



Welcome to New Hire Orientation!

Creating a Service Excellence Virtual Environment

- See the “Meeting Info” for dial in features
- Cameras are Encouraged, Not required
- Place all questions in the chat
- Be aware of unmuting and muting
- Have your Orientation Guide (Worksheets) Assesible

JagStart Orientation Objectives:

- Provide a basic overview of Augusta University and AU Health and the institution’s Mission, Vision & Values
- Cover essential information regarding safety, security and work expectations
- Introduce you to AU/AUMC associates regarding benefits and perks
- Answer any questions you may have as you come aboard

- Breaks
- Lunch @ 12:00 PM
- Ask Questions!
JagStart@augusta.edu
- Please limit the use of electronic devices and avoid distractions during presentations
- Keep Calm & Wash Your Hands (even at home)



What’s in my folder email?

Medical Center

- ☐ Agenda
- ☐ Orientation Guide & Acknowledgement Form
- ☐ Substance Abuse Policy Acknowledgement Form
- ☐ HR Benefits packet

University

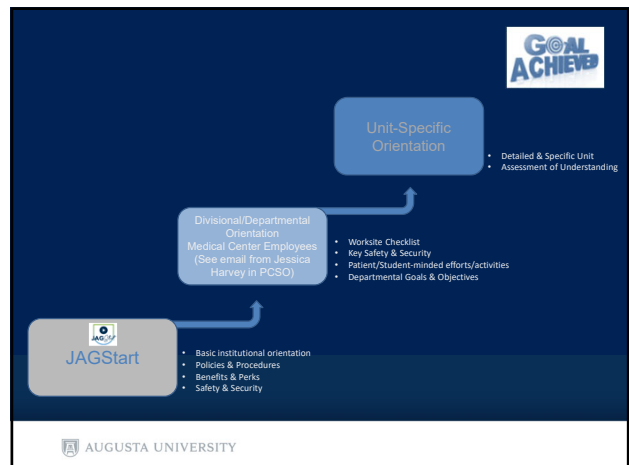
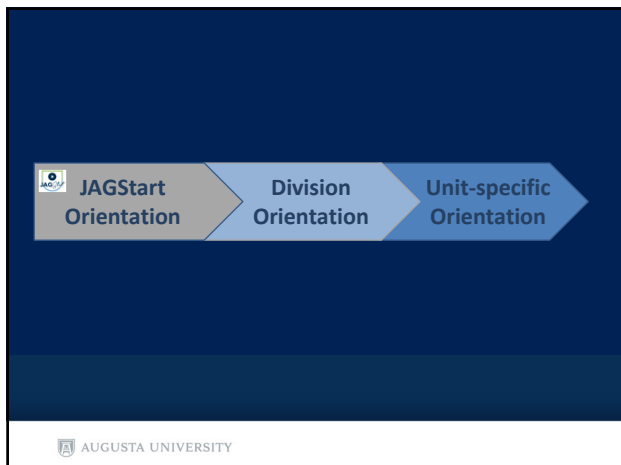
- ☐ Agenda
- ☐ Orientation Guide & Acknowledgement Form
- ☐ Haven/ Title IX Training

The Orientation webpage

<https://www.augusta.edu/hr/leadership-development/greatstart.php>

Informational Resources include the following:

- Employee Handbook
- Policies & Procedures
- Benefits
- Maps
- Links to websites
- Other key information
- AIG Registration Information



Activity Time!

1. Locate how many students Augusta University had as of Fall 2019 and email the answer (with your name) to JagStart@augusta.edu

The first correct answer will win a prize!!

AUGUSTA UNIVERSITY

Activity Time!

2. What is the name of the patient portal at AU Health and text the answer (with your name) to JagStart@augusta.edu

The first correct answer will win a prize!!

AUGUSTA UNIVERSITY

Our Mission, Vision and Values & Organizational Overview



*Susan A. Norton, MS, SPHR
Vice President, Human Resources and
Chief Human Resources Officer*

AUGUSTA UNIVERSITY

Welcome

AUGUSTA UNIVERSITY

Executive Leadership



Zach Kelehear, PhD
Interim Executive VP for Academic Affairs & Provost



Katrina Keefer, MPA
EVP, Health Affairs, AU
CEO AU Health System



Neil J. MacKinnon, PhD
Executive VP for Academic Affairs & Provost



Yvonne Turner, BAS
EVP, Finance Chief & Business Officer
AU and AU Health System



Michael Shaffer, BA
EVP Strategic Partnerships & Economic Development

Executive Leadership



Russell Keen, EdD
EVP, External Relations
Chief of Staff to the President



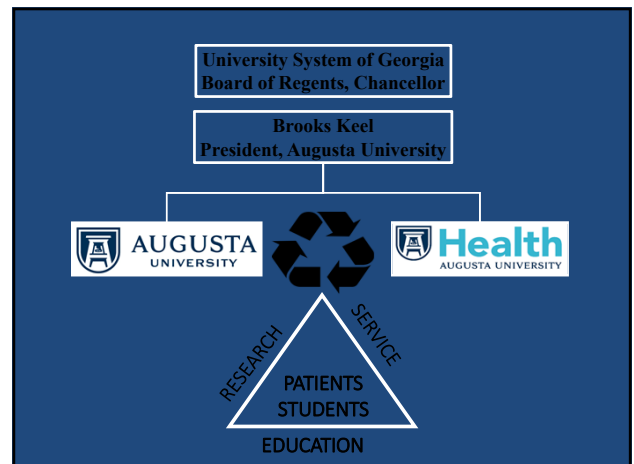
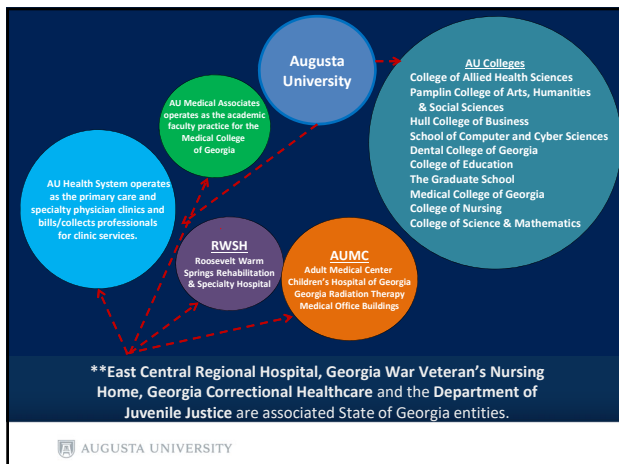
David C Hess, MD
EVP, Medical Affairs & Integration
Dean, Medical College of Georgia



