Dear New Employee,

Welcome to Jackson Health System and congratulations on your new position! By choosing to work for Jackson, you have become an important part of South Florida’s most comprehensive healthcare provider and largest safety-net system, providing a single high standard of quality care to the residents of Miami-Dade County.

Our collective roles as Jackson Ambassadors are critical in achieving the mission and vision. Furthermore, we must live the Jackson Values as a daily guide to consistently achieving service excellence when interacting with co-workers, our patients and their families as well as the community at large. Since opening its doors in 1918, Jackson has grown from a small, 13-bed community hospital to an internationally recognized medical system offering services ranging from routine care to rare, life-saving procedures. Together we will ensure a greater future for Jackson and all its life-saving and life-changing services it has provided to the community for more than 90 years.

Thank you in advance for your commitment and contributions in helping to ensure Jackson’s continued success. We look forward to your successful and long-term tenure with us here at Jackson Health System!

Sincerely,

Carlos A. Migoya
President and Chief Executive Officer
Jackson Health System
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Purpose of this Handbook

The purpose of the Jackson Health System (JHS) Handbook is to provide you with a summary of some of our current policies, basic information about the benefits and services available to JHS employees at the time of publication of this document, and an outline of our rules of employment. These rules of employment represent the basic or minimum requirements to which all Jackson employees are required to adhere, with the understanding that there may be additional rules specific to role, department or area of responsibility.

These rules are an integral part of employment at JHS, and have been established to provide guidelines in the delivery of exceptional service to our patients. Please follow these standards, which are essential to the functioning of a safety net health care system and academic teaching hospital such as Jackson.

These rules and regulations do not constitute a contract of employment, express or implied, and provide no guarantee of any kind. Further, JHS reserves the right to change these rules and regulations from time to time. It is your responsibility at all times to understand and abide the current rules. It is also your responsibility to be aware of new policies or rules. This information will be made available through electronic updates and announcements in employee publications, through the Administrative Policies available on the employee intranet, and/or as communicated to you by management.

After receiving this handbook you will meet with your manager to review and sign the Acknowledgement form on Page 89 of this Handbook.

JHS POLICIES

JHS policies and procedures have been established to provide the best possible environment for employees in which to work, learn and provide services to the public. Such policies include guidelines for employees, for the administration, for protecting employees’ rights, and for providing an atmosphere in which everyone's highest potential can be reached.

JHS has established policies covering a wide range of issues relevant to employees and others at JHS. The following is a partial listing of some policies of which you should be aware. The list does not include every policy of JHS. Additional personnel-related policies are covered throughout this resource guide and in other JHS administrative documents.

Because policies are updated from time-to-time, the most recent versions of the policies are available to all employees through their department/unit supervisors, Employee/Labor Relations & Workforce Management Department or the employee intranet/NetPortal PHT Policies under ‘Content Directory’.
INTRODUCTION

Overview of Jackson Health System and the Public Health Trust

For more than 90 years, Jackson Health System (JHS) has been a cornerstone of the South Florida community, providing comprehensive medical care to all those who need it. Since opening its doors in 1918, Jackson has grown from a small, 13-bed community hospital to an internationally recognized medical system offering services ranging from routine care to rare, life-saving procedures.

Jackson Health System consists of 10 primary care centers, 16 school-based clinics, two long-term care nursing facilities, an outpatient diagnostic center, a children’s hospital, a behavioral health hospital, a rehabilitation hospital, two community hospitals and the system’s centerpiece: the regional referral, tertiary care Jackson Memorial Hospital. With more than 10,000 employees, Jackson also has numerous nationally acclaimed programs offering the latest treatment options in a variety of medical specialties that attract patients from around the world.

The JMH Health Plan was created with grant monies and commitments from the Robert Wood Johnson Foundation, the State of Florida Department of H.R.S. and the Public Health Trust of Miami-Dade County (PHT) and began providing managed healthcare services to members in 1985. Now a fully licensed health maintenance organization (HMO) in the State of Florida, the JMH Health Plan is accredited by the Accreditation Association for Ambulatory Health Care and provides healthcare services to Medicaid members.

Jackson Health System History

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1916</td>
<td>Construction begins on new $150,000 Spanish-style hospital at NW 10th Ave. and 10th St.</td>
</tr>
<tr>
<td>1918</td>
<td>Miami City Hospital opens (later nicknamed “the Alamo” by employees)</td>
</tr>
<tr>
<td>1921</td>
<td>The Miami City Hospital Training School for Nurses opens and Dr. James M. Jackson is named the first president of the medical staff</td>
</tr>
<tr>
<td>1924</td>
<td>Dr. Jackson dies; the 107-bed hospital is named after him</td>
</tr>
<tr>
<td>1929</td>
<td>The American Medical Association accredits the 250-bed James M. Jackson Memorial Hospital (JMH) for internships. The house staff consists of two residents and eight interns. The cost per patient for each day is $4.98</td>
</tr>
<tr>
<td>1949</td>
<td>The city transfers the operation of the hospital to the county</td>
</tr>
<tr>
<td>1954</td>
<td>JMH and the University of Miami School of Medicine sign a formal contract for the clinical teaching program</td>
</tr>
<tr>
<td>1965</td>
<td>JMH is now a 1244 bed facility with 34 buildings</td>
</tr>
</tbody>
</table>
1973 Dade County’s Board of Commissioners creates the volunteer Public Health Trust (PHT) of Dade County to oversee hospital policy and plan for the future.

1976 The 14-story West Wing opens.

1979 Following a successful employee-led campaign called “Save the Alamo”, the original Miami City Hospital building is saved from demolition, moved to its present location, and placed on the National Register of Historic Places.

1986 The University of Miami/Jackson Memorial Medical Center is honored as one of the 25 best medical centers in the nation, according to the publication The Best in Medicine, U.S. News and World Report.

1992 Ryder Trauma Center opens.

1994 A second school-based clinic is opened at Miami Carol City Senior High School.

1996 The JMH School of Nursing graduates its final class.

1998 A new outpatient diagnostic imaging center, breast health center, and employee cafeteria opens. Children’s services are expanded into what later becomes Holtz Children’s Hospital.

1999 The new Mental Health building opens. The capacity of Jackson Memorial Hospital is 1560 beds.

2000 The new corporate image of Jackson Health System (JHS) is created. JHS consists of 12 primary care centers, 2 long-term care facilities, a maternity hospital, 7 correctional facility clinics, 2 school-based clinics, and Jackson Memorial Hospital.

2001 Jackson South Community Hospital joins JHS.

2006 JHS acquires Jackson North Medical Center (formerly Parkway Medical Center) and now consists of 7 primary care centers, 2 long-term care facilities, 18 school-based health centers, 5 correction health services clinics, 5 mental health centers, and 5 hospitals.

2008 JHS celebrates its 90th anniversary.

2009-2010 JHS ended the 2009-2010 fiscal year, bringing in more than $1.1 billion in cash from government, commercial payers and patients able to pay, setting a record for the most revenue in its history.

2011 Carlos A. Migoya becomes president and CEO of Jackson Health System.

2011 Public Health Trust Board of Trustees temporarily disbanded, and leadership of Jackson was turned over to a smaller Financial Recovery Board. The structure of that FRB essentially replaced the PHT, though the original PHT BOT name was restored.

2011 New four-story patient tower opened at Jackson South Community Hospital.

2012 The Miami Transplant Institute earned three silver awards, the most in the nation, for kidney, kidney-pancreas, and liver programs from the U.S. Department of Health & Human Services’ Division of Transplantation. They also received a bronze award for their heart program.

2012 For the first time since 2006, Jackson Health System achieved a surplus for the 2011-2012 fiscal year.

2012 Ryder Trauma Center celebrates 20-year anniversary.

2013 University of Miami-Jackson Memorial Hospital ranked no. 1 hospital in the Miami-Fort Lauderdale metro area by U.S. News & World Report.


2013 Miami-Dade County residents vote to approve an $830 million bond to renovate and expand facilities and hospitals apart of Jackson Health System.

2013 Miami-Dade County Board of Commissioners (BCC) unanimously approved an application for a helipad at Jackson South Community Hospital, moving the hospital closer to readiness for being a part of Jackson Health System’s expansion of its world-renowned trauma service.
Jackson was ranked No. 7 in the Miami-Fort Lauderdale metro areas by the 2014-2015 U.S. News & World Report “America’s Best Hospitals” Listing

Since its establishment in 1990, the *U.S. News & World Report* “America’s Best Hospitals” listing has repeatedly and consistently recognized UM/Jackson for its leadership in many specialties including: nephrology, neurology & neurosurgery, and urology.

Holtz Children’s Hospital was recognized among the best in the country in the 2014-2015 *U.S. News & World Report* Best Children’s Hospitals rankings. Holtz was nationally ranked in seven specialties this year: 25th in gastroenterology and GI surgery, 33rd in nephrology, 48th in neonatology, 45th in urology, 44th in cardiology and heart surgery, 47th in pulmonology, and 20th in diabetes and endocrinology.

The standards for ranking in “Best Hospitals” are rigorous. To be considered at all, a hospital has to satisfy at least one of three requirements: membership in the Council of Teaching Hospitals, affiliation with a medical school, or availability of at least six out of nine advanced services, such as image-guided radiation therapy and robotic surgery. For consideration in a specialty, hospitals have to admit and treat a minimum number of patients with complex conditions, or have been recommended by at least one physician.
JHS Mission, Vision and Values

“An Academic Health System with a Public Healthcare Mission”

Our Mission

To build the health of the community by providing a single, high standard of quality care for the residents of Miami-Dade County

Our Vision

Our strategic vision is to be a nationally and internationally recognized, world-class academic medical system and to be the provider of choice for quality care.

Our Values

Service Excellence & Quality    Commitment    Compassion    Teamwork & Communication
Integrity & Stewardship    Respect    Confidentiality    Inclusion

The Jackson Health System Pillars of Success

The organizational goals of Jackson are illustrated by our “Pillars of Success”. The Pillars represent Jackson’s commitments and responsibilities as an organization: At Jackson Health System, we believe that our professional and ethical values and behaviors are essential to the success and vitality of our organization, and to the health and treatment of our patients.

As you approach each day here at Jackson, remember that you are working for an organization that cares deeply about the cultural climate that each of us creates. A focus on excellence, commitment, compassion, teamwork, communication, integrity, respect, confidentiality and the cultivation of an inclusive environment helps us preserve our beliefs and encourages us to be the very best every day.
Service
Improve patient satisfaction scores.
Our goal: Fewer complaints, higher customer satisfaction, higher customer retention, improved word of mouth

Quality
Provide care of the highest quality, embrace innovation and creative improvements
Our goal: Improved products or processes, reduced defects and rework, reduced waste

People
Improve the health standard of people in the local community – people taking care of people
Our goal: Reduced turnover, improved productivity, improved morale

Finance
Practice fiscal responsibility
Our goal: Controlled costs, improved collections, higher profit margins

Growth
Expand our capabilities and presence in the community
Our goal: Larger market share, greater value, increased sales or customers, increased volume

The Jackson mission, vision and values are based on these pillars, as are the Standards of Excellence on which all employees are expected to base their job performance and level of service to our patients. By supporting the Pillars, you help to ensure our success as an organization.
Standards of Excellence

The Jackson Values are supported by the “Standards of Excellence.” Each staff member is a personal and valued representative of the Jackson Health System (JHS) and its care facilities, and is expected to be sensitive and responsive to the needs of the JHS patients, its visitors, suppliers, and other staff members.

To support this philosophy and achieve the single high standard of care to which the JHS is dedicated, each staff member shall follow the "Standards of Excellence," consisting of our credo and performance basics. Individual performance will be evaluated based on these standards.

CREDO: Patient First. JHS facilities are places where the care and wellness of our patients is our highest mission. They are our reason for being.

Hospitality: We pledge to provide the finest personal service and facilities for our patients, visitors, suppliers, and staff. Staff members will always ask "How may I help you?"

Standards of Excellence

Acknowledging Others

Teamwork and Collaboration

Responsible and Responsiveness

Confidentiality and Privacy

Pride and Care of the Environment and Self

Respect and Telephone Effectiveness

Service Recovery


Jackson Health System Hospitals, Clinics and Services

- Jackson Health System Locations
- School Based Health Clinics
- Services and Specialties
- Find a Doctor
Office of Government Relations

The Office of Government Relations is responsible for monitoring public policy, legislative and regulatory initiatives, as well as serving as a liaison for all levels of government – local, state, and federal. In addition, this office works to ensure that we maintain an open dialogue with policy makers in a manner that is beneficial to the overall goals of the organization. The main purpose is to promote the ability of the Public Health Trust to effectively serve the health care needs of the community through representation, advocacy, and service. The office of Government Relations falls under the jurisdiction of the Executive Office.

Become a Jackson Advocate

Every year, our local, state, and federal government discusses and debates issues of critical importance to this institution. The Office of Government Relations works to ensure that our policymakers are familiar with the vision and mission of this institution. However, that requires involvement from this organization’s most valuable resources: (YOU) our employees!

In order to increase awareness we ask our employees to join us in cooperative efforts of education and advocacy. For more information, please contact our office.

Community Affairs & Outreach

We are committed to improving the health of Miami-Dade County’s diverse communities. Jackson Health System provides an array of service through its Outreach Team:

- Various health fairs
- Health screenings
- Injury prevention, presentations, and demonstrations
- Health awareness and education
- Public speaking engagements
- Access and referrals to Jackson Primary Care Centers

Hospital Tours

Jackson Health System is the third largest academic health care system with public healthcare mission in the United States. Jackson attracts visitors including business professionals, politicians, teaching institutions, nurses and physicians from all over the world.

- Community Outreach Request: outreach@jhsmiami.org
- Hospital Tour Request: Tour@jhsmiami.org
EMPLOYMENT PRACTICES

Equal Employment Opportunity Statement
Jackson Health System strives to ensure equal access and equal opportunity in its educational and employment practices and procedures. It is the policy of JHS to provide equal employment opportunity for all without regard to race, color, religion, national origin, citizenship, sex, sexual orientation, gender identity or expression or expression, age, disability, special disabled veteran status, or any other protected veteran status, newly separated veteran status, Vietnam era veteran status, or any other status or condition protected by federal, state and local laws prohibiting job discrimination.

Background Investigations and Credentialing
It is the policy of JHS to obtain credentialing and background verification on applicants and contractors seeking employment at JHS. Clinical personnel shall meet and maintain the current state requirements for licensing, certification, and/or registration at all times. Offers of employment are contingent upon obtaining a completed application, a satisfactory background investigation and a credentialing verification conducted by Human Resources, Talent Acquisition Services or the HR Compliance Department. This policy provides a standard procedure to establish an individual’s background and current competence to provide quality care, treatment, and services for license health professionals working at Jackson Health System.

Hours of Work
JHS employees work across many different shifts. Check with your supervisor for your exact working hours.

Time/Card Swipe
Employees are responsible for clocking in and out on their own Kronos card. You may not clock in or out for another employee. If your Kronos/photo ID card is ever missing, contact your Nurse Manager or Supervisor immediately. Your supervisor must be made aware if you have worked overtime, charge duty, without a break, or a shift where differential pay is due.

Overtime
Your supervisor must approve all overtime before it is worked before it is worked. The rate of overtime pay is time and one-half per hour. Shift differential starts at 3:00 P.M. unless a collective bargaining agreement providers otherwise. unless a collective bargaining agreement provides otherwise. No overtime is paid for holidays.

Requests for Time Off
Requests for time off should be made at least 60 days prior to the implementation date or in accordance with the collective bargaining agreement.
Job Duties
Job duties are addressed in the job description and in departmental and organization and competency checklists. Your supervisor will discuss these with you upon hire and during your departmental orientation.

Attendance and Punctuality
If you will be late to work or cannot come in, call your work unit at least two hours prior to your scheduled duty and follow the designated protocol. Upon return to work, you must complete a Leave Request form. If you are out due to an infectious illness, injury, surgery or more than two consecutive pay periods, you must report to the Occupational Health Office for clearance to return to work.

Orientation
New employees including agency staff, interns, students and volunteers must complete the online self-study orientation. All JHS employees and medical residents are required to attend the in-class New Employee Orientation session, including the Service Excellence component. Employees with direct patient care may also be required to attend the Clinical/Nursing Orientation program as well as a Departmental/Unit Orientation.

Rehired Employees
All new and rehired employees are required to attend the JHS New Employee Orientation program during the first week of employment according to the annual schedule with the exception of employees rehired within six (6) months of initial separation. All Employees must complete the New Employee Orientation self-study/on line program as directed by the department of Education and Development. Completion of the self-study/on-line program must be verified upon entering New Employee Orientation. For more information on orientation requirements, see the JHS Policy & Procedure Manual, Code No. 342, See also specific departmental orientation policies in the JHS Policy & Procedure Manual.

Annual Mandatories
Annually, all employees will complete an online mandatory educational program covering a variety of topics including: Safety Management, Back Safety, Fire Safety, Electrical Safety, Hazardous Materials, Corporate Compliance, Domestic Violence, Violence in the Workplace, Infection Control, Stroke Education and a variety of other topics depending on the position or job requirements. The deadline for completion is before the end of year or earlier as designated by the division vice president.

Probationary Period
Employees who are eligible to obtain permanent status shall first serve a probationary period. The probationary period gives the employee and the supervisor time to observe and adjust to the position. Sometimes an employee is unable to meet the required standards in the new job after completing the orientation, training and probation period. In this case the employee might be terminated, or returned to his or her previous position in the System.
Unless the Pay Plan, JHS policy, or a collective bargaining agreement provides otherwise, an employee who is newly hired will remain in probationary status for a period of six (6) or twelve (12) months depending on the employee’s classification. Unless the collective bargaining agreement provides otherwise, employees who are promoted will have a three (3) month probationary period. At any time prior to the end of the probationary period, the employee’s Vice President or his/her designee may terminate the employee from the position with our without cause. Although no charges are required and no appeal is permitted, the employee will be informed of the termination in writing.

For further information, please contact Talent Acquisition Services at 305-585-6081 and see also, JHS Policy & Procedure Manual, Code No. 304 on Probationary Periods, Trial Periods and Evaluation Periods.

Immigration and Reform Act of (1986)

JHS complies fully with the Immigration and Reform Act of 1986, as amended, which prohibits discrimination against applicants for employment on the basis of national origin or citizenship and establishes penalties for hiring illegal aliens. The United States Department of Justice, Immigration and Naturalization Services require that an I-9 form be completed for every employee within his or her first three (3) days of work. The purpose of this form is to verify that an individual is eligible to work in the United States and to provide information about the requirements of eligibility for employment in the U.S. As required by law, Talent Acquisition Services does not specify which documents (from the list of acceptable documents provided on the form) are to be presented. I-9 documentation is retained for a period of three (3) years after the employee’s date of hire or one (1) year after termination, whichever comes later

Verification of employment eligibility in accordance with the U.S. Citizenship and Immigration Services (USCIS)

The U.S. Citizenship and Immigration Services (USCIS), formerly Immigration and Naturalization Service (INS), requires that U.S. employers must check to make sure all employees, regardless of citizenship or national origin, are allowed to work in the United States. If you are not a citizen or a lawful permanent resident, you may need to apply for an Employment Authorization Document (EAD) to prove you may work in the United States. All JHS employees are required to maintain current documentation that establishes eligibility to work in the U.S. The Human Resources Capital Management Division will track and monitor all Employment Authorization Documents to ensure compliance as required by law.

