not permitted by HIPAA and compromises the security or privacy of the PHI.

- Stolen or lost laptops, flash drives, phones, or any other personal electronic device
- E-mails or faxes sent to an unauthorized party
- Unauthorized access (e.g. “peeking”)

Report all potential breaches to your manager and local privacy office immediately.
From the Headlines...

A former Providence Alaska Medical Center caregiver was sentenced to serve two 24-month prison terms concurrently for two felony violations of the Health Insurance Portability and Accountability Act (HIPAA.)

The caregiver was working as a financial counselor when they inappropriately accessed the patient records of two men who had been kidnapped by a former associate of the caregiver. The caregiver looked at their records to see what they had told their nurses regarding the origin of their injuries, the severity of their injuries and about their cooperation with law enforcement. The caregiver then texted this information to the kidnapper upon their request. This case was the first felony HIPAA prosecution in the state of Alaska.
Compliance Program- Privacy: Social Media

• Social Media guidelines are available for you via the PROV-COMM-604 policy.

• Confidential, or proprietary information, photographs or videos about our patients are not to be shared on personal social media sites.

• **Individuals** can be held *personally and legally* responsible for their publicly made opinions and comments—this includes personal social media sites.
A former Providence contracted caregiver in California posted a picture of a patient's medical record on their Facebook account. The picture contained the patient's name and date of admission. The caregiver also made fun of the patient in comments on the post. Then they defended their actions, saying Facebook is "not reality" and the victim's name was just one "out of millions and millions of names.” They continued: "If some people can't appreciate my humor [then] tough. And if you don't like it too bad because it's my wall and I'll post what I want to. Cheers!"
Compliance Program- Privacy: Media Inquiries

• Politely decline to make comments to any media inquiries.

• Notify your supervisor.

• Direct all media inquiries or requests to use the PSJH logo to the Marketing and Communications Department.
• Keep all work passwords private and secure and do not share with anyone.
• Lock or log off your computer when you leave your workstation.
• A vehicle is not considered a secure location and should not be used to store confidential information, mobile computing or storage devices.
• Double check fax numbers and use a cover sheet when faxing.
• Use #secure# in your subject line when sending confidential information outside of the organization.
Compliance Program- Security: Best Practices

- Do not send confidential information to a personal (non-business) email address.

- Texting is not secure. If you must text in an emergency situation, only provide the minimum necessary PHI.

- Always use shredder bins to dispose of confidential information.

- To avoid phishing schemes, do not click on suspicious links.

- Only PSJH caregivers should be accessing secure areas. Watch for tailgating.
Compliance Program- Security: Acceptable Use

- Remember that computer and internet usage is not private and is considered property of PSJH and may be viewed or monitored.

- Use approved applications to access PSJH information remotely.

- Protect your computer by contacting your service desk to download any software.

- Obtain management approval to use personally owned devices to conduct PSJH business; they must be encrypted and password protected.
Government Requests

• Contact your supervisor and your region compliance office as soon as possible if approached by a government agent in person or by phone.

• Be polite to the agent.

• PSJH will cooperate with requests from government agencies.

• Responses will be clear and truthful.

• No alteration or destruction of records will occur.
EMTALA

EMTALA is the Emergency Medical Treatment and Active Labor Act (1986). EMTALA requires Medicare-participating hospitals (including Critical Access) to provide:

1. Medical screening examinations to any individual who (regardless of insurance or ability to pay):
   - Presents to the Emergency Department (ED), including Labor & Delivery and psych intake-assessment areas.
   - Is outside the ED but on hospital property
   - Is not on hospital property but in a hospital-owned and operated ambulance
   - Is in a non-hospital-owned ambulance that has arrived on campus

2. Stabilizing treatment for emergency medical conditions.

3. Appropriate transfers to hospitals with specialized capabilities for stabilizing treatment.

When patients are on the hospital property (within 250 yards of the ED), ask for help and it is evident they need screening for an emergency medical condition, our obligation is to ensure they arrive at our emergency department.

*Never delay care to obtain insurance information and never answer insurance related questions unless trained to do so.*
Every caregiver has a responsibility to report potential wrongdoing.

• Our compliance program relies on caregivers at the ministries informing us when things do not seem to be in alignment with our Mission, core values, policies or Code/Standard of Conduct.

• PSJH’s Non-Retaliation policy protects caregivers from harassment or other adverse actions for reporting potential wrongdoing in good faith.

• If you ever feel like someone is retaliating against you for reporting a concern, you should report this to RIS-Compliance or your local compliance/privacy representative.
How to Report Concerns

• Discuss the issue or concern with your supervisor;

• Discuss the issue or concern with the department manager;

• Contact RIS-Compliance or your local compliance/privacy representative; or

• Call the Integrity Hotline 888-294-8455 or use Integrity Online, our web-based reporting tool.
What to Report: Potential Wrongdoing

• Inappropriate access or disclosure of protected health information.

• Code of Conduct or Compliance and Privacy Policy violations.