Charles G. Howell, MD
CEO, AU Medical Associates



Karla K. Leeper, PhD, MBA
EVP, Operations



Mission

Our mission is to provide leadership and excellence in teaching, discovery, clinical care, and service as a student-centered comprehensive research university and academic health center with a wide range of programs from learning assistance through postdoctoral studies.



AUGUSTA UNIVERSITY

Vision

Our vision is to be a top-tier university that is a destination of choice for education, health care, discovery, creativity, and innovation.



AUGUSTA UNIVERSITY

Core Values of Augusta University: Presenting, Immediate Past Provost Dr. Caughman

New Hire Checklist



Managers should return checklist within 30 days to HR Records

Your Conversation with Your Manager

- Start this week
- Key tasks
- Review goals
- Confirm dress code
 - AU Health System employees are required to wear standardized uniforms and scrubs.
 - Please consult with your supervisor for more information. Uniforms can be purchased in the Health Sciences Professional Building (1481 Laney Walker Blvd, next to the Medical Center).
- Confirm work schedule
- First week, second week – what to expect
- Inclement weather- essential personnel



Licenses, Certifications and Credentials

- Must not lapse or expire
- Remain in active status
- Provide primary source documentation to manager and Human Resources prior to expiration date



Employee Advisory Council

Serves in an advisory capacity as a representative of employees to leadership and staff on matters and policies that impact classified employees.

- Facilitate and maintain an open line of communication.
- Advocate concerns by acting as a liaison to resolution.
- Promote and encourage professional growth.
- Plan and coordinate activities to build community.
- Boost morale and increase employee satisfaction.
- Review policies, programs, and procedures consistent with changing demands.

We Believe in a Respectful Work Environment

Affirmative action/equal opportunity/equal access employer **prohibits discrimination** on the basis of:

- age
- disability
- gender
- national origin
- race
- religion
- sexual orientation
- veteran status

Zero Tolerance Policy:

- unprofessionalism
- harassment
 - including sexual harassment
- disrespectful behaviors

Engagement in activity will result in disciplinary action up to and including discharge.

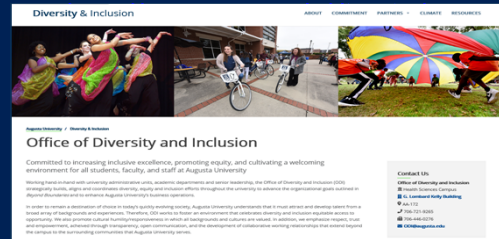
Diversity & Inclusion

We seek to optimize the unique perspectives and contributions of all individuals and groups by supporting the engagement and development of all faculty, staff, students and patients. We value and welcome each and everyone's input.

We also want to help our students develop a cultural competency and respect for others.

The result is a more creative and adaptable work culture.

Office of Diversity and Inclusion



<http://www.augusta.edu/divi>

We're Glad You Chose Us!



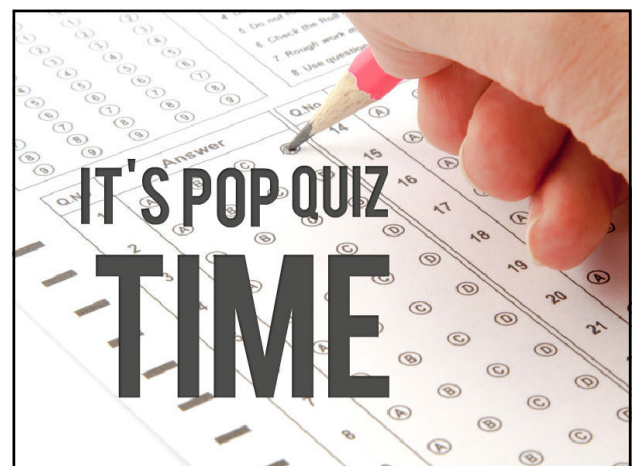
Every Job is Important!



New Hire Orientation

DCM WELCOMES YOU!





**WHAT IS THE
PRIMARY MARK
CALLED?**



**WHAT IS OUR
MASCOT?**



**WHO IS
AUGUSTUS'
BROTHER?**



**WHAT YEAR WAS
THE UNIVERSITY
FOUNDED?**



**WHO CONTROLS
THE BRAND?**

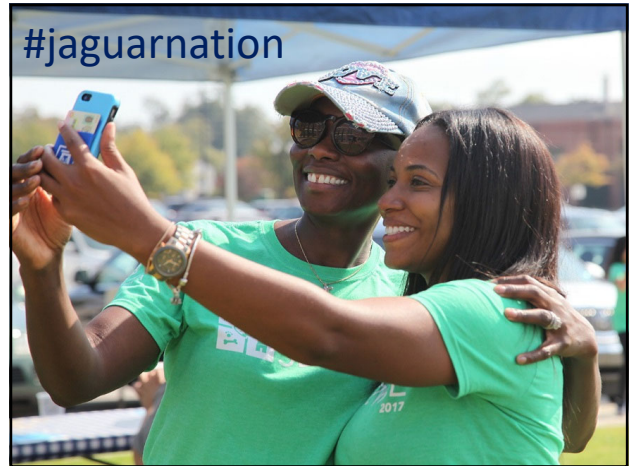


CONTROL



THE BRAND





AUGUSTA
UNIVERSITY

Augusta Ambassadors

Visit
augusta.edu/AugustaAmbassadors
to connect your social networks
and get started!