Employment of Veterans

It is the policy of JHS to give special consideration to the employment of war veterans, who will receive preference in accordance with the intent and requirements of Chapter 295 of the Florida Statutes, as amended, from time to time and in accordance with all applicable laws.

Medical Staff Appointment, Reappointment, and Privileging/Credentialing

We recognize that a single organized Medical Staff is responsible for the quality of medical care at all facilities subject to the ultimate authority of the Public Health Trust. In a clinically integrated setting such as JHS, the
cooperative efforts of the Medical Staff, the President/Chief Executive Officer, and the PHT are necessary to fulfill our mission of providing one single high standard of care to its patients.

To that end, all Licensed Independent Practitioners and the Health Professional Affiliates seeking employment at JHS must apply for Medical Staff membership through the Physician Services Department. Licensed Independent Practitioners include physicians (M.D., D.O.), dentists (D.D.S.), oral surgeons (D.M.D.), psychologists (Ph.D.; Psy.D.) and podiatrists (D.P.M.). Health Professional Affiliates include, but are not limited to: physician assistants, certified nurse anesthetists, nurse midwives, advanced registered nurse practitioners, registered nurse first assistant, physicist and please contact the Physician Services Department.

Medical staff membership is a privilege entitling members to attend to JHS patients. Applications for staff appointment or reappointment must contain a request for the specific clinical privileges requested by the applicant, be supported by the documentation of the applicant’s relevant recent training and/or experience, and be submitted in writing on a JHS prescribed form. Requests for privileges and for modification of privileges will be processed as provided for in the Public Health Trust Bylaws and the Rules and Regulations of the Medical Staff.

All members of the Medical Staff are subject to the PHT Medical Staff Bylaws, all duly adopted rules and regulations governing the Medical Staff, JHS policies and procedures and all JHS continuous quality improvement activities.

**Equal Employment Opportunity and Affirmative Action**

Jackson Health System adheres to a policy of non-discrimination in employment and strives affirmatively to provide an equal opportunity of employment for all applicants as required by:

- **Title VII of the Civil Rights Act of 1964 (Title VII), as amended:** Prohibits discrimination on the basis of pregnancy, childbirth, or a medical condition related to pregnancy or childbirth.

- **The Pregnancy Discrimination Act (PDA), as amended:** Prohibits discrimination in employment on the basis of race, color, religion, sex, or national origin.

- **The Equal Pay Act of 1963 (EPA), as amended:** Makes it illegal to pay different wages to men and women if they perform equal work in the same workplace.

- **The Pregnancy Discrimination Act (PDA), as amended:** Prohibits discrimination on the basis of pregnancy, childbirth, or a medical condition related to pregnancy or childbirth.

- **The Equal Pay Act of 1963 (EPA), as amended:** Makes it illegal to pay different wages to men and women if they perform equal work in the same workplace.

**Title VI of the Civil Rights Act of 1964 (Title VI), as amended:** Prohibits discrimination on the basis of race,
color, or national origin in programs and activities receiving Federal financial assistance.

Title IX of the Education Amendment of 1972 (Title IX): Prohibits discrimination on the basis of sex in education programs and activities receiving financial assistance in education programs and activities receiving Federal financial assistance.

The Age Discrimination in Employment Act of 1967 (ADEA), as amended: Prohibits discrimination on the basis of age for people who are age forty (40) or older.

Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and ADA Amendments Act of 2008, all as amended: Prohibits discrimination against a qualified person with a disability in employment, public accommodations, public services, transportation, and telecommunications.

The Age Discrimination in Employment Act of 1967 (ADEA), as amended: Prohibits discrimination on the basis of age for people who are age forty (40) older.

Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and the ADA Amendments Act of 2008, all as amended: Prohibits discrimination against a qualified person with a disability in employment, public accommodations, public services, transportation, and telecommunications.


The Florida Civil Rights Act of 1992 (FCRA), Sections 760.01-760.11 and 509.092, Florida Statutes: Secures for all individuals within the state freedom from discrimination because of race, color, religion, sex, national origin, age, handicap, or marital status.

Any other Federal, State, or Local Ordinance that prohibits discrimination based on race, color, religion, ancestry, national origin, sex, pregnancy, age disability, marital status, citizenship, gender identity, gender expression, familial status, or sexual orientation in housing, credit and finance, public accommodations and employment. In addition, all of the above-referenced laws prohibit retaliation against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

Veterans are provided reemployment rights in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA), the Vietnam Era Veterans Readjustment Assistant Act of 1974 (VEVRAA), and Section 295.09, Florida Statutes, which also stipulates categorical preferences for employment.
The Jackson Health System is not only committed to recruit, hire and promote individuals in compliance with the aforementioned laws, but is also committed to function within the spirit of those laws. Hence, the Jackson Health System will recruit, hire and promote individuals in conformance with this policy, will make certain that individuals meet employment standards, and will continue to seek out applicants meeting the needs of the organization.


The Florida Civil Rights Act of 1992 (FCRA), Sections 760.01-760.11 and 509.092, Florida Statutes: Secures for all individuals within the state freedom from discrimination because of race, color, religion, sex, national origin, age, handicap, or marital status.

Any other Federal State or Local Ordinance that prohibits discrimination based on race, color, religion, ancestry, national origin, sex, pregnancy age, disability, marital status, citizenship, gender identity, gender expression, familial status, or sexual orientation in housing, credit and finance, public accommodations and employment. In addition, all of the above referenced laws prohibit retaliation against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

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Americans with Disabilities Act of 1990

JHS has a strong commitment to the Americans with Disabilities Act of 1990 and its amendments, which is demonstrated by its:

- Creating and maintaining a reasonable accommodation policy for employees and applicants with disabilities, and
- Establishing a committee to address requests for reasonable accommodations.

The Americans with Disabilities Act of 1990 prohibits discrimination against qualified individuals with disabilities in: job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions and privileges of employment. An individual with a disability is a person who: has a physical or mental impairment that substantially limits one or more major life activities; has a record of such an impairment; or is regarded as having such an impairment. A qualified employee or applicant with a disability is an individual who, with or without reasonable accommodation, can perform the essential functions of the job in question. An employer is required to make a reasonable accommodation to the known disability of a qualified applicant or employee if it would not impose an undue hardship on the operation of the employer’s business.

Talent Acquisition

The Talent Acquisition Services Department is responsible for recruiting and hiring new staff and bringing them on board. Talent Acquisition Services has the responsibility of filling posted, regular, non-academic positions. They recruit and hire full and part-time, temporary, and seasonal workers. As needed, JHS recruits both within its workforce and from the outside to obtain qualified applicants. The Talent Acquisition team is committed to hiring a workforce that is highly qualified and representative of diverse backgrounds. Our goal is to assemble the best group of people to provide excellence care to our patients, and help create a high quality environment in which to work.

Jackson Health System is further committed to equal employment opportunity and to maintaining full compliance with federal, state and local laws and regulations regarding employment. It is the policy of JHS to provide equal opportunity in employment and educational programs and activities. Discrimination is prohibited on the basis of race, color, religion, national origin, citizenship, sex, sexual orientation, gender identity or expression, age, disability, special disabled veteran status, other protected veteran status, newly separated veteran status, and Vietnam era veteran status, or any other status or condition protected by federal, state and local laws prohibiting job discrimination. Equal employment opportunity includes but is not limited to recruitment, hiring, promotion, termination, compensation, benefits, transfers, university sponsored training, education, tuition assistance, and social and recreational programs.

Pre-Employment Process

All applicants considered for employment at Jackson will be subject to a pre-employment physical examination and drug test. The Talent Acquisition Services Department will also conduct reference checks,
education and professional license verifications, and criminal background checks as appropriate. At the time of appointment, all new hires will be finger printed and photographed, as required by law. The Human Resources Capital Management Division will track all professional licenses/certifications and/or registrations to monitor changes in status and ensure timely renewals.

**Outside Employment**

It is the policy of the JHS that a full-time employee may accept incidental or occasional outside employment provided that such employment is not contrary, detrimental or adverse to JHS, and does not appear to be a conflict of interest as contemplated under Florida law, the Code of Miami-Dade County, or JHS Policy & Procedure Manual Code Numbers 158- Conflict of Interest, 319 – Personal Leave, Leave of Absence, Mandatory Leave, Union Leave, and 379 – Alternate Work Policy – Dual, Joint or Shared Employment.

Before accepting or engaging in any outside employment, all employees of JHS must complete and submit a “Request for Outside Employment” form to his/her respective Department Heads and Vice President in charge of the Department, for approval. This form is available in Human Resources and on the JHS Intranet Portal. After completing this form, Human Resources shall provide the employee with an “Outside Employment Statement” form which must be completed by the employee and filed with the Supervisor of Elections located at 2700 NW 87th Avenue, Doral, Florida 33172-1632 by noon of July 1st of each year. The “Outside Employment Statement” indicates the source of the outside employment, the nature of the work being done, and any amount or types of consideration received by the employee.

Requests for outside employment must be renewed annually, even in cases where the type of outside employment has not changed. For more information, on prohibitions and procedure see: JHS Policy & Procedure Manual, Code No. 311, Outside Employment.

**Nepotism (Employment of Relatives)**

In furtherance of its commitment to equal employment opportunity to all qualified persons, it is the policy of JHS not to hire, promote or retain relatives or persons who have a significant personal relationship into an employment relationship where there is managerial authority or direct influence of one over the other, where there is an identified conflict of interest, or where there is perceived favoritism between management and the employee within the department, division, or unit because of that relationship. “Relatives” refers to individuals related by blood, marriage, or adoption, or persons who have a significant personal relationship to the management staff member. Examples of significant personal relationships are people sharing a home, dating, and/or intending to marry. In some cases, a request may be made for an exception to this policy to the Senior Vice President of Human Resources.
Relocation Assistance

Relocation assistance may be provided to staff living outside of the geographic area and who would have to move in order to accept a position at Jackson. The purpose of this program is to help attract and recruit staff for difficult-to-fill positions. This benefit is available based on financial circumstances or budgetary considerations, and may be modified or eliminated at the discretion of the President/Chief Executive Officer.

Transfers

Once an employee has completed his or her probationary period, he or she may be considered for a promotion (placement in a higher job classification) or transfer to another JHS department or facility. Employees who are in classifications or statuses which do not have probationary periods must have worked 2,080 hours in their current classification to be considered for a promotion or transfer. Transferred employees will serve a new probationary period as defined by the collective bargaining agreement in the new position and, if performance is not satisfactory, will be returned to the original position and division unless a basis for termination exists or disciplinary action is warranted. Employees who transfer into patient care divisions which provide care and/or services to vulnerable patient populations, (i.e., pediatrics, nursing homes, mental health, etc.) will undergo a Level 2 criminal background screening.

Employee References/Verification of Employment

The Human Resources Talent Acquisition Services and the HR Compliance Department is responsible for initiating the background and credentialing verification for new hires. This includes checking an applicant’s references and verifying primary licensure, education, training and other qualification evidence submitted for either a contractor or employee. Talent Acquisition and the HR Compliance will notify the applicant of any problem in collecting such information and it is the applicant’s responsibility to obtain and provide the information.

Documents that are required for verification include but are not limited to the following for all individuals unless exceptions are noted: verification of education; a copy of current State of Florida professional license, certification, registration; Health Status verification; documented evidence of primary source verification upon hire; a copy of current American Heart Association Healthcare Provider BLS card and/or ACLS, PALS, NRP certification (as applicable); Proof of Compliance with Immigration Laws (I-9/E-verify); a nationwide background check over the past seven years to identify all felony and misdemeanor convictions; Proof of Compliance with the Office of Inspector General (OIG) requirements for healthcare workers and U.S. General Services Administration (GSA).

For Physicians and mid-level providers, verification of license activity, including sanctions and/or discipline through National Practitioner Data Bank (NPDB); DEA and proof of medical malpractice insurance; AMA verification. In addition Physicians, Psychologists, and mid-level providers will be required to complete the JHS Medical staff credentialing process within 4 months of their Hire Date. Talent Acquisition Services and
the Credentialing Office will coordinate the transition of the new hire provider under Medical Staff. No Clinical personnel shall perform tasks beyond those permitted by their license and/or credentials.

**EMPLOYEE RELATIONS & JHS POLICIES**

**JHS Identification Badge**
Your identification badge is part of your uniform and must be worn at all times while you are on JHS premises. Employees are required to wear JHS identification badges. The ID badge should be worn at eye level with your name, department/division and photograph clearly visible while on duty. This is the only way in which visitors or others can identify you as a JHS employee.

If your ID badge is lost or stolen, report it to your supervisor immediately. You may not loan your badge to anyone else, under any circumstances. If you do so, you will be subject to disciplinary action. When you separate from employment, you are required to return your ID badge to your supervisor.

Vendors, contractors, external reviewers, and volunteers are required to wear a JHS ID badge or temporary identification card.

All visitors within JHS patient care facilities are required to display identification. If you see anyone in a patient area who is not wearing either a JHS ID badge or visitor identification, it is your responsibility to report such a person to the Security Services Department.

To replace a lost badge, you must pay $25.00 at the cashier’s office and report to security services to pick up the badge. Your manager or supervisor must also send an email to security noting a replacement badge is needed.

**Appearance Standards (Attire and Dress Code)**

JHS requires all employees to dress professionally and appropriately. Proper attire in a hospital setting is important because it generates confidence, trust and respect for the employee and the hospital. When you choose your clothing, please be mindful of the diverse cultures in the community and respect the standards of those cultures, which may be more conservative than your own.

Uniformed personnel must keep their uniforms neat and clean. If you are not required to wear a uniform, you must dress in neat, clean clothing that shows respect for your profession and your customers.

Employees who provide direct patient care and have hair that is shoulder length or longer must wear their hair fastened back. No scarves, long ties, or ribbons are permitted. Nails should be clean with smooth edges. Artificial nail enhancements such as tips, wraps, appliqués, acrylics, and gels are prohibited. Anything applied to the nail other than polish is considered an enhancement. Artificial nails or enhancements can increase the
risk of colonization and the transmission of pathogens to patients, therefore these enhancements are forbidden for employees with direct patient contact.

If you arrive at work and your supervisor feels that you are not properly dressed or groomed, he or she may send you home to change and return in acceptable attire. If this happens repeatedly, it will be considered cause for discipline. See also JHS Policy & Procedure Manual, Code No. 313, Appearance Standards.

**Occupational Health Services (OHS)**

The main office for OHS is Jackson Medical Towers, 11th floor (Suite 1103), 1500 NW 12th Ave. Hours are 7:00 a.m. to 4:30 p.m. Phone: 786-466-8381 Fax: 305-381-6167.

Use Jackson Memorial Hospital, Jackson South or Jackson North Emergency Care with a supervisor’s referral.

Emergency Pager: 786-371-5038; 24/7 for needle-sticks, exposures or other serious after-hours emergencies that cannot wait until the next day:

**Services Provided:**

- Physical exams, drug testing and immunizations for new employees
- Drug testing for employees suspected of substance abuse
- Job related injuries, illness and exposures: reporting and treatment
- Immunizations: Hepatitis B, Chickenpox, Tetanus, Measles, Mumps, Rubella
- Tuberculosis screening and preventative therapy
- Respirator Fit Testing

**Injury or Illness on Duty**

Report to OHS Immediately for the following:

- **Suspected or known exposure to any communicable disease**, e.g., Chickenpox, Meningitis, TB, Measles, Needle sticks or body fluid splash.
- **Symptoms of a communicable disease** including rash, upper respiratory infections, diarrhea, open draining wounds and conjunctivitis. Employee must get cleared before returning to work.

- **Job-related injury or illness on duty**, report as soon as it happens. Note: For Needle-sticks, call the ON CALL nurse first.
- **After any leave of absence or unplanned absence greater than four days**, the employee must bring a medical certification and clearance letter from the doctor.
- **After any work-related injury evaluation outside of OHS**, the employee must call immediately to make an appointment.
- New Employee Requirements for Continuing Employment After Physical
Returning to Work Following a Leave or Work-Related Injury

The employee must be cleared by Occupational Health Services prior to reporting to assigned work areas. A doctor’s note is required for any medical absences, including absences due to communicable diseases. A medical leave certification form is not a substitute for a medical clearance form.

- After unplanned absences of four (4) or more consecutive working days.
- After any medical leave.
- After any hospitalization.
- After absence from work for any reason, that exceeds two full pay periods.
- If the employee was absent for any reportable communicable disease outlined in JHS Policy & Procedure Manual, Code No. 355, Infectious and Communicable Diseases.
- If the employee was off duty as a result of an occupational injury or illness. (See JHS Policy & Procedure Manual, Code No. 347, Injury on Duty).
- Whenever the employee requests restricted duty or any modification of job assignment as a result of a medical condition.
- Whenever the Health Office directed the employee to obtain clearance, also see JHS Policy & Procedure Manual, Code No. 347, Injury on duty, and Code No. 324, Illness on Duty).
- Following a counseling or Disciplinary Action Report (DAR) that requires Health Office involvement. (See JHS Policy & Procedure Manual, Code No. 335, Sick Leave Benefits).
- Whenever a supervisor feels an employee’s condition renders him or her unable to work.

Parking and Transportation Options

If you are required to pay for parking at the location where you work, you may pay your parking fees through a payroll deduction. Employees may sign up, through payroll deduction, to purchase monthly discount passes with the option to park at Metro Rail garages.

For more information, please contact the HR Shared Service Center at 305-585-6771 or visit them in Park Plaza West, room G-216 at Jackson Memorial Hospital.

For parking on the Jackson Memorial Campus, call or visit the Parking Authority Office for the most updated information as rules, prices as information may change. The parking office is located in: Park Plaza West, Ground Level, Room 207 (PPW-G-207), Phone 305-585-6997 (5-6997). Hours: 7:30 a.m. – 5:00 p.m., Monday-Friday.
$10.00 nonrefundable registration fee and Employment Authorization Letter from your Supervisor may be needed. JHS ID badge and vehicle registration required.

- JHS ID Badge and job shift information letter is required at the time of purchase.
- Ramp parking is accommodated by available parking spaces.
- Payment for registration fee or stickers must be paid by credit card or money order. Cash is not accepted.

Varied shifts (3:00 p.m.-11:00 p.m. and 11:00 p.m.-7:00 a.m.) may receive preferred parking. The supervisor must send a memo to the Miami Parking Authority. Temporary relief employees may purchase a parking card or stickers with a memo from their supervisor. Parking Chip Coin should not be left in your vehicle and remember to pay for Chip Coins at the designated pay station(s) at respective parking garages.

**Metro Rail / Tri-Rail**

Purchase or pick up Metro Rail passes at the HR Shared Service Center, Highland Park Building, Rm. 109B, 1801 NW 9th Avenue Call 305-585-6771 for more information. Allow about two months for processing payroll deduction and about the same amount of time for cancellation.

