

SYSTEM *F.I.R.S.T.*

A publication by and for the Associates of Ephraim McDowell Health

www.emhealth.org • July 25, 2007

OUR MISSION

Ephraim McDowell Health is a system committed to creating a healing environment, built on a legacy of best people, practices and performance, as seen through the eyes of our patients, healthcare providers and communities.

OUR VALUES

F Friendliness
I Innovation
R Respect
S Service
T Trust

Key points - Expectations and Standards: Attendance

Objective: To establish attendance expectations and standards for Ephraim McDowell Health.

Goal: To reduce organizational absenteeism, tardiness and early departures to less than 2.0% of total scheduled hours.

- The definition of a scheduled and unscheduled absence and the rolling 12-month time period have not changed. This is a “no-fault” policy, e.g. there is no intent to make a judgment as to the validity of an absence. EMH respects the fact that Associates will be present and on-time as scheduled.
- Notification is to be provided by the Associate to the department director (or designee) for each absence, late arrival or early departure.
- Patterns of unscheduled absences, tardiness and early departures may result in corrective actions.
- Coaching remains an informal step to advise an Associate that attention is needed to avoid formal measures. Corrective Action remains a formal measure documented in the Associate’s record and requires a Development Plan documented in the eAppraisal system.
- The Attendance Expectations and Standards Policy has been revised to reflect a point system. The term “occurrence” has been eliminated and does not apply to absences, tardiness or leaving a

shift early.

1. The point system distinguishes absences from tardiness or leaving early and the two categories will be tracked separately. Although both issues may impact the operations of a department, the effect may be different and therefore will be addressed as such.
 2. Point values for absenteeism increase based on consecutive shifts missed.
 3. Point values for tardiness/leaving early increase based upon minutes/hours missed.
 4. Critical Staffing Days, as defined in the policy, increase the point value for absenteeism, tardiness or early departures.
 5. Point totals that warrant action steps are indicated in the policy.
- Full-time and part-time Associates with zero points for the calendar year will be recognized by having 12 or 6 PTO hours, respectively, added to their PTO accrual. Associates must have been employed for the entire calendar year to be eligible.
 - Directors are responsible and accountable for administering the policy consistently and accurately.

The task force continues to receive feedback through departmental meetings and will look to clarify and offer full consideration to questions that surface.

DON'T FORGET!!!

Beam Hoisting Celebration

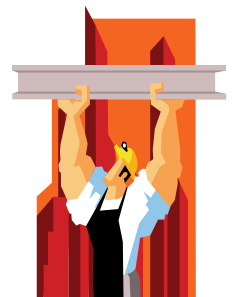
at EMRMC

Thursday, July 26

11 a.m. to 1:30 p.m.

Beam hoisting at 12:30 p.m.

Sign up for the Talent Show!!!



Key points - Expectations & Standards: Dress and Professional Appearance of all EMH Associates

Objective: To define expectations for Associates relative to words, action and appearance consistent with the mission and values of Ephraim McDowell Health.

- This Professionalism and Appearance Standards Policy was developed by a team of Associates after an extensive study of other healthcare organizations. Customer service based on the population we serve is the motivating force for defining our standards. It is a reflection of our mission statement and our goal to be a quality-minded organization in all aspects of service delivery. We respect the fact there may be some differences of opinion, but we trust that our Associates will understand and accept these standards. The standards and expectations for appearance have been developed with safety and infection control as a primary consideration.
- Ephraim McDowell Health respects the rights of Associates to express individualism during their personal time away from the workplace. It is also recognized that styles and various features can be a generational issue. Therefore, the standards are not a reflection of value judgments, but rather a definition of organizational expectations based on the population served.
- Professionalism includes verbal and body language, voice tone and reflections, discussion topics, attitude and appearance.
- Identifying ourselves to patients, customers and family members is of primary consideration.
- Identification badges are to be worn below the neck and above the waist and visible at all times while working on company premises. One service award pin will be allowed on the badge as long as it does not cover the picture or interfere with the barcode strip.
- At the start of each shift, patient caregivers are expected to visit each patient room under their responsibility for introductions.
 1. Utilize the white boards in patient rooms, when possible, to identify the caregivers for each shift.
 2. To assist the patient, family members and visitors address questions or concerns, caregivers are identified by position responsibility through specific uniform or scrub colors. This is a customer service factor.
- This policy is not intended to be all inclusive of every situation. To the extent specificity can be applied to hair styles (including facial hair), piercings, jewelry, fingernails, tattoos and shoes, a definition of acceptability and unacceptability has been applied.
- Additional items that are addressed and an important consideration for infection control include shoe covers, masks, stethoscope covers, lanyards for identification badges and soiled or contaminated clothes.
- As a healthcare organization, there are a variety of responsibilities involving clinical and non-clinical functions. Recognizing the diversity of responsibilities, the expectation is for Associates to dress accordingly and, in every case, in a manner that reflects professionalism. To this extent, the policy specifies examples of acceptable and unacceptable apparel for both clinical and non-clinical settings.

The task force continues to receive feedback through departmental meetings and will look to clarify and offer full consideration to questions that surface.

United Way parking winners for August

Congratulations to the following Associates who may park in a United Way designated parking space during August:



Ted Hodge
Dee Welch

Barb Welch
Susan Deaton

Elizabeth Hernandez

EMRMC Associate earns certification

Patricia Collins, who works in Central Services at EMRMC, is now certified in Central Service Technology. The certification was offered through the International Association of Healthcare Central Service Material Management, based in Chicago.