Recruit a Friend	100 pts
Tweet	15 pts
Links Clicked	10 pts
Retweets	15 pts
LinkedIn Likes	15 pts
LinkedIn Comments	15 pts
Mentions	15 pts

RESOURCES

BRAND.AUGUSTA.EDU

AUGUSTA.EDU/DCM/REQUEST

706-721-7406

MARKETING@AUGUSTA.EDU

3. Screen shot that you signed up to be an AU Ambassador
email/text it to jagStart@augusta.edu
(with your name) and WIN A PRIZE!!!



Augusta Ambassadors

Visit
augusta.edu/AugustaAmbassadors
to connect your social networks
and get started!

Recruit a Friend	100 pts
Tweet	15 pts
Links Clicked	10 pts
Retweets	15 pts
LinkedIn Likes	15 pts
LinkedIn Comments	15 pts
Mentions	15 pts



New Hire Orientation

AUGUSTA UNIVERSITY

*Patient Experience,
Patient- and Family-Centered Care
& You*



AUGUSTA UNIVERSITY


What is the Patient Experience

The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.

-The Beryl Institute

AUGUSTA UNIVERSITY

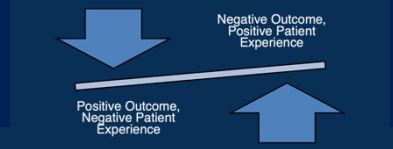
The Patient Experience



AUGUSTA UNIVERSITY

**Patient Experience:
The Working, Active Culture of an Organization**

- Much broader concept than satisfaction and "making people happy"
- Patients assess providers and organizations not only on clinical outcomes, but also on quality, and compassionate, patient-centered care
- Patient experience linked to patient and employee engagement



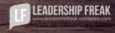
AUGUSTA UNIVERSITY

Culture of Service How Will You Serve?



"80% of success is just
showing up."

Woody Allen



HOW We Serve Directly Impacts Experience

*Service satisfaction is the difference
between how one expects to be treated
and how one perceives he or she was
treated*

Employees, Students & Patients

- Vulnerable
- Afraid
- Lost
- Late
- Hurried
- Frustrated
- Irritated
- Angry
- Have a Whole Life Outside of THIS PLACE

Perception





Consumer Assessment of Healthcare Providers & Systems (CAHPS)



Why CAHPS?

- Measures our patients' perception of the **consistency** with which we met their needs/expectations
- Enhance public accountability and transparency
- It identifies areas of care that are important to patients and families
- Provides important information on how to improve our processes

Dimensions of Care for CAHPS

COMMUNICATION

physician

RATE

discharge

RESPONSE

RECOMMENDED

CAHPS Hospital Survey

CAHPS Hospital Survey

Please answer the questions in this survey about the hospital stay of the hospital system on the left. If you are not a patient of the hospital system, please do not answer.

1. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

2. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

3. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

4. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

5. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

6. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

7. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

8. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

9. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

10. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

11. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

12. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

13. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

14. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

15. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

16. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

17. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

18. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

19. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

20. During this hospital stay, how often did you receive the information you needed to know about your hospital stay in your own words?

☒ Always

☐ Often

☐ Sometimes

☐ Never

☐ Don't know

Why CAHPS Matters

- **Quality of care was significantly better in hospitals that performed well on CAHPS survey**
 - Reduced medical error and advanced performance outcomes
 - Patient's experience linked to great clinical care
- **Survey questions offer feedback on issues that impact core clinical quality**
 - Communication of medication side effects
 - Managing pain well
 - Explaining discharge instructions in a way patients can understand

(New England Journal of Medicine 2008;359:1921-31)

Patient- and Family-Centered Care (PFCC)



Patient- and Family-Centered Care

Institute for Family-Centered Care

Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families. It redefines the relationships in health care.

Institute of Medicine

Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.

Patient-and Family-Centered Care

Patient- and Family-Centered Care (PFCC) is working "with" patients and families, rather than just doing "to" or "for" them.



Concepts of Patient-and Family-Centered Care

4



GOAL of Patient- and Family-Centered Care

The ultimate goal of patient- and family-centered care is to create partnerships between health care providers, patients and their families that will lead to the best outcomes and enhance the quality and safety of health care.





New Hire Orientation



Gary Johnson, Manager
Physical Information Technology Security and Badging

TaQuana Comer
Lead Badging Specialist

SECURITY > CONVENIENCE



- The JagCard is the official identification system for Augusta University and University Health
- You should carry your JagCard with you with you on the Summerville and Forest Hills Campuses. It must be displayed at all times when you are on the Health Sciences Campus.



- Issuance of a JagCard requires official approval from Human Resources
- Specialty badges must be specifically designated by Director or equivalent of your department(s).
- Any special credentials can only be added if approved in writing by Human Resources.
- Building access changes must go through your supervisor to your Building Coordinator. Your Building Coordinator will send an email to the JagCard office. Changes can be made without you making a trip to the office.



THE FUTURE??

- Automated process that will allow us to have badges made ahead of time with no visit necessary to the JagCard office-through automated programs. (except special occasions)
- Increased security for you and your areas while simplifying process of approvals for access changes.
- On line portal for submission of required items for JagCard issuance.