**Tri-Rail Information**

Tri-rail serves Palm Beach, Broward and Miami-Dade Counties. As a member of Tri-Rail's Employer Discount Program (EDP), you can enjoy:

- Special tax benefits
- 25% discount off the price of monthly and 12trip tickets
- Convenient ticket purchasing at all train stations

To join the EDP and receive a Membership Identification Card, complete the online EDP Membership Application by visiting [www.tri-rail.com](http://www.tri-rail.com). After completion of the form, your application will be submitted electronically to your employer's EDP Contact Person. Please allow 30 days for a response that will either approve or deny your application. You will not be able to purchase discounted EDP tickets until you receive your EDP ID Card. Call 1-800-TRI-RAIL (874-7245) or visit the website for assistance.

**Van Pools:** JHS employees currently take advantage of 3 van pools, which provide group carpooling on a regular basis. The number of employee van pools can be increased if there is sufficient interest. For more information contact South Florida Van Pool by e-mail at info@vpiinc.com or call 1-800-VAN-RIDE (826-7433).
Service Excellence and Telephone Etiquette

Maintaining a Customer-Friendly Attitude
We choose our attitude; it does not choose us. Our attitude is displayed through our communication. Our communication makes an impression on our customers. It is up to us to choose and display a positive attitude. Attitudes and the impressions we leave can be better understood by breaking them down into three communication components: Words, vocal tones and body language.

What we say: Although words are only a small part of the attitude or impression we make, words must be accurate, clear and must match our vocal tones and body language in order to build customer trust and confidence.
• Be clear and concise; keep to the point
• Avoid abbreviations and jargon
• Always use polite terms

How we say it: When communicating face-to-face, the larger part of the impression we make is through our vocal tones. This is five times greater than our words! When on the phone, most of the impression we make is through our vocal tones!
• Use warm friendly tones in an unhurried manner
• Smile sincerely to create friendly tones in person or on the phone
• Use vocal variety to hold the listener’s attention

What we look like: Our body language is the largest part of the impression we make. This includes facial expressions, posture, gestures, leg movements, appearance and use of space. It’s true that “actions speak louder than words!”
• Facial expressions should show interest even on the phone
• Match your eye contact with your customer’s message
• Posture should be open and relaxed; No slouching
• Gestures and movements should show patience, sensitivity and interest

Telephone Etiquette

Principles
• Know how to work your telephone equipment
• Give the caller your undivided attention
• Keep reference material, paper and pens handy
• Do not use a speaker phone if you are the only person on the call

Preparing to Answer a Call
• Focus your attention on the call
• Exhibit positive body language (smile, sit up straight, etc.)
• Answer the call within three rings
Jackson Health System Employee Handbook

Answering a Call
- Greet, state your department/unit, identify yourself and offer assistance in an upbeat enthusiastic tone
- “Good morning, Guest Relations, Mary speaking. How may I help you?”
- Ask questions to understand the caller’s needs

Putting a Call on Hold
- First ask for permission
- Wait for a response
- Thank the caller
- Offer a call-back if the wait is too long (offer options)

Transferring a Call
- Determine to whom the call should be transferred
- Explain the transfer to the caller and avoid blind transfers
- Give the caller the name and phone number of the department/unit you’re transferring the caller to
- Connect with the department/unit before transferring and give them the name of the caller and what she/he is calling about. Then hit the “transfer” button on the phone

Diversity

Jackson is highly diverse in terms of the patients and families we serve from the surrounding community of Miami-Dade County and beyond. Our workforce reflects that diversity in many ways—our organizational diversity efforts focus on the differences and similarities that people bring to the workplace.

The concept of workforce diversity includes dimensions beyond those specified by law in terms of equal opportunity and non-discrimination – it also includes the dimensions which influence people outside of race, ethnicity and gender, such as profession, education, parental status, or geographic location.

Practicing a welcoming attitude toward diversity means to be inclusive of everyone, and creates a culture for making differences work. Embracing diversity and respecting others allows us to learn from others who are not the same, and appreciate the advantage of diverse perspectives. The diversity of the Jackson workforce uniquely positions us to serve our community, and one of our eight core values is the upholding of a “culture of inclusion.” We encourage employees to be aware of their attitudes toward people who are different from themselves and to value differences that enrich the institution.
Lactation Accommodation

JHS is committed to promoting a family-friendly work environment by providing services and programs to help employees achieve a work-life balance. Towards that end, management will provide employees a reasonable break time, an appropriate space, and a supportive work climate for breast-feeding mothers who wish to express milk during work hours for a period up to one year following a child’s birth. The time should run concurrently with the employee’s paid break.

JHS will provide a secure private space in proximity to the lactating employee’s work area. The location may be the place where the nursing mother works if there is adequate privacy (e.g., employee’s private office or other secured/private space). Areas such as restrooms, closets, or storage areas are not considered appropriate spaces for lactation purposes. The lactation break time for exempt and non-exempt employees will be considered a paid break. Breaks should be no longer than thirty (30) minutes.

An employee who has a need for a lactation accommodation should inform their supervisor and discuss any relevant workload or scheduling needs. The supervisor will review available space in the division/department and prepare to provide appropriate nearby private space and allow reasonable break time. Employee will be responsible for successful performance of assignments/work duties. For more information, see JHS Policy & Procedure, Code No. 398, Lactation Accommodation.

Harassment

JHS promotes a work environment free of any form of harassment based on race, color, religion, creed, sex, gender identity or expression, age, national origin, citizenship, marital status, sexual orientation, disability, or veteran status, in accordance with applicable laws. Inappropriate interference with the ability of the JHS employees to perform their expected job duties is not tolerated. Harassment includes but is not limited to: making derogatory comments, including telling jokes, about someone's race, color, religion, creed, sex, gender identity or expression, age, national origin, citizenship, marital status, sexual orientation disability, or veteran status.

It is the policy of JHS to promote a working environment free of sexual harassment and to address violations of this policy with swift and corrective action. This policy also governs activities that are sponsored or sanctioned by JHS but are not conducted in the workplace, i.e. activities such as meetings, training sessions, conventions, recreational activities conducted in recreational area meeting facilities, hotels, restaurants, etc.

JHS strives to foster a work environment free of unlawful sex discrimination, sexual harassment, or retaliation. Sexual harassment includes but it is not limited to any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature which: (1) makes submissions to or rejection of such conduct either an explicit or implicit basis for employment and/or academic decisions affecting the individual or (2) unreasonably interferes with the individual’s employment or performance by creating an intimidating, hostile, or offensive environment.
Sexual harassment not only undermines the integrity of the hospital and work environment, but also prevents its victims and their peers from achieving their full potential. Members of the JHS community who hold positions of authority over others must take particular care to avoid actions that are or can be considered sexually abusive or harassing. It shall be a violation of the policy on sexual harassment for any officer, employee, or agent to sexually harass, as defined below, any officer, employee, or agent. Any officer, employee, or agent found to be guilty of such misconduct shall be subject to appropriate sanctions, depending on the circumstances, which may result in disciplinary action up to and including termination.

For more information, see JHS Policy & Procedure Manual, Code No. 323, Sexual Harassment/Intimidation.

Disruptive Behavior

The purpose of the Disruptive Behavior policy is to:

1) Uphold the goal of the Public Health Trust (PHT) and Jackson Health System’s goal to create and maintain a culture of safety, and quality.

2) Define and describe actions and behaviors which hinder or do not contribute to that goal, and to describe the means by which such actions and behaviors will be addressed.

3) Establish the general policies and procedures that all JHS employees must follow as a condition of employment.

4) Ensure that all JHS staff conducts themselves in a professional, collaborative, and appropriate manner, while providing services to patients and the public.

5) Provide a formal procedure for further investigation and resolution of inappropriate conduct and disruptive behavior displayed in the workplace.

This policy requires that all individuals working at JHS (including management, non-management, clinical and administrative staff, licensed independent practitioners, governing body members, contract/agency workers, students, volunteers, physicians, residents, other practitioners as defined by the Medical Staff Bylaws, and all others who represent JHS) to treat others with respect, courtesy, and dignity through teamwork, and to conduct themselves in a professional manner. These standards of behavior safeguard the JHS tradition of strong moral and legal standards. Behavior resulting in a complaint from a medical staff member, a member of the hospital clinical or administrative staff, individuals in contact with the medical staff members, employees at the hospital, or patients will be responded to according to this policy. JHS maintains a zero tolerance approach towards intimidating, disruptive, and illegal behaviors that may contribute to a work environment which may impact staff safety, quality of patient care, or criminal behaviors.

JHS leadership is committed to providing education to all new staff and existing staff, contractors, students, and volunteers on safety and quality, as well as defining acceptable versus disruptive behaviors. For more information, see JHS Policy & Procedure Manual, Code No. 359, Disruptive Behavior. See
Workplace Violence

The Jackson Health System has a zero tolerance policy for violence at the workplace and will take appropriate disciplinary action and/or criminal prosecution against any employee or non-employee who violates the policy.

Confidentiality: In order to ensure the safety of all employees who comply with the law, any information related to violence or JHS’s response to violence will only be disclosed on a need to know basis or as required by law.

For more information on Workplace violence, see also JHS Policy & Procedure Manual, Code No. 359, Disruptive Behavior and references below:
Joint Commission Leadership Standard LD.03.01.01:
http://www.jointcommission.org/assets/1/18/SEA_40.PDF
Healthcare Wide Hazards - Workplace Violence

Absence and Tardiness

Absence is defined as failure to report as scheduled or working less than one-half of the scheduled shift. Excessive absenteeism is defined as unplanned absences in excess of four occasions during any six-month period. In addition, two or more absence occasions within any two-month period following receipt of a record of counseling, written reprimand, and/or suspension for absenteeism, may result in disciplinary action. If you are absent for three days and have not called the appropriate supervisor, this is considered abandonment and you may be terminated.

Tardiness is defined as arriving at the work unit after the scheduled starting time. Excessive tardiness is defined as reporting late to duty two or more times in a pay period. Tardiness that follows a set pattern will result in counseling and/or disciplinary action. You will be docked time, if you are eight or more minutes late.
Severe Weather
During severe weather and hurricane season, employees need to be prepared and be in contact with their department. Be sure to find out your department’s emergency plans and keep informed about hospital emergency updates. Pertinent information that employees need to know during hurricane season (June 1 - November 30) is available; click here to learn more. As a storm approaches, employee can stay informed by monitoring their emails and by calling the Employee Hotline at (305) 585-8000.

Alcohol and Drug –Free Environment
Jackson Health System (JHS) is committed to protecting the safety, health and well-being of all employees and other individuals in our workplace. JHS recognizes that alcohol abuse and drug use pose a significant threat to our mission, goals and commitment to provide quality health care to our community. The unauthorized possession, use, sale, manufacture or distribution of alcohol, controlled substances, illegal drugs or drug paraphernalia on JHS property is strictly prohibited. Employees are prohibited from reporting to duty under the influence of alcohol, illegal or legal drugs and/or controlled substances not covered by a doctor's order. See JHS Policy & Procedure Manual, Code No. 337, Drug Free Work Place for more information.

Smoking and Tobacco Use
Jackson Health System is committed to reducing the overall incidence of tobacco use by providing tobacco dependence treatment to all JHS patients, employees and visitors who smoke, thereby promoting health care maintenance and decreasing the likelihood of tobacco-related illnesses or conditions. The goal of the JHS Smoking Cessation Program is to continuously offer encouragement and education toward a smoke-free lifestyle.

The JHS Smoking Cessation Program provides services under the auspices of UM AHEC. The JHS Smoking Cessation Program consists of a Tobacco Cessation Program Coordinator and facilitators who are trained and certified by the Florida AHEC Network on tobacco treatment. See JHS Policy & Procedure Manual, Code No. 400.080, JHS Smoking Cessation Program.

Internet Access
Jackson Health System is required to maintain a high level of IT Enterprise services and availability to customers and to the IT Enterprise. It is essential for JHS to promote its primary goal of being a patient-focused organization by supporting a secure, reliable, robust, and interoperable computing environment.

Internet access is important to each individual at JHS and is used as an efficient and effecting research and communication tool. Internet connectivity also is vulnerable to information security breaches if used incorrectly. See JHS Policy & Procedure Manual, Code No. 912 Internet Usage for proper usage of the Internet.
Compliance, Ethics, and Code of Conduct

Jackson Medical Towers, 1st floor East, Suite 102
305-585-2902 (5-2902)
24/7 Hotline: 1-800-684-6457 (strictly confidential, live operator)

The policy of the Public Health Trust/Jackson Health System (PHT/JHS) is primarily to conduct its business lawfully and ethically and in full accordance with applicable federal, state and local laws, regulations and policies. Compliance Policies and Procedures and Standard Operating Procedures are established to promote ethical and lawful business behavior; and to ensure that a high standard of individual and organizational ethical and legal business practices are maintained and enforced throughout JHS. By maintaining these standards, we enhance our operations, improve the quality of the health care services we provide, and reduce the overall delivery cost of healthcare services to our community.

Corporate Compliance Hotline
If you are aware of any dishonest or unethical behavior, or improper business practices, you may anonymously report such an incident to the Compliance Hotline without fear of retribution/retaliation. The Compliance Hotline is available 24 hours a day, 7 days a week by dialing toll-free 1-800-684-6457 (24/7 strictly confidential, live operator)

Compliance Training is required for:

- Covered persons – all PHT/JHS employees, contractors, agents, and vendors
- Relevant covered personal – Only those who work directly or are in a supervisory role in the assignment or diagnosis or procedure codes or in the submission of claims for reimbursement to Federal health care programs Plans
- Relevant covered contractors – all contractors, vendors, agents and third parties engaged to bill or submit reimbursement claims under a federal healthcare program, e.g. collection agencies, billing companies, etc.

What does it take to be a compliant employee?

- Abiding by all applicable laws, regulations, and policies
- Awareness of legal and ethical obligations
- Recognizing areas of vulnerability
- Reporting suspicious and/or improper activities
- Promoting ethical behavior through PHT/JHS
- Maintaining commitment to ethical behavior her at PHT/JHS
- Improve the quality of care provided to patients

When should you comply?

- Everyone should comply for the duration of their employment at PHT/JHS
Areas monitored by Compliance

- Coding, Billing & Reimbursement – conducting claims and reviews, and education
- Disclosure of confidential information and electronic data transmission, i.e. Health Insurance and Portability and Accountability Act (HIPAA), Privacy Act
- Emergency Medical Treatment and Active Labor Act (EMTALA)
- Physician Contract review for Stark law & anti-Kickback Implications
- Conflict of Interest
- Recovery audit contractor (Medicare & Medicaid)
- Education and training on state and federal regulatory requirements
- Federal Sanction and Exclusions Lists

Why should we be compliant?

- Because it’s the right thing to do
- Protects employees from personal liability
- Implement voluntary and mandated changes
- May lower penalties and fines
- Provide procedure to promptly correct misconduct (PHT compliance Policy and Procedures, Standard and code of Conduct)
- Enhances patient quality of care
- Cost-effective
- Demonstrates to the community that PHT/Jackson Health System has a strong commitment to honesty and responsible corporate citizenship
- Accurate view of employee and contractor behavior and relationships
- Helps a provider fulfill its legal duty
- Reinforce employee’s natural sense of right and wrong

Gifts and Gratuities

Employees must not accept any personal gifts or tips from patients, their families or vendors for services performed at JHS and must disclose to JHS any gift, or series of gifts from any one person or entity, having a value in excess of one hundred dollars ($100.00).

Workplace Conduct

All employees must conduct themselves in a professional manner at all times while at work.

Vendor Relationships

Institutional purchases are made by a contract bidding process. Employees must maintain organizational confidentiality regarding pricing and contract terms and promptly notify the Compliance Office of personal conflict of interest with a potential vendor.
Patient Information - Patient confidentiality is an organizational priority. Information may only be accessed and shared on a “need to know” basis.

Patient Charts - The documentation policy must always be followed. Never document for another employee or document something that did not occur.

Corporate Compliance Program
The General Compliance Training Program is provided to all new employees in New Employee Orientation (or within the first 30 days of hire). General Corporate Compliance training currently covers:

- General Compliance
- Standards & Code of Conduct
- PHT/JHS Corporate Compliance Hotline
- Stark & Anti-Kickback Laws
- Conflict of Interest
- Recovery Audit Contractor
- Health Insurance Portability and Accountability Act (HIPAA)
- Federal Exclusion & Sanction list
- Florida’s Sunshine and Public records laws

All employees will undergo General Corporate Compliance training annually. In addition, there is a mandatory Specific Compliance training requirement for all new employees whose job requirements include the assignment of diagnosis or procedures codes and submission of a claim. Specific Compliance training is required within thirty days of employment or transfer into a new position that falls into specific compliance training requirements.

Standards and Code of Conduct
These Standards and Code of Conduct, which follow the state and local Code of Ethics, establish the general policies and procedures that all PHT/JHS employees must follow as a condition of employment. Questions as to the legality or ethics of a particular conduct in a particular situation, whether or not the situation is described within this Code, should be submitted to your immediate supervisor or to the PHT/JHS Office of the Corporate Compliance Program.

The goals of the PHT/JHS Corporate Compliance Program, and this Code are:

- To safeguard the PHT/JHS tradition of strong moral, ethical and legal standards of conduct
- Identify and drive out criminal and unethical conduct
- Establish a structure that encourages employees to report concerns internally rather than externally, without fear of retaliation

I. Compliance with the PHT/JHS Patient’s and Nursing Home Resident’s Rights Statements
All PHT/JHS employees must comply with all standards set forth in the PHT/JHS patient’s and nursing homes resident's rights statements

II. Compliance with all PHT/JHS Policies and Procedures
All PHT/JHS employees must comply with all PHT/JHS policy and procedure manuals, and specific divisional manuals

III. Compliance with all Laws and Regulations
All PHT/JHS employees must comply with all Federal, State, and local laws as well as all other government regulations. Any actual or perceived violation of this Code must be immediately reported to the PHT/JHS Office of Compliance

Non-Discrimination

PHT/JHS is committed to making employment decisions and providing services without regard to race, color, religion, creed, sex, gender identity or expression, age, national origin, citizenship, marital status, sexual orientation disability, or veteran status, or in any way participating in any unlawful discrimination.

Quality of Service

PHT/JHS is committed to providing services that meet all contractual obligations and PHT/JHS standards

Contract Negotiations

PHT/JHS has an affirmative duty to disclose current, accurate and complete cost and pricing data where disclosure of such data is required under appropriate Federal or State laws or other regulations.

Marketing and Advertising Activity

In conducting all marketing and advertising, PHT/JHS will provide honest information to the general public.

Anti-trust and Trade laws

It is the policy of PHT/JHS to comply with applicable anti-trust, trade, and similar laws that regulate competition.

Fraud and Abuse

Federal and state laws prohibit PHT/JHS and its employees from offering payments or any items of value to induce anyone to purchase services from or to refer a patient to PHT/JHS. In addition, there are laws that prohibit filing false claims. These are highly complex areas of the law employees must take special care in their responsive areas. Promptly refer any questions to the Compliance Office.

PHT/JHS has adopted various policies designed to ensure compliance with Federal and State anti-kickback laws. Examples of the types of action that could violate the Federal False Claims Act and other Federal false billing laws include, but are not limited to, the following:
Jackson Health System Employee Handbook

- Filing a claim for services that were not rendered at all or were not rendered as described on the claim form.
- Filing a claim for services that were rendered but were medically unnecessary.
- Submitting a claim containing information you know to be false.