• Misuse of social media.

• Fraud and abuse concerns.

• Billing and coding errors.
Your Compliance Team

- RIS-Compliance Hotline 855-360-3464
- OR REG Privacy Office@Providence.org
What YOU Committed To...

- Code of Conduct Acknowledgement
- Acceptable Use Agreement
- Confidentiality Agreement
Thank you
Many hands, one Mission
HR Service Delivery Model

HR Strategic Partner
- Policy Interpretation
- Contract Negotiations
- Job Descriptions
- Performance Evaluations
- Partner with COEs

HR Service Center
- Single Point of Contact
- Employee Self Service
- Manager Service Line
- Retirement Service Center
- Transaction Processing
- Pre-Boarding New Hires

Centers of Expertise
- Benefits, Compensation
- HR Integration
- HR Information Systems
- Employee/Labor Relations
- Talent Acquisition
- Learning and Development
- Talent Management
- Organizational Effectiveness
What the HRSC can do for you:

Welcome!
The HR Service Center is your single point of contact for quick and consistent answers to your most common HR questions — including benefits, personal information, Employee Self-Service and much more.

AskHR
Submit an online help ticket to AskHR 24/7

Call
888-687-3753
Monday - Friday
7:30 am - 6:00 pm PT

Please leave a message... OFFLINE
Continue to save this fall with new LifeBalance discounts

Offers continue to give our caregivers great savings this season. This month’s offerings include discounts at Mt. Hood Meadows, 24 Hour Fitness, the Inn at Cape Kiwanda, and more.

News around the region

Oregon Region news

Continue to save this fall with new LifeBalance discounts 10/09/2017
The need for help remains great in Northern California 10/19/2017
Welcome new chief executive for Southern Oregon Service Area 10/14/2017
30 minutes by Nov. 17 can earn you up to $1,400 10/19/2017
All caregivers to have CAPC membership 10/17/2017
Epic optimization being released Nov. 7 10/19/2017
The flu can stop with you: Vaccination schedule extended to Nov. 15 10/17/2017

Chief executive messages

Dave’s blog
24/7/365
Our foundation colleagues are doing something pretty cool this year during our Providence Giving Campaign. It plays off the theme of 24/7/365, here’s how it works: Our caregivers — each of you — give yourselves every single day in supporting our Providence Mission. Our Oregon Foundations … "more"

Leadership messages

Providence Giving Campaign: Take the "24/7/365" challenge
You may wonder why I’m wearing this bright blue shirt. It’s because of you ... and because of our Mission. I’ve never worked for an organization quite like Providence. Every day I witness examples, both large and small, of how our caregivers are deeply dedicated to the Mission and to the work of the Sisters of Providence. You live our Providence Mission every day — 24/7/365. This inspired us … "more"

People of Providence/How We Care

Providence videos

Please join us! Caregivers share why they give to our Mission and ministries
Caregivers gathered recently to share the heartfelt reasons they give to Providence Foundations. See their two-minute videos, then take the "24/7/365" challenge at ProvidenceOregon.org/Giving. Every gift matters.
Accessing Tools

Oregon Human Resources

HR portal
Go to the HR portal for:
- HR forms and policies
- Learn about and enroll in benefits
- Submit an HR, benefits or payroll question to AskHR

Employee Self-Service
Go to Employee Self-Service for:
- Pay checks
- Leave balances
- Career and personal information

HR Service Center
Contact the HR Service Center to get answers to your most common HR Questions

Manager Dashboard
Go to the Manager Dashboard for manager tools and access to Manager Self-Service

Oregon Human Resources Announcements

Find Your HR Contact tool now live!
by Scott, Ryan A
8/22/2013 9:51 AM

The Find Your HR Contact tool is now live and can be accessed through the link on the right-hand side of this page. Find Your HR Contact is a simple online tool that allows you to quickly find HR support contacts (HR Service Center, HR Strategic Partners,...
Your core leader will provide you with your user name and passwords to log-in to E.S.S.
HR Policies, HealthStream & Kronos

• All of the Human Resource policies are accessible via the HR Portal.

• Read the Human Resources Policies in the HR Portal (they are specific to you)

• Complete HealthStream Modules

• Complete Kronos Training – Providence’s Timekeeping program
HR Policies

These employment policies contain important information about our employment practices and expectations of all employees (caregivers). We expect each caregiver (employee) to read these policies carefully. They are a valuable reference for understanding your job, benefits, and our expectations of you, as a caregiver. Because our healthcare environment is changing rapidly, we want you to know that these policies may be revised, deleted or otherwise changed in the future without prior notice, and that we reserve the right to make changes as we believe it's necessary. You should look at this site for the current policies. These policies supersede any other documents or policies that you might have received.

- Benefits & Compensation
- Compliance
- Conduct & Behavior
- Employee Health & Safety
- Employment Practices
- Leaves of Absence
- Other
- Provider & Residency
- Time & Attendance
Thank you!