**WELCOME TO AUGUSTA UNIVERSITY AND
AUGUSTA UNIVERSITY HEALTH!**

JagCard Office

Located at: Annex II (HT)

Monday – Friday 8am-5pm

Phone: 706-721-0323

Office Email: jagcard@augusta.edu

Access Request(s) email: jagaccess@augusta.edu

Website: <https://www.augusta.edu/jagcard>

JagExpress Shuttle routes: Green (right to door),

Red-Lot 55 Express Route (across street) –

www.augusta.edu/parking/shuttles

Old Jagcard Office (No!)

JAGCARD PICKUP
ANNEX 1 (HS)
1499 WALTON WAY/WEST ENTRANCE
(ACROSS FROM PIZZA HUT)

NEW PERMANENT LOCATION!!!
You MUST use the Qless system to sign in BEFORE you arrive. Details will be given to you in text and text updates as your time gets closer so there is no waiting in line for you.
Ways to sign in and "get in line"

- Download the Qless App- select Augusta University and select the que or ques that fit your need!
- Text the word jagcard to 706-397-4552 and select your que(s)
- Go to www.augusta.edu/jagcard and use the sign in link there!
- Sign in at the office kiosk- this will make your wait longer as you enter the que in order- many are already in it from signing in on line.

Once signed in, you can wait in your office, run errands, sit in your car, get a snack- or wait wherever you are comfortable at. You will receive text updates to your status "in line" and notification when it is time to head on in and be first in the line!

Map labels: Pizza Hut, Wells Fargo, Liberty St, Osler Ln, HS/Annex 1 (YES!), *Old HR Entrance*, NO, NO, QLESS, The Way is Live - No More Lines, 1, 2, 3, 4, Jagcard App, Text Jagcard, Sign in Kiosk, Sign in Online.



New Hire Orientation

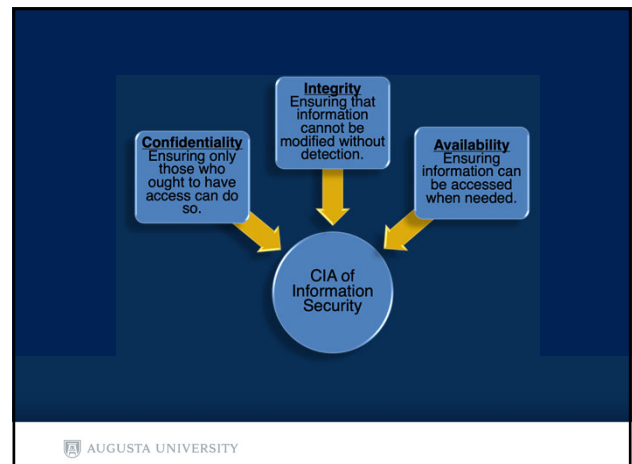
AUGUSTA UNIVERSITY

Information Security

New Employee Orientation

Shakeel Khan, Mgr. IT Security Risk & Compliance
Information Technology Services (ITS)
Annex 1 (HS), Room 3232
706.721.9991
shkhan@augusta.edu

AUGUSTA UNIVERSITY



Remember

Information Security	Augusta University Employees
• Role Based Access	• Follow Hardware / Software Standards
• Risk Assessments	• Acceptable use of information technology policy compliance.
• System Monitoring	• Patient Confidentiality
• Security Awareness	• Password Protection

AUGUSTA UNIVERSITY

Internet Usage

Acceptable Use-

- Communicating via email for purposes relevant to the mission of AU/MC.
- Researching issues relevant to the AU/MC mission.
- Participating in forums, news groups, and other information exchanges for the purpose of improving professional knowledge.

Unacceptable Use-

- Unauthorized downloads.
- Internet use for personal entertainment or personal financial gain.
- Engaging in illegal or unethical activities.

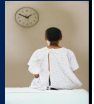
AUGUSTA UNIVERSITY

What Constitutes ePHI?

- Name
- Address
- Birth Date, Admission Date, Discharge Date, Date of Death
- Telephone Number
- Email Address
- SSN
- Medical Record Number
- Account Number
- Certificate/License Number
- Finger or Voice prints
- Photograph Images
- Anything that can uniquely identify an individual

Health Information

Patient Confidentiality/ePHI

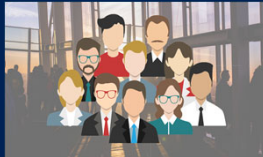


- How can we ensure patient data is protected?
 - » Clean work space
 - » Protect monitor screens
 - » Be Aware of your surroundings!
- If you think that your data has been compromised inform your supervisor immediately!
- Leaders ensure workforce is aware of and complies with HIPAA security standards.

Birthrights

- New employees automatically receive an AU/MC NetID and a set of standard IT privileges with access to:

- Email
- Instant Messenger
- TimeNet
- PAWS Portal
- SoftServ (PeopleSoft) for AU
- and other Web Services
- Employee Self-Service (Unicorn) for AUMC



Top Trends Hitting Augusta University

1. Malicious E-mail
2. Phishing
3. Ransomware



Bad Guys are Focusing on You! →



Financial Gain	→ Disclosure of Login Credentials or PCI
Identity Theft	→ Disclosure of PCI or PII
Prescription Fraud	→ Disclosure of PHI
Insurance Fraud	→ Disclosure of PHI

How Hackers Collect Information?

Social Media

- Popular - Fast - Non technical
- Weak Passwords
- Easy - Common Method
- Personal Email Accounts
- Same Passwords

GATHER

Phishing

Collect Information → Send Email → Receive Information

Ransomware

Phishing Attack → Lock Computer → Make You Pay

Access Network

Phishing Attack → Ransomware → Network Access

ATTACK

Email Awareness



Do NOT click on hyperlinks in emails from senders you do not recognize.



Do NOT open suspicious emails or email attachments



Do NOT check personal email from Augusta University owned devices



Do NOT run 3rd party applications provided in the email.