**Charging Cost/Time Card Reporting**

Employees must be particularly careful to ensure that hours worked and costs incurred are applied to the account for which effort was required.

**Billing and Reimbursement**

PHT/JHS is committed to ensuring that its billing and reimbursement practices comply with all Federal and State laws, regulations, guidelines and policies. Further, we are dedicated to ensuring that bills are accurate and reflect current payment methodologies that patients and customers receive timely bills, and that questions regarding billing are answered timely and accurately.

**Emergency Care**

PHT/JHS will provide treatment to all individuals, regardless of the ability to pay, who have an emergency condition. PHT/JHS employees may not delay such treatment or the provision of an appropriate medical screening in order to inquire about the individual’s method of payment or insurance coverage. An individual may only be transferred from PHT/JHS to another facility in limited circumstances only after the individual has been stabilized and in accordance with the requirements set forth under governing Federal and State laws.

**Advance Directive and Patient and Resident Rights**

Employees shall comply with all PHT/JHS policies and procedures and Federal and State laws and regulations.

**Providing Business Courtesies to Patients or Sources of Affiliates, Vendors or Agents**

PHT/JHS’s success as a health care provider results from providing quality services. PHT/JHS does not seek to gain an improper advantage by offering business courtesies such as entertainment, meals, transportation or lodging to customers, referred sources, or purchasers of PHT/JHS services.

**Receiving Business Courtesies from Patients, Affiliates, Vendors or Agents**

In accordance with Miami-Dade County Code 2-11.1 (c) (3), it is the policy of the PHT/JHS to prohibit employees from soliciting or demanding any gift. In addition, the PHT/JHS prohibits any employee from accepting, soliciting or receiving any gift having a value of more than fifty dollars ($50.00) from patients, relatives or friends of patients, or from firms or individuals doing business with or soliciting business form the PHT.
Reporting to the Public Health Trust Board of Trustees

At least annually, the Chief Compliance Officer shall report to the PHT/JHS Board of Trustees concerning (1) the PHT/JHS adherence to standards of conduct contained in the Corporate Policy on the Code of Conduct, and (2) the compliance program in general.

Reservation of Rights

PHT/JHS reserves the right to amend the Code of Conduct, in whole or in part, at any time and solely at its discretion, in accordance with the provisions set forth by the PHT/JHS administrative policies and procedures.

Duty to Report

If you believe you have observed any behavior that you believe violates or may violate the any regulation, law and/or policies, you are required to report it. It is encouraged that you first contact your direct Supervisor/Manager/Director, if you are uncomfortable in doing so, you may call the Corporate Compliance Hotline described below. If you do not report such behavior, or if you are in a position to detect a violation and you fail to do so, you could be subject to corrective action and/or discipline up to and including termination.

Corporate Integrity Hotline: 800-684-6457

The Corporate Integrity Hotline is a service that allows employees to report or ask about dishonest or unethical behavior, crimes or improper business practices without fear of getting into trouble or experiencing retribution or retaliation from PHT/JHS. Any employee involved in any act of retaliation or harassment towards a person who reports a compliance concern will be subject to disciplinary action up to and including termination.

To the extent practicable, the Office of Corporate Compliance will protect the anonymity of individuals who report information through the Corporate Integrity Hotline or directly to the Office of Compliance. To make a report you may call the Corporate Integrity 24 hour hotline at 800-684-6457. The Hotline is a secured line. An independent vendor (outside of PHT/JHS) operates the hotline.

Anonymity is respected and the Office of Corporate Compliance will do everything practicable to protect the identity of anyone reporting a violation to the Hotline or the Corporate Compliance office directly

- Identification is confidential
- No retaliation for reporting
- Answered by a live operator
- The hotline is available 7 days a week, 24 hours a day

The initial attempt for reporting should be to a Supervisor/Manager/Director, and then to the Compliance Integrity Hotline or the Office of Corporate Compliance.
Federal and State Compliance Regulations that Affect PHT/JHS

Federal Civil False Claims Act (FCA) and Florida False Claims Act (FFCA): The FCA was originally enacted due to Civil War profiteering by government contractors, and prohibits anyone from knowingly defrauding the government by presenting false documentation or statements to either receive or avoid payment. The FCA covers fraud involving any federally funded program, and expands the government’s ability to effectively identify and recover losses it suffers due to fraud. The FCA encourages individuals to uncover, report, and prevent fraud (Whistleblower Act). Violation of the FCA can result in financial civil penalties. The FFCA is an expanded version of the FCA at the state level. The FFCA allows the Attorney General’s Medicaid Fraud Control Unit (MFCU) to recover damages in civil lawsuits against those who commit Medicaid fraud.

Qui Tam Action -Whistleblower Action: The FFCA and FCA both offer certain protections against retaliation for bringing an action under either Act. The Whistleblower action is an action brought by an individual(s) against violators of federal law on behalf of other or themselves and government. Any employee who is discharged, demoted, harassed, or otherwise experience discrimination as a result of bringing an action because of whistleblower activity is entitled to all relief necessary to make the employee whole.

The Deficit Reduction Act of 2005 (DRA): The DRA mandates additional important compliance elements for healthcare agencies (which expanded the law to the state level) receiving $5 million or more in Medicaid payment each year. In order to comply with the DRA, PHY/JHS must educate employees about the False Claims Act (FCA), and the Florida False Claims Act (FFCA), employees’ rights to be protected as whistleblowers, and PHT/JHS policies and procedures for detecting and preventing fraud, waste and abuse.

Recovery Audit Contractor (RAC): Centers for Medicaid & Medicare (CMS) program to detect and correct past improper payments made by the government to the healthcare agency (in this case, PHT/JHS). The RAC, reviews improper payments through detection and collection of overpayments, the identification of underpayments and the implementation of corrective actions that will prevent future improper payments. Currently the RAC only deals with Medicare recoveries, and will start Medicaid RAC on 1/1/2012, as well.

Stark Law (“Physician Self-Referral Law”): The Stark Law is a strict liability statute that prohibits physicians from referring patients to facilities where the physicians or immediate family has a financial relationship. The law also prevents someone from presenting a bill or claim for payment that resulted from the prohibited referral. It Is meant to prevent physician conflicts of interest Limiting their ability to benefit financially from referrals, and to keep health care costs down by limiting over-utilization of services and unfair competition.

Anti-Kickback Law: A criminal statute that prohibits anyone or corporate entity from offering kickbacks to, or accepting kickbacks for offering clients or items paid for by federal monies. The purpose of this law is to protect patients and federal healthcare programs from fraud and abuse.
Emergency Medical Treatment and Labor Act (EMTALA): EMTALA requires hospitals with an emergency room must treat and stabilize any and all individuals who come to the ER regardless of the patient’s insurance status or ability to pay for the care. If the patient has an emergency medical condition, the hospital must treat the patient to stabilize them.

Conflict of Interest:
PHT/JHS employees must disclose whether he/she has a Conflict of Interest (COI). A COI exists when the private interests of an employee prevents the employee from acting or making decisions in the best interest of JHS. The COI policy helps to prevent fraud, corruption and questionable association and behaviors.

Counseling and Disciplinary Actions

Employees in classifications covered by a collective bargaining agreement should refer to the procedures in their agreement.

The Progressive Discipline Process: Progressive discipline is a process that includes increasingly formal efforts to provide feedback to an employee so he or she can correct a problem with performance or behavior. The goal of progressive discipline is not to punish an employee but to assist him or her in overcoming performance/behavior problems. If this does not work, progressive discipline ensures that the organization has proceeded fairly in an attempt to correct a performance problem and, if necessary, terminate employees who are unwilling to comply or improve. Progressive discipline is not always practical as certain infractions are considered “intolerable” or “major” acts that warrant strict disciplinary action.

The chart on the next page illustrates the progressive discipline process at Jackson. For each of the steps outlined, a minimum of 48 hours of written notice must be provided to the employee. The employee has the right to a written rebuttal, as stipulated in the collective bargaining agreements and according to JHS policy. See JHS Policy & Procedure Manual, Code No. 305, Corrective Action.
### Verbal Counseling

Counseling and restatement of expectations is the first step. The immediate supervisor:
- meets with the employee to discuss the violations(s);
- provides a timeframe and defines expectations for improvement;
- explains consequences if another violation occurs; and
- documents the counseling in an informal record.

### Record of Counseling (ROC)*

Violation of JHS Work Rules and Standards of Conduct, policies and procedures, or performance guidelines may result in an employee receiving an ROC. The ROC summarizes the violations, and:
- provides a timeframe and defines expectations for improvement;
- explains consequences if another violation occurs; and
- documents the counseling in an informal record.

A copy of the ROC and attachments will be placed in the departmental file and a copy forwarded to Employee/Labor Relations & Workforce Management (E/LR&WM) for processing (i.e., File Management and union notification as directed in the collective bargaining agreement).

### Disciplinary Action Report (DAR) – Written Reprimand*

An employee who commits the same or a new violation may receive a DAR. The DAR summarizes the violations and:
- provides a timeframe and defines expectations for improvement;
- explain consequences if another violation occurs; and
- documents the counseling in an informal record.

A copy of the DAR and attachments will be placed in the departmental file and a copy forwarded to E/LR & WC for processing.

### Disciplinary Action Report (DAR) – Suspension**

A written summary of the violation will be provided to the employee. The documentation will specify the timeframe for the suspension, consequences and appeal rights.

A copy of the DAR and attachments will be placed in the departmental file and a copy forwarded to E/LR & WC for processing.

### Disciplinary Action Report (DAR) – Termination**

When progressive discipline is not warranted or successful, termination may be necessary. A meeting will be scheduled with the employee at which time a letter of termination will be provided. If necessary, the termination notice may be sent by certified mail.

A copy of the DAR and attachments will be placed in the departmental file and a copy forwarded to E/LR & WC for processing.

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* If there are no violations for 2 years, the employee may request to have the Record of Counseling (ROC) and/or Written Reprimand stamped “No Longer In Effect.” (This does not apply to any other level of discipline.)

** Employees may exercise their right to appeal through policy and/or collective bargaining agreement.

## Summary of the Disciplinary Process

When an incident occurs that shows an employee has violated a law, rule, regulation or policy, the employee
may be subject to progressive disciplinary action unless the nature of the violation requires a more serious penalty such as termination.

All eligible employees whose classifications are not covered by a collective bargaining agreement will receive written notice of the presentation of a Record of Counseling or Disciplinary Action Report within 21 days of the facts causing the action unless there are extenuating circumstances. The notice gives the date, time, and place of the presentation and the alleged violation. Notice is given at least 48 hours in advance of the presentation. After the presentation, the employee has an opportunity to provide a response/rebuttal to the supervisor who has authority to make the final decision. As soon as possible after receipt of the employee's rebuttal, the supervisor will make the final decision. If the final decision is a demotion, suspension or termination, the employee has 14 days to request an appeal in accordance with the disciplinary action policy. In an appeal, a Hearing Examiner listens to the employee/representative and the hospital and makes a recommendation to the President of the Public Health Trust. The President has 30 days to make the final decision which may be appealed to the Circuit Court or further to the District Court of Appeals.

Although progressive discipline is desirable whenever possible, certain infractions are considered intolerable acts that warrant strict disciplinary action. The employee may be placed on administrative leave until the investigation and/or disciplinary process has been completed. While charges may also be based on causes other than those enumerated here, the following are cause for reprimand, suspension without pay, demotion or dismissal:

- Conviction of a felony or a misdemeanor involving moral turpitude
- Physical and/or verbal threats or fighting on JHS premises
- Sleeping on duty
- Unauthorized use, possession or distribution of intoxicants, illegal drugs, designer drugs, controlled substances; use of or possession of other drugs which would adversely affect an employee's performance on or off JHS premises and, conduct which brings reproach upon JHS
- Intentional falsification of a time record or failure to report absence from duty to supervisors in a timely manner
- Making a false claim for leave
- Making a false statement or statements on application for employment and related documents.
- Access, misuse, divulge, and/or breach of confidential information, (this includes protected health information covered under the Health Insurance Portability and Accountability Act of 1996 (HIPAA)).
- Mistreatment of patients.
- Misappropriating JHS funds or appropriating property of JHS or others, including patients and employees, for personal use or illegally disposing of property of JHS or others, including patients and employees.
• Arrest(s) for a misdemeanor or felony, which adversely reflects upon the employee’s performance of job responsibilities and position with the JHS.

• Concealing or possessing any weapons, firearms, or explosive weapons while on JHS premises in violation of the law.

• Negligence or willful conduct causing damage to public property or waste of public supplies.

• Failure to maintain job-required licensure and/or certification.

• Inability to properly perform essential job duties by reason of a permanent or chronic physical or mental ailment or defect.

• Loss of driver's license and driving privilege by due process of law where duties of the employee's position require the operation of a motor vehicle.

Other Infractions

• Incompetence or inefficiency in the performance of duty.

• Rude, antagonistic or offensive conduct towards supervisors, fellow employees, patients or to the public.

• Insufficient or breach of discipline by violation of any lawful or official regulation, by failure to obey any lawful or reasonable direction from a supervisor, or by argumentative and disruptive statements criticizing orders, rules and policies.

• Conduct unbecoming an employee of the Jackson Health System whether on or off duty, provided allegations shall be specific and shall describe the conduct which is the basis of the charge.

• Failure to abide by safety regulations

• Absence without leave or failure to report for work after leave of absence has been disapproved, revoked or cancelled by an appropriate authority.

• Violation of departmental rules/policies.

• Frequent absence from place of duty during regular work hours or refusal to perform a reasonable amount of emergency work after regular hours when directed to do so.

• Being involved in an excessive number of accidents resulting in personal injury or injury to others.

• Operation of JHS-owned or utilized vehicle in wanton disregard for the safety of others.

None of the foregoing shall be deemed to prevent the dismissal, demotion or suspension of an employee for any cause which is justifiable, even though such cause is not contained among those enumerated above. A permanent status employee shall have the right of appeal.
Suspension, Dismissal, Demotion and Appeals

Any employee may be reprimanded, suspended without pay, demoted or dismissed by the Vice President (or designee) for any cause which endangers the efficiency of the organization.

“Demotion” generally means being placed in a job of lower status, responsibility and pay. (See the “JHS Standards of Conduct and Performance Guidelines” section of this resource guide for more information about demotions.) A vacant position may be filled by the demotion of an employee in accordance with JHS policy.

Except as otherwise provided in this section, a permanent employee may appeal any disciplinary action, except a reprimand, to a Hearing Examiner (appointed by the American Arbitration Association) within fourteen (14) days. Such an appeal is to be filed in writing with the Associate Director of Employee/Labor Relations & Workforce Management, or designee, who will then request the appointment of a Hearing Examiner by the American Arbitration Association in accordance with the rules. The Examiner will act as a fact-finding official, considering all available information related to the action, and will then transmit these facts and any advisory findings to the President/CEO who may sustain, reverse or modify the suspension, demotion or the dismissal. This section also applies to exempt employees when required by the terms of a collective bargaining agreement or as approved in an Administrative Order.

Employees indicted by a Grand Jury or against whom information has been filed by a State Attorney or a United States Attorney for a felonious offense may be automatically suspended in accordance with JHS policy.

Probationary/Trial Employees

A probationary employee may be discharged without charges or hearing. If an employee is in a trial period and his or her services are not satisfactory, the employee may be dismissed, or returned to the position from which he or she was promoted, and/or the division from which he or she transferred. A written statement will to be given to the employee.

Prior to the expiration of the probationary period or of the trial period, the Vice President (or designee) shall determine whether an employee's performance has been satisfactory or unsatisfactory. A probationary employee may be terminated at any time. If an employee's performance has been satisfactory, or if the Vice President (or designee) fails to notify the employee otherwise prior to expiration of the probationary/trial period, the employee will obtain permanent status automatically.

Disciplinary Hearings

The determination of the Vice President (or designee) shall be final in each instance, after which an employee may be able to appeal. Employees in classifications covered by a collective bargaining agreement should refer to the procedures in their agreement. Disciplinary appeals are processed through the Employee/Labor Relations & Workforce Management Department, or its designee, and heard before a Hearing Examiner. The President of the PHT has the right to accept, modify or reject the recommendation of the Hearing Examiner.
The Hearing Examiner has the power to administer oaths, subpoena witnesses and, with the approval of the President of the Trust, compel the production of records, files, books or documents relevant to the procedure. Hearings are conducted in accordance with the rules of civil procedure in the Circuit Court, or according to the County Code or rules adopted by the Board of County Commissioners. Accordingly, failure of a witness to appear or failure to produce requested documents could result in a Contempt of Court charge.

Once an appeal has been received by the Employee/Labor Relations & Workforce Management Department, the hearing will normally commence within sixty (60) days. In the event a properly requested hearing is not commenced in a timely manner, an employee who has been dismissed may be temporarily reinstated until a decision is reached by the President. After the Hearing Examiner has provided a set of recommendations, the President has thirty (30) days in which to make a decision. At any time, however, these requirements can be waived if the employee and JHS reach a mutual agreement.

If you have questions or require more information about any of the topics covered in this section, please call Employee/Labor Relations and Workforce Management at 305-585-7268.


**Anti-Discrimination and Retaliation**

Jackson Health System recognizes its obligations to work towards an environment in which diversity is valued and equal employment opportunities are provided from discrimination and retaliation in accordance with federal, state, and local laws.

**ADMINISTRATION AND CONSULTATION:**

The Office of Employee/Labor Relations and Workforce Management shall investigate all complaints according to hospital policies and procedures. This authority is delegated from the President to the Chief Human Resources Officer, and carries the obligation to ensure the hospital community adheres to the hospital’s policies prohibiting discrimination and retaliation.

BENEFITS

Highland Professional Building 7th Floor
1801 NW 9th Avenue
305-585-6771
8:00 a.m. - 4:30 p.m.

Eligibility for Benefits

All full-time or part-time JHS employees who work a minimum of 30 hours per week or 60 hours in a bi-weekly pay period are eligible to receive benefits. Newly eligible employees’ benefits become effective the first of the month following 60 days of employment. (For example, if an employee begins work on July 7th and completes 60 consecutive workdays, his/her benefits will begin on November 1st.)

Annual Open Enrollment and New Hire Enrollment

Eligible new hires are provided with enrollment forms during the new employee orientation, which they are to complete and return to the Employee Benefits Office.

Every year in October, there is an opportunity for employees to make change to insurance coverage and Flexible Spending Accounts for the upcoming year. This process is called “Open Enrollment” and the date and options are announced in advance so employees are aware of the exact deadlines.

Qualifying Life Events (30 Days)

Outside of the Open Enrollment period, at any time during the rest of the year, employees may ONLY make changes to their Flexible Spending Accounts or insurances coverage if they experience a “qualifying life event.” Some common examples of qualifying life events are marriage, divorce, birth or adoption of a child, loss of employment, gaining employment, or loss of dependent coverage from another group plan. (A detailed list of qualifying life events is provided in the Flexible Benefits Plan Reference Guide.) The forms necessary to make a change during the year MUST be received in the Employee Benefits Office within 30 days of the qualifying life event (for example, if you get married on May 6, in order to add your spouse to your coverage you must submit your application no later than June 6, or you will have to wait until the next Open Enrollment period).

Medical Insurance

Employees may select from various tiers of coverage (employee, employee-plus-spouse, employee-plus-child or children, employee-plus-family) under a group medical insurance plan to which JHS and employees contribute. The choices include Point of Service (POS), Standard Health Maintenance Organization (HMO) Low Select Health Maintenance Organization (HMO) plans and Jackson First. The POS plan allows
employees and their covered dependents to consult the physician of their choice, either from within the plan network or from outside the network. HMOs provide their members with a comprehensive range of healthcare services on a prepaid basis, which may be acquired through their specific delivery system.

Please note: Plan types and coverage may be subject to change.

**Dental Insurance**

Employee may select individual, employee-plus-one, or family coverage under a group dental insurance plan to which JHS and employees contribute. Employees may choose from a number of insurance carriers depending on their individual and family needs.

**Vision Plan**

The Vision plan offers a network of providers that service eye care needs.

**Flexible Benefits Plan**

Our Flexible Benefits Plan is intended to help employees reduce their Federal Income and Social Security taxes and increase their take home pay. The employee’s share of the benefits costs is deducted from his or her salary before Federal Income and Social Security taxes are calculated. Benefits costs include health, dental and vision fees, and diagnostic tests/health screenings. For a complete list of eligible expenses, please visit [www.myfbmc.com](http://www.myfbmc.com).

**Retirement Plans**

Currently JHS has two retirement plans:

- **Florida Retirement System (FRS)**. This is a state-operated retirement plan. Only eligible employees hired prior to January 1, 1996 are members of this plan.

- **PHT Defined Benefit Retirement**. Eligible employees hired on or after January 1, 1996, are automatically enrolled in this plan.

**Retirement Benefits**

Current eligible employees of JHS (those who have worked 60 hours or more per pay period) are automatically enrolled in the PHT Defined Benefit Retirement Plan. JHS pays an employer contribution towards this plan, and the employee pays a 3% pre-tax contribution. Retirement age is 65 with at least six (6) years of services. However, an employee may retire at any age with full benefits after completing 30 years of service. An employee with at least six (6) years of service may retire prior to reaching age 65 with reduced benefits (there is a 5% reduction in benefits for each year under age 62). The amount of pension depends on average annual earnings and the length of service with JHS.

An employee who completes eight (8) years of membership service in the retirement plan and becomes totally and permanently disabled may qualify to retire under Disability Retirement.
Life Insurance
JHS provides group term basic life insurance valued at one time the employee’s base salary at no cost to the employee.

Employees may purchase additional coverage between one and five times their annual base salary up to a maximum coverage of $2 million, through the Optional Life insurance plan. Premiums for Optional Life are based on the age of the employee and the amount of coverage purchased, and are payroll deducted.

Short Term and Long Term Disability Insurance
The Flexible Benefits Plan offers both short term and long term disability insurance plans. Employees may choose either plan or both plans for maximum protection from loss of income due to disability. Both plans provide up to sixty percent (60%) of employee’s salary.

Tax Sheltered Annuity Programs
JHS offers tax deferred annuity (403B) and deferred compensation (457) plans. Both of these plans help employees save for their retirement through pre-tax payroll deductions. Employees may participate in either or both of the plans and contribute up to the IRS annual caps. A list of companies participating in the JHS 403B and/or 457 Plans are available in this Guide.

Survivor Benefits
In case of an employee’s death of causes unrelated to work, and if the employee has worked less than ten years, the employee’s beneficiary will receive an amount equal to two weeks pay plus $2,000; if the employee has more than ten years of service but less than twenty years of service, the beneficiary will receive four weeks pay plus $4,000; and if the employee has 20 or more years of service, four weeks plus $6,000 will be paid. There will be a payout of 100% of extended illness leave accrual balance, regardless of length of service.

Accidental Death Insurance
JHS provides, at no cost to employees, Group Accidental Death and Dismemberment (AD&D) insurance of $25,000 in the event of death or dismemberment on the job.

Voluntary Insurance and Assistance Products
The following products are also available for employees at a group discount rate:

Critical Illness Insurance
Employees may purchase a Critical Illness insurance policy, which pays a lump sum benefit if the employee is diagnosed with a life-threatening illness.

Universal Life Insurance
Employees may purchase additional life insurance beyond that provided by the Group Term Life Insurance and Optional Life Insurance described above.
ARAG Legal Insurance. This comprehensive legal plan helps protect you and your family by assisting with wills, trusts, adoptions and more.

Pet Assure Program. Pet Assure is a post-tax discount program that enables members to receive discounts and savings on pet medical care, products and maintenance supplies, as well as many services catering to pets. The program also offers a lost pet recovery service.

UNUM Accident Insurance. Covers a wide variety of injuries and accident related expenses.

Personal Leave

Full-time or regular part-time employees are eligible for paid personal leave hour after the completion of 1,040 hours of continuous service. Paid personal leave hours are provided to cover time off from work that is either planned and / or unplanned.

New full-time employees may take paid recognized holidays during the first six (6) months of employment.
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</tr>
</thead>
<tbody>
<tr>
<td>After 6 months</td>
<td>29 days per year depending on collective bargaining agreements (maximum accrual 500 hours). Includes 11 Legal Holidays.</td>
</tr>
<tr>
<td>After 6 months</td>
<td>48 hours per year (with unlimited accumulation).</td>
</tr>
<tr>
<td>Immediately</td>
<td>Full pay while serving on a jury</td>
</tr>
<tr>
<td>Immediately</td>
<td>A reasonable amount of paid time off to vote in local, state or national election.</td>
</tr>
<tr>
<td>Immediately</td>
<td>A maximum of 30 days of Military Active Duty leave in a fiscal year (employer pays for up to 17 working days in this period); 17 paid working days of Military Reserve and National Guard leave in a fiscal year.</td>
</tr>
<tr>
<td>After 6 months</td>
<td>Up to 5 days of emergency leave with pay may be granted in the event of a critical illness in an employee’s immediate family.</td>
</tr>
<tr>
<td>After 18 weeks in pay status</td>
<td>Up to 3 days of paid leave for death in immediate family if attending funeral.</td>
</tr>
<tr>
<td>1st of the month following 60 days of employment</td>
<td>Options: • AvMed Health Plan- Jackson First, Select Option HMO, Standard HMO, POS</td>
</tr>
<tr>
<td>Same as health insurance</td>
<td>Options: • Met Life DHMO • Humana/ CHP DHMO • Delta Dental PPO</td>
</tr>
<tr>
<td>Same as health insurance</td>
<td>Available through MetLifeVision</td>
</tr>
<tr>
<td>Same as health insurance</td>
<td>Paid life insurance equal to your base salary; additional life insurance available for purchase through payroll deduction. Policy pays double indemnity in case of accidental death for paid life insurance.</td>
</tr>
<tr>
<td>Immediately</td>
<td>$25,000 payment to survivors of employee who suffer on-the-job accident resulting in death.</td>
</tr>
<tr>
<td>Option I: Provides 60% of your weekly salary up to a maximum of $425 per week for 26 weeks.</td>
<td></td>
</tr>
<tr>
<td>Option I: Provides 60% of your weekly salary up to a maximum of $700 per week for 26 weeks.</td>
<td></td>
</tr>
<tr>
<td>Option I: Provides 60% of your monthly salary up to a maximum of $2,500 per month until age 65.</td>
<td></td>
</tr>
<tr>
<td>Option II: Provides 60% of your monthly salary up to a maximum of $6,000 per month until age 65.</td>
<td></td>
</tr>
<tr>
<td>Same as health insurance</td>
<td>Post-tax discount program that enables you to receive discounts and savings on pet and medical care, products and supplies, and many services catering to pets.</td>
</tr>
<tr>
<td>Same as health insurance</td>
<td>ARAG® Legal Plan covers you and your family. Services include divorce, child support, and bankruptcy, traffic violations, and Will preparation.</td>
</tr>
<tr>
<td>Following open enrollment</td>
<td>Offers additional voluntary life insurance coverage.</td>
</tr>
<tr>
<td>Following open enrollment</td>
<td>Provides insurance protection against heart disease or stroke with optional cancer rider.</td>
</tr>
<tr>
<td>Following open enrollment</td>
<td>Offers Whole Life Insurance coverage coupled with Long Term Care benefits.</td>
</tr>
<tr>
<td>Following open enrollment</td>
<td>Home’s Voluntary Accident Insurance covers a wide variety of injuries and accident related expenses.</td>
</tr>
</tbody>
</table>
## Benefit When it’s available What you receive

### Retirement

<table>
<thead>
<tr>
<th>Benefit</th>
<th>When it’s available</th>
<th>What you receive</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHT Retirement Plan</td>
<td>After 6 years of enrollment and minimum retirement age</td>
<td>Membership is compulsory if you are working in a full-time or part-time regularly established position. Employee contributes 3% of pensionable earnings on a pre-tax basis. Vesting is 6 years and Retirement age is 65. Pension formula is $1.6% \times \text{Average of 8 Highest Years Salary} \times \text{Years of Service}$</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Federal law limits pensionable salary at $265,000 for 2015.</td>
</tr>
<tr>
<td>Tax Deferred Investments</td>
<td>Immediately</td>
<td>403(b) up to maximum of 100% of salary or $18,000 for year 2015, whichever is less. 457 up to a maximum of 100% of salary or $18,000, for year 2015 whichever is less (income tax not paid until withdrawn). $6,000 catch-up available for both 403b and 457 if age 50 and over.</td>
</tr>
</tbody>
</table>

### Other Benefits

<table>
<thead>
<tr>
<th>Benefit</th>
<th>When it’s available</th>
<th>What you receive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uniform Allowance</td>
<td>Annually (if applicable)</td>
<td>Up to $200 annually offered in accordance with respective Collective Bargaining Agreement.</td>
</tr>
<tr>
<td>Longevity Bonus</td>
<td>After 15 years and annually thereafter</td>
<td>$1.5%$ to 3% of annual salary for all eligible employees.</td>
</tr>
<tr>
<td>Tuition Refund</td>
<td>After 6 months full-time equivalent satisfactory employment</td>
<td>$5,000 for full-time and $2,500 for regular part-time employees, per fiscal year (October- September).</td>
</tr>
<tr>
<td>Survivor’s Benefit</td>
<td>Immediately</td>
<td>An amount equal to 2 weeks pay and $2,000 to survivors of employee who worked less than 10 years; 4 weeks pay and $4,000 if employed less than 20 years; 4 weeks pay and $6,000 if employed 20 years or more.</td>
</tr>
<tr>
<td>Employee Health Services</td>
<td>Immediately</td>
<td>Mandatory and optional health screening, T. B. testing, immunization, injury management and health counseling.</td>
</tr>
<tr>
<td>Employee Assistance Program</td>
<td>Immediately</td>
<td>Assessment, referral and short-term counseling services for employees and immediate family members.</td>
</tr>
<tr>
<td>Credit Union</td>
<td>Immediately for membership and savings ($1.00 charge); 1 year employment for all types of loans</td>
<td>High dividends and low interest rate on loans through the Dade County Federal Credit Union.</td>
</tr>
</tbody>
</table>
JHS Recognized Holidays
Eligible employees will receive eleven (11) paid holidays per year as listed below:

- New Year’s Day
- Martin Luther King Jr. Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran’s Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

Tuition Reimbursement
JHS encourages employees to gain education, skills and qualifications for the enhancement of their job performance and advancement opportunities. Full-time and regular part-time employees who have completed six months of continuous employment are eligible for tuition reimbursement. For more information, contact the HR Shared Service Center at 305-585-6771 or e-mail tuition@jhsmiami.org.

Domestic Partner Benefits
Domestic Partners are eligible for coverage as dependents at Jackson Health System. In order to register a domestic partnership, individuals:

- Must be at least 18 years of age or older and competent to contract.
- Must not be married under Florida law, a partner to another domestic partnership relationship, or a member of another civil union.
- May not be related to the other by blood.
- Must consider themselves to be a member of the immediate family of the other partner and to be jointly responsible for maintaining and supporting the Registered Domestic Partnership.
- Must agree to immediately notify the Consumer Services Department, in writing, if the terms of the Registered Domestic Partnership are no longer applicable or one of the domestic partners wishes to terminate the domestic partnership.
- Must reside in the same primary residence.

For information about registering a domestic partnership, please contact the HR Shared Service Center at 305-585-6771; the application form for registering a domestic partnership is available on the Miami-Dade County website at www.miamidade.gov/csd/domestic_partner_faq.asp
Retirement Benefit Plans
Tax Sheltered Annuities (TSA) - 403b Retirement Plan and Deferred Compensation 457 Plan. You may contact the following providers at:

FIDELITY Investments:
403(b)  
1-800-343-0860  
#51502 (Employer Plan Number)

LINCOLN Financial Group:
403(b) & 457  
Theresa Yong  
305-245-7332  
Theresa.Yong@LFG.com

Nationwide Retirement Solutions:
457  
Aaron R. Schwartz  
305-439-9550  
schwara5@nationwide.com  
#609177 (Employer Plan Number)

VALIC:  
403(b) & 457  
Denise Abi-Fadel  
305-505-8290  
denise.abi-fadel@valic.com  
Alex Alfonso  
305.926.7804  
alex.alfonso@valic.com  
Dida Langsdale  
305-984-2236  
candida.langsdale@valic.com  
Molly Shrauner  
786-877-1891  
molly.shrauner@valic.com  
Armando Vazquez  
305-409-3156  
armando.vazquez@valic.com  
Al Wishneff  
954-224-7018  
albert.wishneff@valic.com

VOYA Financial  
403(b) & 457  
Pam Boatman  
305-234-3246  
pam.boatman@ingfp.com  
Erik Sherman  
786-423-2800  
essherman@jhnetwork.com  
Gwenn Wayne  
954-486-2236  
gwenn.wayne@ingfp.com
Employee Work/Life Services (EWLS/EAP)

Park Plaza West
Main Campus, Room L-301
786- 466-8377
Hours: 8:00 a.m. to 4:30 p.m. Monday through Friday and after hours as needed for urgent situations. Appointments are available by phone or in person.

Satellite Offices: Jackson Memorial (Main Campus), Jackson North Medical Center, and Jackson South Community Hospital

WHO MAY USE EWLS?
Services are available to JHS employees and their immediate family members who are in need support or guidance in dealing effectively with professional or personal issues that affect work/life balance. EWLS is an employee benefit that supports the health and well-being of the Jackson Health System community and treats all clients with compassion, integrity and respect.

WHY WOULD I NEED EWLS?
• Employees, regardless of their positions, can experience difficult situations that require speaking with a professional.
• Explore the most appropriate options to resolve current difficulties.
• EWLS professionals can identify and provide customized referrals to match individual needs.
• Assists client in creating a healthy balance and a personal sense of emotional well being.

WHAT ISSUES DOES EWLS WORK WITH?
• Stress management
• Emotional well-being
• Substance abuse and dependency
• Work-related issues
• Time management
• Setting personal goals
• Grief and coping with loss
• Crisis intervention
• Eldercare and childcare referrals
• Family and relationship issues
• Financial and legal concerns
• Health and wellness

WHAT DOES CONFIDENTIALITY MEAN?
EWLS policy is to respect the privacy of all employees who seek our assistance. Participation in the program is voluntary and no one needs to know, unless you tell them. Management is not notified of your participation. Information is released only with your permission and/or in situations where you are a danger to yourself or others. Notations are not made in medical or personnel files. EWLS complies with all State and Federal laws regarding confidentiality.
COMPENSATION
Highland Professional Building 7th Floor
1801 NW 9th Avenue
786-466-8326
8:00 a.m. - 4:30 p.m.

Job Description
Each employee will be provided with a copy of the competency based job description which identifies the primary duties and responsibilities of his or her position, and forms the basis of his / her performance evaluation. A job description is a concise, detailed document that may also be used for recruiting new talent, pricing positions externally, setting performance objectives and standards, and identifying training and development needs. Since business conditions may evolve over time and divisional / departmental needs may change, it is the responsibility of the immediate supervisor to advise the Compensation department that a new / revised job description is required for a particular position.

Evaluation and Competency Assessment Process

The Human Resources Capital Management (HRCM) division is responsible for the development and administration of programs for appraising, or evaluating, the work performance of employees. Appraisals are designed to evaluate an employee's performance and behavior as accurately and as individual work performance and conduct. An employee is entitled to discuss the evaluation with the supervisor who evaluated him or her, prior to the report becoming part of the employee's permanent record. An appraisal, by itself, is not sufficient cause for disciplinary action against the employee. It is used as a guide for determining the need for training, the desirability of merit increase, or the desirability of transferring and/or promoting an employee.

In any established performance appraisal program, HRCM or the collective bargaining agreement provides a procedure for the appeal of an overall “below standard” performance evaluation. A regular employee whose overall performance evaluation is “below standard” may, within ten (10) days of receiving the evaluation, write to HRCM requesting a review. Employee serving probationary or trial periods may not appeal overall “below standard” evaluations and are subject to an extended probationary period or termination at management's discretion.

Overtime
It is the policy of JHS to minimize overtime. In the event that overtime is worked, full-time hourly employees will be compensated at the rate of time-and-one-half their normal rate of pay for hours worked in excess of the scheduled workday. Additionally, hourly employees authorized to work in excess of the
standard forty (40) hour work week shall be paid at the rate of time-and-one-half of the normal rate of pay, provided that overtime hours worked are not included in determining the standard work week.

**Work Schedules**

The standard workweek at JHS begins at 12:01 midnight each Sunday and ends at 12:00 midnight the following Saturday, unless otherwise stated in a collective bargaining agreement. An employee’s work schedule may change with a minimum of 30 days’ notice to the employee and/or the union.

The employee may agree to work the new work schedule within less than 30 days. This does not apply to work areas where the Public Health Trust has traditionally used mixed weekly work schedules on a regular work basis to meet demands for service.

**Meal Periods**

Employees working 8 ½ - hour shifts normally are granted a 30-minute meal period in each regular shift. The immediate supervisor will schedule the actual time of the meal period with consideration given to the essential work activity requirements of the unit. Meal periods will normally be unpaid time except in those instances listed in the following procedures:

**Non-Union Employees.** An employee required to work two (2) or more hours beyond his or her normal work shift will be granted an additional one-half (1/2) hour meal period with pay.

**Unionized Employees.** Employees working other than 8 ½ -hour shifts will receive meal periods in accordance with applicable collective bargaining agreements.

**Rest Breaks**

Employees may be granted two paid rest breaks of up to fifteen (15) minutes each for each eight (8) hour tour of duty, at the discretion of the immediate supervisor. Breaks will usually be given at established times, but may be rescheduled or omitted if work requirements dictate.

Employees in classifications covered by a collective bargaining agreement will receive rest breaks in accordance with the applicable agreement.