**If you receive any suspicious emails, forward the email to: stopspam@augusta.edu for further investigation.

Securing the Kingdom

- Choose **Strong Password**: Minimum requirements (<https://password.augusta.edu>)
 - At Least 8 characters long
 - 1 Uppercase
 - 1 lowercase
 - 1 number
 - 1 special character - Do not use @ symbol
- **Never Share** or **Write Down** your password!
- Enterprise policy requires that passwords be changed every 180 days.
- **Mobile Device Policy** requires encryption for all portable computing devices.
 - Minimum 4 character PIN, passcode or password
 - Does not apply to personal devices viewing not storing AU information
- <http://www.augusta.edu/supply/property> - The Surplus Property program

Lost/stolen AU/MC devices should be reported immediately to Public Safety and the IT Help Desk.

****If you forget your password, call 721- 4000/7500 for assistance.****

Data Security

- **Do not email** PHI (Transmission of ePHI over open / non-approved networks (e.g. Internet) is **strictly prohibited**).
- **Do not store** PHI on cloud-based storage offerings such as Dropbox, Google Docs, Google Drive, SkyDrive, iCloud, etc.
- **Do not leave** any device (Tiny PC, walking workstation etc.) logged into the network and unattended
- **Do not share** your login information with any other employee

Contact



- **HELP DESK:** Contact the Help Desk for all IT and security related issues @ 721- 4000 or 721-7500
- **24 X 7 X 365 Operations.**
- *Notify your supervisor if you have any issues finding resolution.*

QUESTIONS?

Shakeel Khan, Mgr. IT Security Risk & Compliance
Information Technology Services (ITS)
Annex I (HS), Room 3232
706.721.9991

shkhan@augusta.edu

KNOW YOUR INFORMATION SECURITY RESOURCE!

4. What is the name of AU's protected/secure cloud storage service?

Email the answer (with your name) to jagStart@augusta.edu

The first correct answer will win a prize!!

Break for Lunch



New Hire Orientation



Perks and Programs

Health Center Credit Union

HCCU.coop | 706.434.1600

What we are, and who we serve.

We are:

- a not-for-profit financial cooperative run for & by its members.
- a department of Augusta University.

We serve:

- YOU and your family!
- as well as any person associated with:



What WE can offer YOU.

Products

- Auto, Mortgage, & Personal Loans
- Visa Credit Cards
- Free Kasasa Rewards Checking
- Fresh Start Checking
- Savings Accounts
- CD Accounts



What WE can offer YOU.

Services

- Financial Counseling
- CardValet®
- Popmoney®
- LoveMyCreditUnion.org
- Discounted Auto & Home Insurance
- TRUECar® Member Showroom
- Online Banking / Bill Pay
- Saturday Hours / Night Deposit
- Free Notary Services
- Payroll Deduction



GET PAID to bank here.™

FREE Kasasa Rewards Checking!

- Free checking that pays you in cash
- Refunds on ATM fees, nationwide
- No monthly service fees or minimum balance requirements

Reward Qualifications:

- 12 Debit Card Purchases (Post & Settle)
- Be Enrolled in eStatements
- 1 Mobile or Online Banking Login
- If you don't qualify there is no penalty, just try again next month!

KASASA CASH®

- ✓ 2.00% APY (on Balances up to \$10,000)
- ✓ 0.25% APY (on portions of balance over \$10,000* APY Range 2.00%-0.41%)

KASASA CASH BACK®

- ✓ 4.00% Cash Back (earned on up to \$200 in purchases, maximum cash back: \$8)

KASASA TUNES®

- ✓ \$20 Sign Up Bonus (must be used within 60 days)
- ✓ Refunds up to \$10 on iTunes, Google Play, & Amazon Purchases

AUGUSTA UNIVERSITY

Custom Augusta University Debit Cards



AUGUSTA UNIVERSITY

HCCU Affinity Program



HCCU donates to the Children's Hospital of Georgia every time you use your CHOGRoary or CHOGBuild debit card.

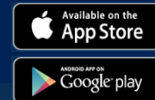
AUGUSTA UNIVERSITY

Where we are.

Branches

- Walton Way
- Evans

Accessible 24 hours
a day via:
www.HCCU.coop or



ATM's

(4 on Campus | Deposit Taking)

- Augusta University
 - Terrace Dining
 - Student Center
 - Children's Hospital of GA Lobby
 - Summerville (JSAC)
- Walton Way
- Evans
- University Hospital Summerville
- MAA Partner ATMS

AUGUSTA UNIVERSITY



For more information please contact:

706-434-1600

Tara Barrs - tbarrs@augusta.edu | Renae Mock - emock@augusta.edu
Jennifer Leisey - jleisey@augusta.edu

www.HCCU.coop

9:00am - 4:30pm (Monday, Tuesday, Thursday) | 9:00am - 2:00pm (Wednesday) | 9:00am - 6:00pm (Friday)
9:00am - 1:00pm (Saturday – Evans Drive Thru Only)

AUGUSTA UNIVERSITY



New Hire Orientation

AUGUSTA UNIVERSITY



AUGUSTA UNIVERSITY *Philanthropy & Alumni Engagement*

JAGStart Orientation
2020

Philanthropy & Alumni Engagement

fosters life-long relationships and
inspires philanthropic support from
alumni, corporate and foundation
partners, and friends in support of
Augusta University students, faculty,
and patients.

Philanthropy & Alumni Engagement does...

Secures private donations in support of Augusta
University and AU Health from:

- Individuals
- Foundations
- Corporations
- Alumni
- Employees

Components of fundraising



Ways to Give

- Cash
- Stock
- Real Estate
- Bequests
- Grants
- Gifts in Kind
- Third party fundraising events

Units within Philanthropy & Alumni Engagement

Alumni Engagement – engages our alumni – 50,000+ strong!

Annual Giving – seeks gifts on an annual basis

Donor Engagement and Stewardship – expresses appreciation to our
donors; stewards their gifts

Major Gifts – seeks gifts of \$25,000 and more

Data and Information Services – Operations: Systems Management,
Reporting, Prospect Management/Research

Gift and Estate Planning – assists with bequests and gifts of real estate,
charitable trusts, life income and other gifts of a complex nature

Donors support

- Scholarships
- Patients
- Programs
- Research
- Capital Needs
- Faculty Professorships and Chairs

Other – Beard Award

Giving Clubs and Societies

President's Club - \$1,200 or more annually
FY July 1 – June 30

Pillar Society – Cumulative/Lifetime Giving of \$250,000 or more

Harrison Society – Planned Giving donors

Foundation partners

Augusta University Foundation

Georgia Health Sciences Foundation

Medical College of Georgia Foundation



FAQs



- What is an Endowment?
- How can someone name a building/room/space?
- Are gifts to Augusta University tax deductible?
- Can I simply give to an area of greatest need?
- How do I know my donation will be used for the purposes stated?
- Do Augusta University and AU Health have not-for-profit status and, if so, are donations tax deductible?

Be part of a winning team!

Advocate

Volunteer

Support



IGIVE

- Payroll deduction opportunity
- One-time gift
- Direct your gift to your area(s) of preference



Oseola McCarty



How can YOU can make a difference?

What is YOUR legacy?



New Hire Orientation

Employee Discount Program Work-Life Balance

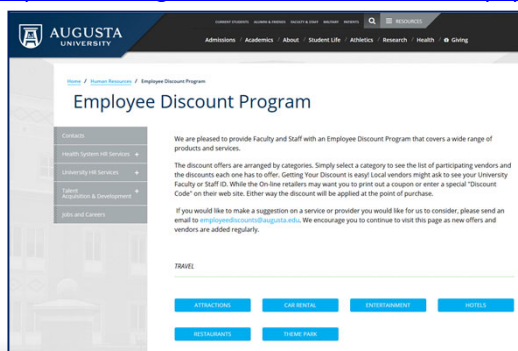


HR – Learning, Leadership and Development

Employee Discount Program - EDP

- Who?
 - All employees!
- Where?
 - <http://www.augusta.edu/hr/leadership-development/discounts.php>
- What?
 - Discounts to local, corporate and special partners.
- Why?
 - We want the AU employee experience to be the best!
- How?
 - Showing your AU ID or using a corporate code

<http://www.augusta.edu/hr/discounts/index.php>



**You can access the website on your smart
phone, tablet or desk top.**





New Hire Orientation

 AUGUSTA UNIVERSITY

AUGUSTA UNIVERSITY POLICE





www.augusta.edu/police
police@augusta.edu

706-721-2911

524 15th Street
Augusta, GA 30901

   **AUGPolice**

 AUGUSTA UNIVERSITY

Who We Are

- In 1973, The Public Safety Division was established to provide professional law enforcement and occupational safety programs.
- In 2018, The division was re-organized into The Augusta University Police Department.
- The Police Department reports to the Office of the Executive Vice President for Finance and Administration, and maintains jurisdiction on all Augusta University property.
- The Augusta University Police Department follows the Georgia Chiefs of Police State Certification and the Governor's Public Safety Initiative programs as road maps to professionalism.
- Today the department is a multi-divisional organization.

- Administration
- Patrol
- Communications
- Professional Standards and Training

- Community Services
- Records
- Health Security
- Campus Access and Key Control
- CEPaR



   **AUGPolice**

 AUGUSTA UNIVERSITY

Mission Statement

The mission of the Augusta University Police Department is to promote a safe atmosphere in which the university teaching, discovery, clinical care and service mission can be successful. This is accomplished through traditional and progressive law enforcement practices and strong community partnerships.

Core Values

The Augusta University Police Department strives to adhere to the highest standards of service to our community. The members of the Augusta University Police Department will ascribe to these core values:

Integrity	Respect
Professionalism	Excellence

   **AUGPolice**

 AUGUSTA UNIVERSITY

Community Oriented Policing

The Augusta University Police Department works with the campus community, building proactive relationships to identify and solve problems.












   **AUGPolice**

 AUGUSTA UNIVERSITY

Services

- Patrolling University Property
- Enforcing Laws and Peace Keeping
- Reporting and Maintaining Records
- Vehicle Jump Starts and Unlocks
- Event Security
- Safety Escorts
- Traffic Enforcement
- Investigating Criminal Activity
- Car Seat Installs and Education
- Crime Prevention





   **AUGPolice**

 AUGUSTA UNIVERSITY

#IamJagSafe

JagSafe is a campus wide campaign that encourages students, faculty and staff to take an active role in safety, for their own well-being and the well-being of our campus community. Find more at: www.augusta.edu/jagsafe

LIVE BE SAFE

Help keep our campus safe. Be JagSafe.


- ✓ **Going home? Don't walk alone.**
Walk with a friend or call Augusta University Police Department (706-721-2911) for assistance.
- ✓ **Heads up. Phones down.**
Minimize phone use when walking. Stay alert.
- ✓ **Prevent and Protect.**
Keep valuables out of sight and lock your vehicle.

Live safe. Stay safe. Augusta University Police Department's number is your phone in case of an emergency. Call Augusta University Police Department at 706-721-2911 for help. We have you covered.

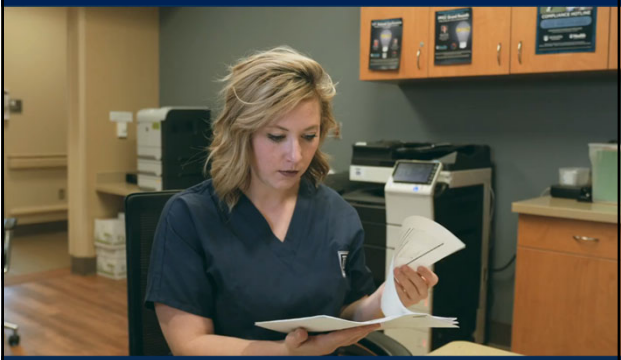
#IamJagSafe

f @ AUGPolice


AUGUSTA UNIVERSITY




AUGUSTA UNIVERSITY



AUGUSTA UNIVERSITY



AUGUSTA UNIVERSITY



AUGUSTA UNIVERSITY

RAVE Guardian

A mobile safety app to help keep our students, faculty and staff safe.