**Pay Policies**

**Starting Pay**

Starting pay is based on related experience and relative internal equity. For some union-represented job classifications, the “in-hire step” has been developed for some hard-to-fill classifications based on labor market shortages, extreme competitiveness in the market for qualified candidates, and the fact that some of these classifications are essential to the Trust’s ability to provide the highest quality of patient care. The Talent Acquisition and Compensation departments in HRCM will provide guidance in interpreting the hire-in/starting pay guidelines.
Merit Increases
Merit increases may be granted on the basis of demonstrated performance, or merit, rather than because a particular amount of time has passed. This practice applies to employees in classifications having salary ranges, and the recommendation for an increase is typically made in conjunction with the employee's annual performance evaluation (at the anniversary of his or her most recent hire or transfer). It is the responsibility of the employee's immediate supervisor to determine whether his or her performance justifies a merit increase. Supervisors must indicate approval or disapproval by completing and signing the merit increase section of the Personnel Action Memorandum (PAM) form. An employee's salary may not exceed the maximum of the established salary range without written authorization from the Senior Vice President of Human Resources.

Pay Periods and Paycheck Distribution
Automatic payroll funds are deposited every two weeks and employees may view their paperless paycheck online through Lawson Employee Self-Service. Direct deposit provides a convenient way to have your paycheck electronically deposited into a checking account or savings account.

Direct Deposit
Direct deposit provides a convenient way to have your paycheck electronically deposited into a checking or savings account.

Savings Bonds
All employees have an opportunity to purchase United States Savings Bonds through the Payroll Savings Plan. To arrange a purchase, contact the HR Shared Service Center at Employee Service Center at 305-585-6771.

Federal Credit Union
The services of the Dade County Federal Credit Union are available to all JHS employees and their relatives. The Credit Union has convenient locations throughout the Miami-Dade area and operates Monday through Friday, with some locations offering Saturday hours. Visit http://www.dcfcu.org for a map and the hours at each of the following locations, as well as phone numbers and a list of services:

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Office</td>
<td>500 NW 107 Avenue</td>
</tr>
<tr>
<td>North Dade</td>
<td>180502 NW 67th</td>
</tr>
<tr>
<td>Airport</td>
<td>3901 NW 7th Street</td>
</tr>
<tr>
<td>Miami Beach</td>
<td>775 17th Street</td>
</tr>
<tr>
<td>Kendall</td>
<td>10900 North Kendall Drive</td>
</tr>
<tr>
<td>Miami Gardens</td>
<td>19501 NW 27th Ave. (WalMart)</td>
</tr>
<tr>
<td>Downtown</td>
<td>172 W Flagler Street</td>
</tr>
<tr>
<td>Jackson Memorial Hospital</td>
<td>1801 NW 9th Ave.</td>
</tr>
<tr>
<td>South Dade</td>
<td>11245 SW 211th Street</td>
</tr>
<tr>
<td>No. Miami Beach</td>
<td>1425 N.E. 163rd St. (WalMart)</td>
</tr>
<tr>
<td>Kendall</td>
<td>10900 North Kendall Drive</td>
</tr>
<tr>
<td>Miami Gardens</td>
<td>20645 NW 2nd Ave.</td>
</tr>
<tr>
<td>Miami Gardens</td>
<td>19501 NW 27th Ave. (WalMart)</td>
</tr>
</tbody>
</table>
Payroll Errors and Paycheck Corrections
JHS makes every effort to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled paydays.

If you receive an underpayment in your check, you have a right to retrieve the amount you are owed. If there is an error in your paycheck, bring it to the attention of your supervisor immediately. The payroll department will verify the error and correct the problem as soon as possible.

If an administrative error results in an overpayment to an employee, the employee must return the overpayment to JHS as soon as possible. No employee is entitled to keep any pay in excess of the amount he or she has earned. JHS has the right to recover the funds, and the employee will have ten (10) days to voluntarily return the overpayment and/or sign a repayment acknowledgement form.

Garnishment and Bankruptcy
JHS is obligated by federal, state and county law to deduct or garnish wages from employee paychecks when child support, bankruptcy collection, etc. are owed and/or overdue. Deduction from wages occurs when the Payroll Department receives a summons and/or levy from a federal or state institution.

Garnishments remain active until the Payroll Department receives a release or an amendment of these federal and state decrees.

Change of Status
It is important that you report any changes of name, address, telephone number, emergency contact information, designated beneficiaries and dependent or marital status to your supervisor and the HR Shared Service Center at 305 585-6771 (or appropriate Satellite HRCM office) so that employment records can be kept up-to-date, necessary changes to benefits can be made, and to ensure that you receive important information such as Open Enrollment forms, W2s, and other necessary documents.
## Total Rewards Program
Jackson Health System is committed to being an industry leader in providing total rewards to employees, to motivate and meet the needs of a diverse workforce through a family-friendly program of benefits, and attract and retain top talent (in other words, people like you!)

### Compensation

<table>
<thead>
<tr>
<th>We believe a competitive compensation program is necessary to achieve employee satisfaction, and to that end we provide the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competitive base salary</td>
</tr>
<tr>
<td>Incentives and bonuses</td>
</tr>
<tr>
<td>Generous differentials</td>
</tr>
<tr>
<td>Annual merit increases</td>
</tr>
<tr>
<td>Longevity bonuses</td>
</tr>
<tr>
<td>On-call and call-back pay</td>
</tr>
<tr>
<td>Uniform and tool allowances</td>
</tr>
<tr>
<td>Trades allowances</td>
</tr>
<tr>
<td>Cost of Living increases</td>
</tr>
</tbody>
</table>

### Benefits

<table>
<thead>
<tr>
<th>We provide a flexible benefits program to meet your needs and those of your family, both now and in the future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life insurance, Disability and Survivor Benefit plans</td>
</tr>
<tr>
<td>Defined benefit pension plan paid for by JHS</td>
</tr>
<tr>
<td>Medical, Dental and Vision plans</td>
</tr>
<tr>
<td>Flexible spending accounts</td>
</tr>
<tr>
<td>Long Term Care Insurance</td>
</tr>
<tr>
<td>Tax Sheltered Annuity programs</td>
</tr>
<tr>
<td>Holidays and Paid time off (PTO)</td>
</tr>
<tr>
<td>Dade County Credit Union membership</td>
</tr>
<tr>
<td>Pet care/services discount program</td>
</tr>
</tbody>
</table>

### Work / Life Services

<table>
<thead>
<tr>
<th>Employee Work/Life Services (EWLS) provides free confidential assistance to help you balance the demands of work and life outside of work. They can help with a wide range of issues, including:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dependent care resources</td>
</tr>
<tr>
<td>Emotional well-being Legal and Financial concerns</td>
</tr>
<tr>
<td>Health and Wellness</td>
</tr>
<tr>
<td>Family and relationship issues</td>
</tr>
<tr>
<td>Crisis and conflict resolution</td>
</tr>
<tr>
<td>Workplace support and more</td>
</tr>
</tbody>
</table>

### Training and Development

<table>
<thead>
<tr>
<th>We are committed to your continuous professional development and offer various opportunities for growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classroom training</td>
</tr>
<tr>
<td>Career development</td>
</tr>
<tr>
<td>Leadership and Team development</td>
</tr>
<tr>
<td>Tuition Assistance</td>
</tr>
<tr>
<td>Internship and Certification programs</td>
</tr>
<tr>
<td>Internal job posting</td>
</tr>
<tr>
<td>Online learning</td>
</tr>
</tbody>
</table>

## Leadership & Organizational Development

The Leadership & Organizational Development department is responsible for helping to improve the performance and effectiveness of all employees at Jackson through ongoing education and recognition programs.
We believe that in order for employees to improve and reach their highest potential, continuous learning is crucial. Comprehensive development programs are provided to build leadership skills at all levels and across all disciplines, to help fulfill our mission, to realize our vision, and uphold our core values.

We aim to accomplish these goals through training and development at all levels—individual, departmental and organizational—with a focus on the following areas:

- Leadership Development
- Succession Planning
- Administrative Fellowship/Internship program
- Satisfaction Surveys
- Strategic Interventions
- Management/Supervisory Development
- Professional/Career Development
- New Employee Orientation
- Leadership Orientation

These and other organizational development services, including change management and consultation, are available by contacting the Leadership & Organizational Development division of HRCM.

For more information or to explore the range of services we can provide to your department, please contact us at 786-466-8379.

**Employee Recognition Programs**

In addition to supporting individual growth and improved teamwork, JHS maintains Employee Recognition programs to recognize employees for their service, celebrate their achievements and significant events, and reward individual employees or groups for exemplary performance. Several recognition events are hosted regularly in appreciation of employee contributions and to celebrate cultural diversity.
EMPLOYEE LEAVES

Paid Personal Leaves, Vacation, FMLA and Other Leaves of Absence

JHS provides a certain number of paid hours per year to be used for rest, relaxation, vacation, sickness, bereavement, and other personal needs. To define the policy and procedures of the Jackson Health System with respect to absence from work related to the following types of leave:

- Paid Personal Leave (PPL) and Extended Illness Leave (ESL)
- Training Leave
- Bereavement Leave
- Jury Duty or Court Witness Leave
- Voting Leave
- FMLA (Family and Medical Leave Act) Leave
- Medical Leave
- Educational Leave
- Extended Planned Personal Leave of Absence
- Military Active or Reserve Duty Leave
- Domestic Violence Leave
- Mandatory Non-Disciplinary Leave
- Infection Control Furlough
- Release Time for Union Stewards and Association Representatives and other Leaves for Bargaining Unit Employees


EMPLOYEE TERMINATIONS

Resignations

Any employee wishing to leave JHS service in good standing is required to give his or her supervisor a written notice of resignation stating the date he or she is leaving, and the reasons for leaving. A non-management employee wishing to leave in good standing should submit his or her notice of resignation at least two (2) weeks before the last day of work. Other employees should submit at least a one-month's notice of resignation unless shorter notice is approved by the supervisor or provided by the applicable collective bargaining agreement. Failure to comply with this procedure may be cause for denying an employee future employment with JHS. Every employee who resigns is granted an exit interview.

See also JHS Policy & Procedure Manual, Code No. 309, Employee Resignations and Separation for more information.
Layoffs
Only the President/CEO of JHS may declare a layoff. This action may be necessary due to a shortage of work or funds, the elimination of a position, or changes in the organization. Layoffs will be applied institution wide; however, no permanent status employee will be laid off while there are temporary, provisional or probationary employees serving in the same class or position for which the permanent employee is eligible. The names of employees laid off for any of the reasons mentioned above will be placed on a recall list for a period of two (2) years. If the position is recalled within this period, the employee will be reappointed according to his or her position on the recall list. Employees will be notified in advance or in accordance with the notification requirements of the applicable collective bargaining agreement.

Return of Property
The supervisor shall provide an employee with an exit interview outlining exiting process by completing the Separation Checklist ATTACHMENT A. The form is designed to assist the supervisor and ensure all JHS property is returned by the employee no later than the separation date, or as agreed upon by the employee and supervisor. In the case of job abandonment, termination, or reduction in workforce, the supervisor will coordinate the completion of the Separation Checklist with the appropriate HR department/office.

ID Badge/Keys/Door access cards: On the Separation/Resignation Checklist the supervisor will sign off that all issued keys and door access cards have been returned or indicate that none were issued.

Property/Equipment: On the Separation/Resignation Checklist the supervisor will sign-off that all JHS issued property or equipment has been returned (e.g. pagers, radios, cellular telephones, lap-tops, Blackberries, etc.) or indicate that none were issued.

IT notification: Upon initiation and approval of a Lawson MSS separation action, JHS’ Information Technology (IT) Department is automatically notified to cancel employee’s system access code(s). In the event of an involuntary and/or immediate termination (only), the supervisor should send an email to JHSTermination-Admin@jhsmiami.org and indicate: Full Name, Badge ID, Lawson ID, Department Name and Date of Termination.

Exit Interviews
All employees should contact Talent Acquisition services to schedule an exit interview prior to resignation.

Final Paycheck
Resigning employees will be issued a final paycheck, which will include any unused personal leave, holiday leave, extended illness leave (extended illness bank payable in % increments based on years of service) and converted sick leave to which they are entitled.

If there is an existing debt to JHS, monies due may be deducted from the final paycheck in accordance with payroll policies and applicable contractual agreements. The final paycheck may be withheld if the HR
Records Administration department is unable to verify an MSS separation action and/or has not received an Employee Separation Checklist Form and/or Final Processing Form from the employee’s direct supervisor or department director. See also JHS Policy & Procedure Manual, Code No. 309, Employee Resignations and Separation for more information.

**COMMUNICATION AND CONFIDENTIALITY**

**Health Insurance Portability Accountability Act**

**Health Insurance Portability and Accountability Act (HIPAA):** HIPAA affects all covered entities including: health plans, health care clearinghouses, healthcare providers who conduct certain financial and administrative transactions. HIPAA also affects individuals including business associates and you (the PHT/JHS employee).

**Portability** – Makes it easier for you to change your health insurance in any way or change health insurance companies.

**Accountability** - This means your records are kept private and secure, or there are consequences/penalties. Only those people who must have information about you to provide care or to process your records should know your private health information.

HIPAA has three main parts that may be likened to three legs of a stool. If any one leg is removed, the stool will fall. The three parts are: Privacy, Electronic Security and Electronic Transactions.

**Confidentiality of Patient Information**

The HIPAA privacy Rule protects the privacy of every person’s health information (PHI). It applies to “health information” in all forms; written, oral, electronic and any other form. The term health information” is broadly defined to include medical records, claims, payment information and almost all information related to a person.

**The Electronic Security Rule** ensures the integrity of, and control access to, electronic health information. It’s designed to protect electronic information from alteration, destruction, loss and accidental or intentional disclosure to unauthorized persons.

**The Transactions Rule** enables entities to communicate efficiently with one another regarding claims processing, payment establishing who is and isn’t covered under health plan, and determining a patient’s level of eligibility for services.

**Minimum Necessary Rule** only allows those who must know information to provide care or do the work necessary to complete business responsibilities are legally and ethically allowed to know and use the information. They must make sure they guard PHI so it does not become known or used by anyone else. PHI must be kept confidential. Do not give information about a patient to anyone who is not directly involved in the care of the patient unless the patient gives an official consent or unless the law requires it.
It’s important to abide by HIPAA because…

- If patients are afraid to give us all their health information because we don’t keep it private, they will not receive the care they need and may suffer
- If patients think we don’t protect their personal information, they will go someplace else.
- Accurate research to improve healthcare will NOT occur if patient holds back private information
- Healthcare cannot be cost effective without accurate information

**DO NOT SHARE PATIENT INFORMATION WITH ANYONE WHO DOES NOT HAVE LEGAL REASON TO KNOW ABOUT THE PATIENT.**

**HIPAA Privacy and Confidentiality**

**Ways to Protect Privacy**

- Not talking about patients in public places like the cafeteria, elevator, hallway, the lobby, by the water cooler, in lounges, waiting rooms or parking garages
- Being sure no one can see your computer screen while you are working
- Never sharing your access/password code
- Logging off when you’re not working on your computer
- Changing your password code and notifying your supervisor if your code becomes known by anyone else
- Not leaving information on answering machines or emails because you do not know who may retrieve your messages
- Leaving only your name and your number on message machines when you are asking patients to call you back
- Being sure you are in a private area when listening to or reading your messages
- Knowing who you are speaking to on the phone. If you’re not sure, get a name and number to call them back after you find out it is okay to do so
- Being sure no one around you can overhear your conversation, especially in an office or waiting room
- Using ONLY standard phone because cellular phones can be scanned
- Never leaving documents unattended (store, file, shred or destroy according to your departmental policy)
- Making sure your fax numbers are correct and use a cover sheet that includes a confidentiality statement
- Giving your supervisor any papers or material with patient information you find anywhere such as, classroom, lounges, cafeteria, floor, wastebaskets, etc.
Other Ways to Protect Patient Privacy

- If you happen to see a patient in a public place, be very careful in greeting them. They may not want others to know they have been a patient.
- When calling patients in waiting rooms for appointments or talking to them in our healthcare facilities, talk to them in a way that does not disclose their full name, doctor or reason for their visit to others who may overhear.
- Even when a patient has someone with them, they may not want that person to hear their private information so ask the person to wait outside. If the patient requests them to stay, that is okay.
- Do not post patient’s names and diagnosis or doctor’s name and private information in any public areas such as waiting rooms, nursing stations or assignment boards.
- Do not email patient information when sending it outside of the PHT/JHS computer system.

The Office of Corporate Compliance at Jackson Health System is responsible for the proactive prevention of fraud and abuse through education and training of all PHT/JHS employees and covered contractors. Similarly, PHT/JHS employees have responsibility to report concerns about actual or potential wrongdoing and are not permitted to overlook such activities.
RISK MANAGEMENT AND SAFETY

Jackson Medical Towers, 1st Floor, Suite 102
305-585-2900
After Hours Beeper in the event of emergency only: 305-738-7675

Risk Management identifies and evaluates areas of high risk that may lead to financial loss for the institution. The goal of Jackson Health System Risk Management Program is to:

- Develop and implement the internal Risk Management Program that, in part, coordinates, the identification, monitoring, evaluation and development of risk reduction strategies in conjunction with the Quality Improvement Program.

- Track and trend events reported into Quantros to identify areas of high risk.

- Motivate, educate and support the staff to utilize the in-house reporting mechanisms appropriately and in a timely fashion.

Areas of professional liability for Clinicians

- Medication administration

- Change in patient condition unaddressed by staff

- Observation of signs and symptoms of adverse reactions to treatments and failure to react

- Patient education and discharge documentation

- Supervision of care given by ancillary/subordinate staff (patient care assistants/nurse’s aides)

Risk control and prevention measures minimize injuries to patients and staff

Florida law requires healthcare personnel to report adverse incidents to Risk Management. Reporting is mandatory and non-punitive in nature. Adverse Incidents are to be reported immediately via Quantros Event Reporting System or via telephone to Risk Management. Routine events – report to Risk Management via Quantros or by telephone within three business days.

Sexual misconduct allegations that are made by patients against a healthcare provider are reported as outlined in Administrative Policy 272 and immediately to Risk Management, Security and Division Director.
Event Reports: Incident Reports

Incident reports are completed to identify and document facts of any event not consistent with routine hospital operation or care of the patient. Hospitals are required by law to maintain an event report tracking system.

Serious/adverse incidents that result in injury are to be reported to Risk Management, immediately via Quantros or by telephone:

- Death
- Brain damage
- Spinal damage
- Permanent disfigurement
- Fracture or dislocation of bones or joints
- A resulting limitation or neurological, physical or sensory function which continues after discharge from the facility
- Any condition that requires specialized medical attention or surgical intervention resulting from an emergency medical intervention, other than an emergency medical condition, to which the patient has not given his or her informed consent
- Any condition which required transfer of the patient, within or outside the facility, to a unit providing a more acute level of care due to the adverse incident; rather than the patient’s condition prior to the adverse incident
- The performance of a surgical procedure on the wrong patient, a wrong surgical procedure, a wrong surgical site, or a surgical procedure otherwise unrelated to the patient’s diagnosis or medical condition
- Required the surgical repair of damage resulting to a patient from a planned surgical procedure where the damage was not a recognized specific risk as disclosed to the patient and documented through the informed consent process
- A procedure to remove unplanned objects remaining from a surgical procedure

Documentation

- Use only hospital-approved abbreviations
- Chart promptly and accurately
- Be objective and factual
- Be precise and concise
- Write addendum if needed
- Time, date, and your name
Environment of Care and Safety Management

Jackson Medical Towers 1st floor East, Suite 102
305-585-2903

Other Safety Phone Numbers:
Environmental Health & Safety Department: 305-585-2903
Security and Parking Administration: 305-585-5201
Emergency Management Department: 305-585-2903
Engineering Services: 305-585-1302
Environmental Services: 305-585-7270

Environment of Care/Safety Management includes programs on general safety and fire safety, security, equipment management, utilities management, hazardous materials and waste management, and emergency management, which are designed to provide a safe and hazard-free environment for patients, visitors and employees. Employees are expected to be familiar with, to adhere to, and to support administrative and departmental policies and procedures as well as federal, state, and local regulations pertaining to safety and environment-of-care issues.

Safety Management

- Maintain a safe working environment at all times; eliminate and immediately report all hazards to your manager/supervisor
- Use appropriate personal protective equipment (PPE) at all times
- Inspect all equipment at the beginning of each working shift; do not use damaged equipment
- Review all required training materials and instructions to ensure your safety
- Be familiar and comply with administrative and department-specific safety policies and procedures
- Cooperate with all safety inspections (environmental tours, fire-related, hazardous waste audits, etc.)
- Immediately report injuries sustained on the job to your manager/supervisor
- Report suspicious odors by following facility-specific protocol on the appropriate phone number(s) to call
Infection Prevention and Control

Jackson Memorial Hospital: 305-585-6820
Beeper: 305-996-0459
Jackson South Community Hospital: 305-256-5165
Jackson North Medical Center: 305-654-5215

TB Control:
Phone: 305-585-6629
Beeper: 305-314-2881
For needlestick or body fluid exposure call 786-731-5038

Infection Control resources are located on the employee intranet, such as:

- Infection Control Manual
- OSHA Bloodborne Pathogen Exposure Control Plan

Communicable Disease and Control

Healthcare acquired diseases can cause dangerous complications and even death for both patients and healthcare workers. The employee is the patient's best line of defense. Guidelines for preventing and controlling disease can be found in the Infection Control Manual JHS NetPortal PHT Policy manual, at http://www.jhsmiami.org. The Bloodborne Pathogen Exposure Control Plan is also available on the NetPortal.

To report an infection or for additional information, call 305-585-6820. During nights and evenings, call 305-996-0459.

Jackson North: 305-654-5215 (nights 305-996-0459)
Jackson South: 305-256-5165 (nights 305-996-0459)

Hand Hygiene

The easiest, most effective way to reduce the spread of infections to our patients, and to decrease your risk of contracting a Bloodborne pathogens or other infections is hand hygiene.

This means disinfecting hands with alcohol based hand gel (preferred) or soap and water for visibly soiled hands or with C. difficile patients.

Perform hand hygiene before and after contact with a patient or their environment (touching bedside table, IV pole or any other item in the patient’s room). This is a JHS administrative policy.
Ask your supervisor to provide you with a 2 oz. bottle of Purell to carry with you. Proper hand hygiene is a JHS administrative policy and all staff must comply.

**Personal Protective Equipment**

Protective equipment required to prevent exposure to a workplace hazard and any related medical exams are provided free of charge to employees. Employees who do not use protective equipment when required may be disciplined up to and including termination. Communicable Disease and Control (305-585-6820) and the Environmental Health and Safety Departments maintain information on available personal protective equipment and can provide consultation to assist in selection of appropriate equipment to use. Call OHS to arrange for related physical exams.

OSHA requires that JHS provide you with personal protective equipment (PPE) so that you can safely provide patient care. Examples of PPE include:

- Gloves
- Masks
- Protective eyewear/face shields
- Protective clothing (gowns)

**Gloves**

- Must be worn when contacting body fluids, non-intact skin or contaminated areas
- Change gloves when contaminated
- Discard gloves immediately after use
- When removing gloves, do not touch the outside of the gloves
- Perform hand hygiene immediately after gloves are removed
- Gloves do not fully protect your hands from getting contaminated with bacteria

**Eyewear/Masks/Goggles**

- Used to protect eyes, nose and mouth
- Use them when there is a risk of a splash, spatter or spray of body fluids
- Replace masks immediately if they become wet
- Wash hands immediately after removing these devices
- Eyeglasses do NOT take the place of goggles
Infection Control Precautions

- Standard Precautions
- Respiratory Hygiene/Cough Etiquette
- Transmission Based Precautions/Isolation When Indicated
- Contact Precautions
- Droplet Precautions
- Airborne Infection Isolation
- Protective Environment

Contact Precautions /Transmission-Based Precautions

Multi Drug Resistant Organisms (MDROs), Lice, Scabies
- Private room when possible
- Sign on door and label on chart
- Gown and gloves for patient contact
- Hand hygiene with soap and water or alcohol-based hand rub
- Disposable or dedicated patient care equipment

Respiratory Hygiene/Cough Etiquette

- Respiratory Hygiene/Cough Etiquette signs are posted in the Emergency Dept. waiting area, clinic waiting areas and other public areas of the JHS
- Masks and tissues should be available for visitor/patient use
- Wall mounted alcohol based hand rub dispensers are installed in these areas and should be checked regularly to make sure they are not empty
- If a patient or visitor is coughing, they should be given a surgical mask to wear
- Cough and Fever: Patients should wear a procedure/surgical mask. If not possible, patient should use tissue when coughing and sneezing

Droplet Precautions (Influenza, Pertussis, Meningococcal, Meningitis)

- Private room when possible
- Sign on door and label on chart
- Wear procedure/surgical mask when physically close to patient
- Place procedure/surgical mask on patient for transport out of the room
Airborne Infection Isolation (Tuberculosis, Chickenpox, Measles…)

- Private room with negative airflow required
- Sign on door and label on chart
- Keep door closed at all times
- Wear N95 particulate respirator prior to entering room
- For transport out of the room, place surgical mask on patient

MDRO’s are bacteria that are resistant to many or most antibiotics and are commonly spread from patient-to-patient. They can cause infections that prolong hospital stay, are more difficult to treat, and are more frequently associated with death.

What Can We Do to Prevent Spread of MDROs?

- Follow Standard and Contact precautions
- Practice excellent hand hygiene
- Clean and disinfect equipment and environment every shift
- Monitor and improve your adherence to the above three principles

How Do We Rapidly Identify Persons Who May Have Active Tuberculosis?

- Evaluate for signs and symptoms:
  - Greater than 2-3 weeks of illness
  - Cough, fever, weight loss, night sweats, etc.
  - Place surgical mask on patient
  - Move patient to an Airborne Infection Isolation Room*
  - Personnel to wear a N-95 respirator
  - You are Empowered to institute this Policy Pending M.D. orders

**REMEMBER: Infection Prevention Is In Your Hands!**

How Do We Address Bioterrorism Agents?

- JHS/UM has an established bioterrorism program
- In the event of a bioterrorism event the protocol will implemented
- All JHS staff have the opportunity to participate as part of the Bioterrorism Response Team
How Do We Safely Dispose of Waste?

- Items contaminated with blood and body fluids, excluding feces, urine, sputum, vomitus, saliva, sweat, etc., should be placed in red bags.
- Food and paper waste should be placed in clear bags.

What Do We Do With Laundry?

- Store clean linen covered
- All used linen is contaminated and should be handled carefully using PPE, and placed in laundry bag and securely closed to prevent spillage

How Do We Clean and Disinfect the Environment and Equipment?

Use a hospital approved cleaner/disinfectant, follow manufacturers’ recommendations and refer to institutional policies and procedures.

Bloodborne Pathogens (BBPs)

Bloodborne pathogens are infectious microorganisms in human blood that can cause disease in humans. These pathogens include, but are not limited to, hepatitis B (HBV), hepatitis C (HCV) and human immunodeficiency virus (HIV). Needlesticks and other sharps-related injuries may expose workers to bloodborne pathogens. Healthcare workers in many departments including housekeeping personnel may be at risk of exposure to bloodborne pathogens. The OSHA Bloodborne Pathogens Standards were developed to ensure a safe and healthy workplace.

JHS is in compliance with OSHA standards through development & implementation of our Bloodborne Pathogen Plan (BPP). Each employee is required to complete the annual OSHA update.

Hepatitis B & C, HIV

Hepatitis B & C, HIV may be acquired by contact with an infected patient: The most infectious body fluid is blood. Of course, any body fluid that contains blood is considered most infectious.

Other Potentially Infectious Materials means

(1) The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids;

(2) Any unfixed tissue or organ (other than intact skin) from a human (living or dead); and
(3) HIV-containing cell or tissue cultures, organ cultures, and HIV- or HBV-containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.

Like many diseases, the transmission of Bloodborne Pathogens (BBPs) can be prevented by the use of:

- Infection control precautions such as Standard Precautions (includes hand hygiene)
- Correct use of personal protective equipment (PPE)
- Safer medical devices

**Transmission of Bloodborne Pathogens**

Exposure comes from one of the following:

- Needle stick or injury from another sharp object
- Body fluid contact with broken skin
- Splashes to the eyes and mucus membranes (mouth, nose, etc.)

**Risk of exposure from a needle stick:**

- Human Immune Deficiency Virus (HIV/AIDS) = 0.3%
- Hepatitis B = 6 to 30%
- Hepatitis C = 1.8%

The best way you can protect yourself is to treat all patients that you come into contact with as having a BBP. Since many patients may not know they are infected with a BBP, treating each patient as if they are infected will decrease your risk of contracting a BBP. This is called Standard Precautions and it includes:

- Always performing hand hygiene
- Using the appropriate PPE
- Disposing of sharps correctly and safely

**Hepatitis B Vaccine: Offered Free by Occupational Health Services**

HBV is the most contagious BBP and is preventable by pre-exposure vaccination. Vaccine must be offered free of charge to all new employees unless:

- Employee declines vaccine (you can change your mind later and get vaccine)
- Employee has previously completed vaccination series
- Antibody testing reveals immunity
- Vaccine is contraindicated for medical reasons

**Biohazard Warning Labels**
• Warning labels required on:
  • Regulated waste containers
  • Refrigerators/freezers used to store specimens
  • Any container used to store, transport or ship infectious material

Work Practice Controls

• These practices reduce the likelihood of exposure. Examples include:
  • Hand hygiene before/after patient contact or removing gloves
  • Not bending or breaking sharps
  • No consumption of food or drink at a work stations
  • No application of cosmetics/lip balm, or handling contact lenses

Handling Regulated Waste

• Must be placed in closable, leak-proof containers
• Must be covered when transporting
• Must be in a red bag or display a biohazard label
• If you handle any type of waste that has been contaminated with BBPs, it is important that you wear gloves when handling the waste and that you follow the above OSHA requirements. Soiled linen, unless it is bloody, can go into the regular blue linen bags

Handling Contaminated Laundry

• Handle as little as possible
• Must be bagged at location where used
• Must be transported in red bag if heavily contaminated with blood
• Do not sort or rinse laundry at bedside

Safer Medical Devices

Selection of medical devices is the responsibility of the Value Analysis Team (VAT).

VAT reviews new equipment, trials the new equipment, and makes recommendations for purchase of newer, safer equipment. VAT also reviews product complaints.

If you have a new device you would like to see available, or if you have a product complaint, contact your unit’s VAT representative

Exposure to Infectious Material
• Wash area immediately with soap and water
• Flush splashes with water
• Irrigate eyes with saline or clean water
• For deep lacerations that require immediate attention, report to the Emergency Room
• Contact Occupational Health Services 24/7 at 786-371-5038

National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them. The requirements highlight problematic areas in healthcare and describe evidence and expert-based solutions to the problems. They also focus on system-wide solutions wherever possible.

NPSGs are fundamental to all patient care and MUST be observed by all staff. NPSGs compliance will be evaluated by the Joint Commission Surveyors and will impact the organizational accreditation survey score. For information, click on National Patient Safety Goals for the easy to read version and the complete chapter on the NSPGs.

Do Not Use These Abbreviations

<table>
<thead>
<tr>
<th>Dangerous</th>
<th>DO Write</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. U (unit)</td>
<td>Write: unit</td>
</tr>
<tr>
<td>2. IU (International Unit)</td>
<td>Write: International unit</td>
</tr>
<tr>
<td>3. QD Q.D., qd</td>
<td>Write: daily</td>
</tr>
<tr>
<td>4. QOD Q.O.D., q.o.d., qod</td>
<td>Write: every other day</td>
</tr>
<tr>
<td>5. Trailing zero (Never write a zero after the decimal point.)</td>
<td>Write: amount and measurement without a trailing zero. (example: x mg)</td>
</tr>
<tr>
<td>(example: X.0 mg)</td>
<td></td>
</tr>
<tr>
<td>6. Lack of leading zero</td>
<td>Write: a zero before a decimal point  (example: 0.x mg)</td>
</tr>
<tr>
<td>(example: X mg)</td>
<td></td>
</tr>
<tr>
<td>7. MS (morphine sulfate)</td>
<td>Write: morphine sulfate</td>
</tr>
<tr>
<td>8. MSO₄ (morphine sulfate)</td>
<td>Write: morphine sulfate</td>
</tr>
<tr>
<td>9. MgSO₄</td>
<td>Write magnesium sulfate</td>
</tr>
</tbody>
</table>

ALL INCORRECT ORDERS WILL BE RETURNED WITHOUT EXCEPTIONS
Security Management

- Wear identification badges at all times; report lost or damaged badges to your manager/supervisor to have them replaced
- Ensure that medication storage areas remain secured/locked at all times
- Report malfunctioning security access controls and door alarms immediately to 305-585-6111
- Immediately report security breaches, trespasses, thefts, and acts of violence to 305-585-6111

Hazard Communication and Material Safety Data Sheets

Chemicals and other hazardous substances are used every day in healthcare settings. The Employee Right to Know Law allows employees to learn about hazardous substances that are used, how to handle the substances safely, and what to do if they are exposed to them. Each department within JHS is required to compile an inventory list of chemicals and other hazardous products used throughout their units/offices, while making sure that all containers are labeled, stored and handled properly. This inventory should be reviewed annually for accuracy and a Material Safety Data Sheets (MSDS) must be accessible for each hazardous product identified. Air quality monitoring is performed routinely wherever dangerous chemicals or other hazards cannot be eliminated. To obtain a MSDS that is not on file, visit the employee intranet/NetPortal or call 1-800-451-8346.

Hazardous Materials and Waste Management

- Be familiar with toxic/hazardous substances used/stored in all areas where you work; review inventory list of hazardous products
- Be able to obtain Material Safety Data Sheets (MSDS); instructions listed under “Employee” section of the main JHS intranet portal; fax-on-demand capability is also available system-wide
- Ensure that all hazardous products are appropriately identified/labeled and properly stored/contained
- When dealing with chemicals, make sure: they are approved and that you are trained on proper use/storage, safe handling, appropriate disposal methods, and spill response

Smoke Free Environment

Jackson Health System property and facilities is Smoke-Free. This means that in addition to the buildings, which are already smoke-free, smoking is not permitted in any outdoor areas, including parking garages of parked vehicles. We offer the Jackson Health system Smoking Cessation program free of charge to employees, patients, family members and visitors. Our goal is to continuously offer encouragement and education toward a smoke-free lifestyle. Tools to quit smoking, such as nicotine replacement therapy, are provided to program participants. To register for the program, please call or text 305 585-5319, email stopsmoking@jhsmiami.org or visit us online at www.jhsmiami.org/smokefree.
Emergency Management and Fire Safety

- Immediately become familiar with the JHS Emergency Operations Plan and your role in the event of an emergency
- Be familiar with JHS and department-specific policies and procedures regarding: fires, bomb threats, hurricanes, and your responsibilities during each
- Be familiar with how to report needed repairs, and how to obtain necessary supplies

Fire Safety Management

- JHS Fire Plan – Administrative Policy & Procedure #112
- JHS Smoke Free Policy – Administrative Policy & Procedure #115
- JHS Medical Gas Zone Valve Emergency Shut-Off - Administrative Policy & Procedure #447
- Be familiar with the steps to follow during for a fire: R.A.C.E. Rescue, Alert, Confine, Extinguish.
- Follow P.A.S.S. for fire extinguisher usage.
- Explore the areas where you work to find horizontal and vertical evacuation routes and fire alarm pull stations
- Be familiar with the location of all fire exits and fire response equipment.
- Report fire emergencies to the appropriate phone number (JMH – (305) 585-6123; varies for satellite facilities)
- Participate in fire drills (quarterly, all buildings, all shifts, documented)

Do not use or bring into a Jackson Health System facility any prohibited electrical equipment such as:

- Toaster ovens
- Space heaters
- Sandwich Makers
- Hot Plates
- Popcorn Makers
- Aromatherapy Heating Oil Lamps

Discard of trash, gloves, masks, candy/food wrappers etc. in appropriate waste receptacles. Discarding of these items in light fixtures, stairwells, and corridors is prohibited.
If you have any questions about maintaining a safe environment or responding to fire/smoke emergencies, contact Environmental Health & Safety at 305 585-2903.

**Medical Equipment Management**
- Medical Equipment is labeled with preventive maintenance inspection dates
- Clean equipment must be stored separately from soiled equipment
- Damaged equipment must be identified and placed out-of-service
- Electrical hazards must always be eliminated including the use of non-approved electrical devices—Administrative Policy & Procedure #228

**Utility Systems Management**
- Air vents must remain unobstructed
- Report air quality repairs to manager/supervisor and or to facility-specific Engineering/Maintenance Department
- Know how to report elevator emergencies – Administrative Policy & Procedure #239
- Know department-specific plans regarding responding to power failures and water emergencies

**Decontamination Team for Chemical Emergencies**

Employees are encouraged to volunteer for the Decontamination Team, which is trained to respond when incidents or acts of terrorism expose large numbers of people to dangerous chemicals. The team acts to remove these chemicals as quickly as possible to prevent serious injury or death. Although Emergency Care Center and Trauma Center staff can respond to small events, large events require additional people. Volunteers must be able to complete extensive training, wear a disaster pager at all times and participate in drills. Volunteers required to wear protective suits and respirators must complete a physical exam. Other assignments are available. Since this is an approved JHS function, any injury or illness that occurs as a result of training or an event is covered by Workers’ Compensation. Call the Florida Poison Information Center at Jackson Memorial Hospital at 305-585-8904 for more information or to volunteer.
# Emergency Alert Codes and Basic Staff Response

This quick reference provides a brief overview to assist employees in responding to emergency situations.