GET IT ON Google Play

Download on the App Store

f @ AUGPolice

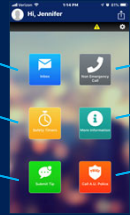
AUGUSTA UNIVERSITY

Rave Guardian App features

Inbox
Receive timely campus notifications and updates from RAVE Alert

Safety Timer
Friends, Family or Safety Officials will monitor your journey

Text AU Police
Two-way text communication with optional anonymous mode and photo submission



Non Emergency Call
Contact AUPD for non Emergency information

AUPD Content
AUPD Website, FAQ about RAVE

Emergency Call
One-click emergency dial

f @ AUGPolice

AUGUSTA UNIVERSITY

R.A.D. Self Defense Course



- The Rape Aggression Defense (RAD) Course is a four day program of realistic self-defense tactics and techniques for women.
- Comprehensive, **women-only** course
 - Begins with awareness, prevention, risk reduction and risk avoidance
 - Basics of hands-on defense training.
- Taught at Augusta University and Health System by certified instructors.
- Dedicated to teaching women defensive concepts and techniques against various type of assault, by utilizing easy, effective and proven self-defense/martial arts tactics.
- Register online for classes at: www.augusta.edu/police
- Contact Cpt. Sam Sherrill - ssherill@augusta.edu - 706-721-8105



f @ AUGPolice

AUGUSTA UNIVERSITY

CAMPUS SAFETY TIPS

See Something, Say Something.

- We are available 24/7, if you aren't sure, call us anyway.

Carefully choose where you park.

- Park in well lit areas, and check your surroundings, lock your doors immediately.

Never walk alone.

- Use your Rave Guardian App, Call for an escort or phone a friend.

Keep personal information private.

- Don't give away any information that could jeopardize your safety.

Stay focused and be aware of your surroundings.

- Look out for Stranger Danger, and call or activate RAVE if you need help.

Lock and stow your valuables out of sight.

- Most thefts are crimes of opportunity, it is hard to steal what can't be seen.

f @ AUGPolice

AUGUSTA UNIVERSITY

Welcome to Augusta University and Augusta University Medical Center

Headquarters Location:

706-721-2911

Website:

www.augusta.edu/police

524 15th Street
Augusta, GA 30901

police@augusta.edu



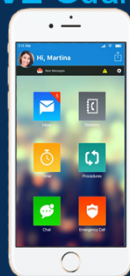
f @ AUGPolice

AUGUSTA UNIVERSITY

5. Screenshot where you downloaded the RAVE Guardian app and text to lapStart@augusta.edu with your name first and WIN A PRIZE!!!

RAVE Guardian

A mobile safety app to help keep our students, faculty and staff safe.



GET IT ON
Google Play

Download on the
App Store

AUGUSTA UNIVERSITY

Safe and Secure, What Does it Mean?



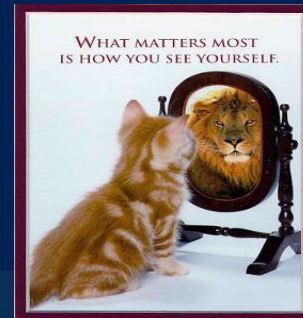
AUGUSTA UNIVERSITY

The World Can Be Scary, but We Have Your Back



- Police Department
- Safety and Security Department
- EHS
- CEPaR
- Community DECON Site
- Safety Section
- Parking and Badge Services
- Parking Control Officers
- Transportation Officers

Most Important Piece

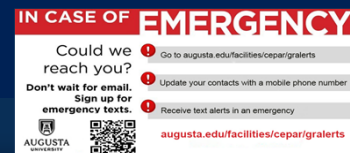


Most Important Piece

- Be an **Active Participant** in your Safety
- **Know and Follow Policies and Procedures**
 - Badge Displayed Properly
 - Watch for Tailgaters
 - You Can be a Catalyst for Change
- **If You See Something...Say Something**
 - Hazardous Conditions to Suspicious Persons
- Use Proper Personal Protective Equipment
- Do Not Take Short Cuts
- Always Ask Yourself "What if...?"

Staying Connected and Informed

- Blackboard Connect: Voice, Text, Email
 - Make Sure Info is Up to Date
- Lynx: Desktop Application, Notifies Dispatch and is another avenue of mass notification
- Overhead Paging
- Traditional Communication



Code Black-Active Shooter

- The Threat is Real
- Plan, Prepare, React
- 1) Run, 2) Hide, 3) Fight
- Make Sure Hide is an **Action** Word



Code Red (Fire)



- Two ways to exit
- Location of pull stations
- Location of Extinguishers
- **RACE**
 - Remove persons from danger
 - Alert others
 - Confine the fire
 - Extinguish, if possible
- **PASS**
 - Pull
 - Aim
 - Squeeze
 - Sweep

Code Overview

- **Code Triage:** Disaster
- **Code Pink:** Child Elopement or Abduction
- **Code Orange:** Opportunity for Service, If Interested in Serving on the DECON Team, Contact CEPaR, 706-729-2407
- **Code Blue:** Medical Emergency
- **Code Green:** Weather Emergency (Do you know where to go?)
- **Code Gold:** Adult Elopement