<table>
<thead>
<tr>
<th>Emergency Code</th>
<th>Description</th>
<th>Explanation &amp; Staff Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Black</td>
<td>Bomb Threat/ Hospital Ordered Bomb Search</td>
<td>If a call is received, obtain as much information from the caller as possible and report all information to 585-6123 (i.e. location, description, activation, and deactivation). Notify manager/supervisor and area staff members. If a suspicious or out-of-place package/container is observed, do not touch it; report it to 305-585-6123. Secure/isolate the area. EmergencyOperator will notify appropriate individuals to coordinate a search. Be prepared to evacuate only if instructed to do so. Complete and submit an incident report. Wait for “All Clear” announcement. Reference: Administrative Policy &amp; Procedure #133.</td>
</tr>
<tr>
<td>Code Blue</td>
<td>Cardiopulmonary Arrest</td>
<td>Dial 585-6333 and report your name and the location of the cardiac arrest.参考: Administrative Policy &amp; Procedure #123.</td>
</tr>
<tr>
<td>Code Green</td>
<td>Internal/External Disaster</td>
<td>An incident where the relocation of patients necessary, or where there is an anticipated or actual arrival of a large number of patients into the Emergency Department and/or Trauma Center. Immediately report the emergency to manager/supervisor and/or Executive Senior Hospital Administration/Administrator-In-Charge (AIC). If necessary, incident command will be established. Obtain information/instructions from manager/supervisor. Follow established division or department-specific policies and procedures. Reference: JMH Emergency Operations Plan and Mass Casualty Incident (MCI) protocols.</td>
</tr>
<tr>
<td>Code</td>
<td>Event</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
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<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Orange</td>
<td>Hazardous Material Spill</td>
<td>Secure/isolate the area. Obtain PPE and spill kits and clean up smaller spills. Report larger spills to 305-585-6123. Notify manager/supervisor. Assist those who may have been contaminated, only if your exposure is unlikely. Prepare to assist with evacuating if necessary. Complete and submit an incident report. Wait for “All Clear.”</td>
</tr>
<tr>
<td>Pink</td>
<td>Infant/Pediatric Abduction</td>
<td>Notify Security Services at 305-585-6111. Notify manager/supervisor and area staff members. Conduct an immediate search of the area. Security Uniformed Services will establish appropriate perimeters and implement lockdown if necessary.</td>
</tr>
<tr>
<td>Red</td>
<td>Fire/Smoke</td>
<td>Follow R.A.C.E. Rescue individuals from the immediate danger of the fire. Alert by dialing 585-6123, activating nearest fire alarm pull-station, and notifying manager/supervisor and area staff members. Confine by closing all doors and windows and turning off medical gases. Extinguish fire if it is safe to do so by following the instructions on the extinguisher and using the P.A.S.S. technique (Pull, Aim, Squeeze, Sweep). Knowledge of location of fire response equipment is essential for safe response. Follow horizontal evacuation procedures and/or vertical evacuation procedures according to established division or department-specific policies and procedures. Complete and submit an incident report. Wait for “All Clear” announcement.</td>
</tr>
</tbody>
</table>
## Back Safety: Sprains and Strains

<table>
<thead>
<tr>
<th>Back Injuries Can Be Caused By….</th>
<th>Maintain Good Posture. Do Not….</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor posture</td>
<td>Slouch</td>
</tr>
<tr>
<td>Lack of exercise</td>
<td>Sit with no support</td>
</tr>
<tr>
<td>Smoking</td>
<td>Twist</td>
</tr>
<tr>
<td>Being over-weight</td>
<td>Bend at the waist</td>
</tr>
<tr>
<td></td>
<td>Sit or stand in one position too long</td>
</tr>
</tbody>
</table>

## Ways To Help Your Back

<table>
<thead>
<tr>
<th>Sit With Good Posture</th>
<th>Provide lower back support</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Keep both feet flat on the floor</td>
</tr>
<tr>
<td></td>
<td>Arrange your work area to avoid twisting</td>
</tr>
<tr>
<td></td>
<td>Tip your work up to eye level</td>
</tr>
<tr>
<td></td>
<td>Shift your position often</td>
</tr>
<tr>
<td>Stand With Good Posture</td>
<td>Shift your weight often</td>
</tr>
<tr>
<td></td>
<td>Wear low heel shoes</td>
</tr>
<tr>
<td></td>
<td>Put one foot up on a stepstool or low box to vary position</td>
</tr>
<tr>
<td></td>
<td>Get help when needed</td>
</tr>
<tr>
<td>Lift Correctly With Good Posture</td>
<td>Bend your knees, not your back, keep your back straight</td>
</tr>
<tr>
<td></td>
<td>Plan your lifts first – think ahead</td>
</tr>
<tr>
<td></td>
<td>Get close to the lift and spread your feet apart for balance</td>
</tr>
</tbody>
</table>
Emergency Management and Disaster Preparedness

Jackson Health System, as a major public healthcare facility with the only level one Trauma Center in Miami-Dade County, must be prepared to respond to any type of disaster. This includes natural disasters (e.g. hurricanes, earthquakes, flooding and tsunamis), man-made disasters (e.g. nuclear power plant incidents and industrial incidents, multiple vehicle traffic accidents, plane crashes etc.), acts of terrorism or the use of weapons of mass destruction (e.g. biological, bomb, burn, blasts, chemical, and nuclear attacks), public health crises (e.g. SARS, pandemic and avian influenza, other contagious diseases) and other incidents adversely impacting the wellbeing of our employees, patients, visitors, students, volunteers (e.g. public riots, civil disturbances, etc.)

All employees, faculty, business partners and other agents of Jackson Health System are required to participate during such disasters and emergencies, whether federally declared or not. This responsibility is a condition of employment (and continued employment) with Jackson Health System. At the time of application for employment, all candidates sign an acknowledgement and agreement that as employees of the Public Health Trust and Jackson Health System, they are required to work during period of natural or man-made disasters. They are also advised if they refuse or fail to respond they may be subject to disciplinary action up to and including termination.

Pursuant to the provisions of the American Disabilities Act (ADA) of 1990, JHS will provide reasonable accommodations to qualified individuals with a disability if an accommodation is requested. If for any reason a candidate is qualified for an accommodation under the ADA, he/she is required to disclose that information at the time of application.

If it is determined by Jackson Health System that an employee cannot perform the essential functions of the job, the candidate may be disqualified for employment.

All JHS employees are required to provide and maintain accurate contact information and agree to update that information when it changes, or periodically upon request of the Public Health Trust. Failure to provide current, accurate, or complete information will result in disciplinary action up to and including termination.

JHS works collaboratively with Miami Dade County Hospital Preparedness Consortium, Our Regional Domestic Security Task Force, Miami Dade County Emergency Operation Center, City of Miami and Miami Dade County Fire Rescue/EMS, Miami Dade Public Health Department, Miami Dade County Medical Examiner's Office and City of Miami and Miami Dade County Law Enforcement agencies. JHS can request assistance, as needed, from our local, state and federal partners through these agencies.

The Jackson Health System Emergency Operations Plan is an all-hazards emergency/disaster preparedness plan that describes the various types of emergencies that could potentially affect Jackson Health System and Miami-Dade County. The Hospital is committed to continue delivering healthcare services to the citizens of Miami-Dade County during disaster or emergency situations. The Hospital has a responsibility to the community, its business partners and its employees to successfully prepare for emergencies, mass casualties, disasters, etc.
JHS’ Emergency Management Department will monitor National and Regional Weather Services forecasts and bulletins while simultaneously maintaining contact with Miami Dade County’s Emergency Operations Center. The CEO or Designee or AIC has the authority to activate the disaster plan. Employees will be notified of the disaster plan activation by their Managers, MCI pagers, Communicator Mass Notifications systems, radio or television announcements, etc. and are required to contact the JHS Employee Hotline—305-585-8000—for information updates and for notification of clearance to return to work. Employees are further required to ensure that their Department Managers have accurate telephone contact information for them, including but not limited to telephone and cell phone numbers or beepers as appropriate.

The plan (and/or department policies/protocols/plans) also defines the role of each employee, department, facility and affiliated agency during the course of such events. Each division is responsible for complying with the provisions of the Emergency Operations Plan and related policies and procedures.

Jackson Health System will provide specialized training, medical clearance, protective equipment and supplies necessary for staff to carry out their assigned responsibilities during an incident. These responsibilities include, but are not limited to, providing appropriate patient care, decontamination and containment measures.

Any employee who has accepted the responsibility, and has been fully trained and has received the medical clearances, to be a part of a specialized disaster response team (e.g. decontamination team) is subject to 24-hour on-call. If the employee refuses an assignment, fails to complete any part of the required training, medical screening, or fails to report to duty when called in for a disaster or a drill, her or she will be subject to disciplinary action, up to and including termination.

All other employees who are not assigned to a specialized disaster response team may be subject to 24-hour on-call during a pending/ongoing emergency and may be required to work irregular hours or asked to report to alternate work locations other than the official duty station. An employee may also be asked to perform duties other than those specified in his or her official job description. Employees who fail to complete any part of the hospital's required emergency management training, fail to comply with JHS policy or fail to report to duty when called in for a disaster, drill, or exercise will be subject to disciplinary action, up to and including termination.

JHS complies with the Joint Commission requirements of maintaining a Hospital Incident Command System (HICS) which provides direction in disaster management and recovery initiatives. HICS is part of the National Incident Management System (NIMS). HICS defines roles, responsibilities and reporting channels for everyone involved in disaster response and recovery.

It is the policy of the Public Health Trust to grant disaster privileges to volunteer practitioners i.e. Licensed Independent Practitioners (LIPs), Health Professional Affiliates (HPAs) and Other Volunteer Practitioners (OVPs) for the provision of medical care in the event of a disaster. Their privileges will be for the duration of the disaster only. These practitioners will follow credentialing processes according to
JHS policy or determining qualifications of volunteer health professionals in the event of a disaster.

Jackson Health System will compensate employees who work during an emergency period according to JHS policy.

Employees who do not report for their scheduled work assignment prior to, during, or after the emergency period and whose person or property is not demonstrably and substantially harmed as a result of an emergency situation will:

1) Not be paid for hours not worked except from appropriate accrued leaves banks, and

2) Be subject to disciplinary action up to and including dismissal in accordance with the progressive disciplinary policy of the Public Health Trust

Hurricane Preparedness and Assistance
Jackson provides support and information for employees to help them prepare for and recover from severe weather situations at home. Please see the employee intranet for checklists, information about local resources, and information about employee disaster recovery loans.

Security Management and Services
Jackson Memorial Location: Command Center – Central 1 Telephone: 305-585-6111 (5-6111)
24 hours a day, 7 days a week
All elevators have phones or intercoms
Dial *81 on pay phones (free call) to security command center on JMH campus

Working Together for a Secure and Safe Hospital
The key to a safe and secure hospital environment is not only the presence of a professional Security Department, but also personal commitment and participation by the entire staff. Contact the Security Supervisor on duty if you have a safety or security concern, or if a member of Security Services does not meet your expectations of excellence.

Courtesy Services to the Public

- Provide general information and assistance to patients, visitors, and staff
- Provide parking lot/garage escorts for visitors and staff
- Provide assistance in entering locked personal vehicles and offices
- Enforce hospital parking rules and regulations
- Provide jump-starts for dead batteries
- Present specialized crime and accident prevention programs to meet unit needs

Security

- Patrols all JHS facilities and perimeters
Issues visitor identification badges to all visitors and vendors entering the facilities
Investigates unusual incidents, suspicious persons, and suspected criminal activity
Assists clinical staff with violent or disruptive patients
Assists and supports the Visitor Control program
Coordinates and liaisons with local law enforcement agencies
Responds to all calls for assistance by staff and visitors
Acts as a resource to all hospital departments and staff for security related issues
Enforces hospital safety and security policies and procedures

Population and Age-Specific Care

Population Specific Care is a health initiative that requires healthcare provider to identify and respond to the developmental and health needs of their patients including: Culture, language, sexual orientation, spirituality/religion, disability, race, socioeconomic status, and age.

JHS Focus on Population-Specific Health
As part of the JHS initiative to promote population-specific healthcare, we are (1) Improving access to healthcare for all healthcare population throughout the community, close to where the patient lives and works; (2) Hiring highly skilled physicians, nurses, and allied health professionals who understand the importance of population specific care; (3) Establishing a system that is sensitive and effective in meeting the holistic needs of all healthcare populations; (4) Providing materials, instructions, and assistance to all of our patients based on their specific needs.

Meeting the needs of our patients and staff is a legal and regulatory requirement by the:

- Americans with Disability ACT (ADA) of 1990
- Title VI of the Civil Right Act of 1964
- Age Discrimination in Employment Act of 1967
- Joint Commission and CMS standards
- Standards for Culturally and Linguistically Appropriate Services (CLAS), 2000, 2013

Age-Specific Care

The Joint Commission (TJC) requires that all members of a health care facility who have patient contact be competent in age specific characteristics and needs. Individuals with patient contact must receive education and training related to the characteristics and needs of the age groups they come in contact with. If a nurse is employed in pediatrics and is responsible for the care of children from infancy to the age of twelve, the nurse must receive education and training for that age-range of children. However, if a nurse is employed at a medical center that cares for all age groups and is expected to float to all areas of the facility based on need, then the nurse must receive education and training for all age groups. The training must include characteristics and needs throughout the life span. Click here to read Age Specific Needs Throughout the Lifespan.
Domestic Violence and the Workplace

Domestic violence is a serious healthcare problem. Statistics tell us that a woman is abused by an intimate partner every nine seconds. Victims come from all cultures, ethnic backgrounds, religions, financial status, and sexual orientation. It is the responsibility of all employees to identify and assess any adult patient who may be the victim of abuse, but who does not fall under the protection of the Adult Protective Service Act. This includes victims of domestic abuse, physical assault and sexual violence. Domestic Violence refers to a pattern of behaviors that are used by a person to gain control and power over an intimate partner. Behaviors may include repeated battering and physical injury, psychological abuse, sexual assault, keeping someone isolated from friends and family, threatening and financial control.

Since Florida law does not provide for mandatory reporting of domestic violence or rape, the victim should be given the opportunity to make a police report if he/she is willing. In cases involving domestic violence, the victim is referred to the social worker who can assist the victim by providing information and a referral to local community resources. For the safety of the victim care must be taken when giving victims telephone numbers, etc. Employees who may be victims can be referred to the JHS Employee Work Life Services Program at 305 585-6096.

In cases involving physical assault by gunshot wound or other life threatening injury indicating an act of violence, the police must be notified.

Steps to provide help and Related JHS policies:

- Section 400 – Identification and Assessment of Adult Victims of Abuse – JHS Policy 400
- Section 401 – Abuse and/or Neglected Children - JHS Policy 401
- Section 100 – Photographs of Patients – JHS Policy 127
- Section 100 – Notification of Gunshot – JHS Policy 186
- Section 200 – Domestic Violence in the Workplace – JHS Policy 201

Assistance Options for Employees

If you are a victim of abuse, Employee Work/Life Services is a resource for you. Contact the EWLS for confidential consultation and resources at (786) 488-8377 (option 1); Work with EWLS-EAP, Security, and supervisor to ensure that adequate safety measures are in place. The Florida Domestic Hotline 1-800-500-1119 provides help and counseling to victims. All calls are confidential.

If there is a possible need to be absent due to domestic violence: Review Policy 319 Personal Leave, Leave of Absence, Mandatory Leave and Union Leave, for procedures on requesting Domestic Violence Leave. In any case in which immediate threats, injury or violent acts are occurring or have just occurred contact Security Services immediately, then contact supervisor:

MAIN CAMPUS: JHS Public Safety: Security Services - (Call 5-6111 from an internal phone; 305-585-6111 from an external phone; or, *81 from a campus pay phone).
CORRECTIONS, SATELLITE OR CLINICAL FACILITY: Employees will FIRST follow the emergency call procedures in the facility and then call JHS Public Safety/Security Services at 305-585-6111.

OTHER FACILITIES: (e.g. DuPont): Employees will first call “9-1-1” (or, depending upon telephone programming, “9-9-111).  

- notify the EWLS/supervisor of the possible need to be absent and discuss possible leave/transfer/scheduling options;
- discuss with the EWLS/supervisor/legal support plans to return to work.
- if necessary and available, make alternate arrangements to receive a paycheck; and work with EWLS/Security/supervisor to ensure that adequate safety measures are in place.

Employee Responsibilities:

All employees shall participate in Domestic Violence Education. In any case in which immediate threats, injury or violent acts are occurring or have just occurred: Contact Security Services immediately (56111); and then Call 911 and report the problem, and Contact your supervisor. Employees working in corrections, satellite or clinic facilities will first, follow their emergency call procedures then call Security Services at 305-585-6111. Failure to make such a report may constitute grounds for disciplinary action.

Abuse and Neglect

Abuse and/or Neglect and Exploitation of Children and Vulnerable Adults
Any person/employee who knows or has a reasonable cause to suspect that a child, or vulnerable adult has been or is being abused, abandoned, neglected or exploited should report that information to DCF Abuse hotline (1-800-96-ABUSE) and follow JHS policies 400 & 401.

A child means any unmarried person under the age of 18, who has not been declared an adult by a court order. A vulnerable adult means a person 18 years or older who is unable to perform normal activities of daily living or is unable to provide for their own care due to a mental, emotional, physical or developmental disability, dysfunction, brain damage or the physical problems of aging.

Abuse may be physical, emotional or sexual. It may include burns, fractures or other identified injuries. The patient may make frequent references to the “anger” or “temper” of a relative or roommate, or refers to a fear of being harmed. Abuse may be identified by anyone.

Related JHS Policies: Section 400 – 401 Abuse and/or Neglected Children and Identification and Assessment of Adult Victims of Abuse – JHS Policy 400.

Steps to Provide Help: Anyone can report suspected neglect by calling 1-800-96-ABUSE (22873).
Employee Handbook Receipt and Acknowledgement

The purpose of the Jackson Health System (JHS) Handbook is to provide you with a summary of some of the current policies of the JHS, basic information about the benefits and services available to JHS employees at the time of publication of this document, and an outline of the rules of employment at Jackson. These rules of employment represent the basic or minimum requirements to which all Jackson employees are required to adhere, with the understanding that there may be additional rules specific to role, department or area of responsibility.

These rules are an integral part of employment at JHS, and have been established to provide guidelines in the delivery of exceptional service to our patients. Please follow these standards, which are essential to the functioning of a safety net health care system and academic teaching hospital such as Jackson.

These rules and regulations do not constitute a contract of employment, express or implied, and provide no guarantee of any kind. Further, JHS reserves the right to change these rules and regulations from time to time. It is your responsibility at all times to understand and abide the current rules. It is also your responsibility to be aware of new policies or rules. This information will be made available through electronic updates and announcements in employee publications, through the Administrative Policies available on the employee intranet, and/or as communicated to you by management.

Employment at JHS may be a voluntary, employment-at-will relationship for an indefinite period. Employment-at-will means that while JHS intends to maintain a positive working environment with employees, employees have the right to end employment at any time and JHS reserves the same right, except if you are covered by a collective bargaining agreement or you are an employee who has permanent status. This at-will relationship remains in full force and effect, notwithstanding any statements to the contrary made by any JHS employee or representatives, or set forth in any other document.

If you are represented by a union, please consult the collective bargaining agreement that may supersede part(s) of this document.

In summary, while this document strives to provide a wide range of information, it should not be understood as a replacement of Jackson’s official policies or its comprehensive procedures and guidelines.

If there is a difference between the information in this JHS Handbook and the information contained in current insurance contracts, plan documents, collective bargaining agreements and/or policies or procedures (for example, if one of the aforementioned documents has been updated, but the change is not yet reflected in this edition of the Handbook) then the provisions of the contracts, plan documents, collective bargaining agreements and/or policies will take precedence. The version of this document available on the JHS employee intranet is the only official version and takes precedence over any other versions.

I, ____________________________, have read, understand and agree to comply with the terms described above. I also acknowledge my role as a JHS employee to review and abide with current JHS Administrative policies, procedures and rules and to be aware of new policies or rules.