Safety & Security Welcome To Our TEAM



New Hire Orientation

Legal Affairs, Risk Management & Compliance

Why They are Important to You

AU Health System Legal Affairs

- Serves AU Medical Center and Medical Associates:
 - Location: BA 8255 (8th floor of the Main Hospital)
 - Phone: 721-5709
- Clark Speese, Associate General Counsel
- Stewart Fisher, Assistant General Counsel
- Madeline Wills, Assistant General Counsel

Augusta University Legal Affairs



- Serves Augusta University:
 - Location: AA-2003 (Administration Building)
 - Phone: 721-4018
- Chris Melcher, VP and General Counsel
- Greg Bryan, Senior Legal Advisor
- Anthony Hightower, Senior Legal Advisor
- Brett Montroy, Associate Legal Advisor

Compliance & Enterprise Risk Management

- Serves the University and the Health System:
 - Location: Annex I (3rd Fl.) 3000Q
 - Phone: 721-0900
- Clay Sprouse, Interim Vice President for Enterprise Compliance, Audit, Risk Management and Ethics
- Angelica Hardison, Privacy Manager
- Michele Reed, Title IX Coordinator
- Philip Young, Associate Vice President for Environmental Health & Safety

Compliance - Whose Responsibility is It?

Our “Respond”sibility – Compliance is everyone’s responsibility – including **You**. This means:

➤ Being Aware

- ✓ Learn the policies
- ✓ Complete all compliance and HIPAA training

➤ Reporting Concerns

➤ Be Accountable



Risk Management

- Clark Speese: Medical Associates
- Greg Bryan: AU
- 721-RISK (7475)
Phone and pager for Medical Center and Medical Associates
- 721-4018
Phone for the AU legal office (our voice mail has the cell phone for the attorney-on-call)

What do you do? Episode 1

You receive an email from the newspaper asking for copies of all your emails that mention one of your co-workers. The email refers to the “Open Records Act.”

What do you do?



What do you do? Episode 1

- Forward it to the Legal Office immediately.
- Both the university and the health system are subject to Georgia’s Open Records Act, and we must respond within three business days.
- Remember that your emails and records might become public!

What do you do? Episode 2

An adult trauma patient arrives at our hospital, accompanied by several people claiming to be friends and family. The patient is unconscious and unable to consent to treatment. Who can consent for the patient?



What do you do? Episode 2

1. If it's an emergency, stabilizing treatment can be given without consent, though consent should be obtained if there is time to do so without endangering the patient's health.
2. Does the patient have an advance directive?
3. Is the patient married? Common law marriage?
4. Does the patient have any adult children? What happens if a patient has more than one adult child?
5. Does the patient have a living parent? What happens if a patient has more than one living parent?
6. Does the patient have any siblings? What happens if a patient has more than one sibling?

What do you do? Episode 2

7. Does the patient have any grandparents?
8. Does the patient have any adult grandchildren?
9. Does the patient have an adult niece, nephew, aunt or uncle who is related in the first degree?
10. Does the patient have an "Adult Friend?"
 - "An adult who has exhibited special care and concern for the patient, who is generally familiar with the patient's health care views and desires, and who is willing and able to become involved in the patient's health care decisions and to act in the patient's best interest."
 - A Form is available for signature by the adult friend.

What do you do? Episode 3

The patient you are caring for has reached a point where there is nothing medically that can be done to improve her health. It appears to you that the treatments she is continuing to receive are painful.

The patient's children have come to you for help. They say they do not understand why the physician continues to treat their mother when it is clear she is going to die soon. They beg you to help.

What do you do?

What do you do? Episode 3

- Share the family's concerns with the physician
- Initiate an Ethics Consult
 - Call Risk Management: 721-7475

What do you do? Episode 4

While walking into temple, someone says to you...

"I heard Josh got kicked out of AU for failing English 101. Is that true? How is he doing?" You think to yourself, neither Josh nor his family said anything to me about sharing his grades.

What do you say?

What do you do? Episode 4

- FERPA
- Unless you have specific permission from a student, all of their educational records should be kept confidential and only shared as part of your role at Augusta University.



What do you do? Episode 5

You are on your way to work. You see an elderly gentleman stumble as he is crossing Harper Street at the crosswalk under the Medical Office Building. He is having a difficult time walking and is severely short of breath.

What do you do?



What do you do? Episode 5

- Help him
- **EMTALA**
 - Help the person to the Emergency Department
 - Call Safety and Security (721-4787 or 721-2911)



What do you do? Episode 6

While walking into church a member of your congregation says to you...

"I heard Brother Joe was in a terrible motorcycle crash and was taken to Augusta University Medical Center. Is that true? How is he doing?"

You think to yourself, neither Brother Joe nor his family said anything to me about sharing his condition with the congregation.

What do you say?

What do you do? Episode 6

HIPAA

- Unless you have specific authorization, all medical information should be confidential and only shared as part of your role at Augusta University.
- Do not access Protected Health Information of any patient, including your own, unless it is required of your job. This includes celebrities.
- Our electronic medical record allows audits to be done to track who accesses patient records.

What do you do? Episode 7

Your supervisor's brother owns an office supply company. One day you review a file and learn that Augusta University purchases supplies from this same company and your supervisor personally gets a 5% commission on those sales.

What do you do?

What do you do? Episode 7

Report Actual/Potential Conflicts of Interest to:

- Chief Integrity Officer, 721-0900
- Hotline: (800) 576-6623
- Senior Management
- Legal
- COI-Smart System

What do you do? Episode 8

A staff member shares with you that one of her professors has been making unwanted sexual advances toward her and stares at her in ways that makes her feel uncomfortable. For the past month she has noticed him in places she has never seen him before, including the local coffee shop she works at part time on weekends.

What do you do?

What do you do? Episode 8

- If you sense the employee is about to disclose a sexual misconduct incident, inform them you are obligated to report the information to the Title IX Coordinator.
- If they wish to remain confidential refer them to the Faculty Employee Assistance Program (FEAP).
- If they want to learn more about reporting options, support services and interim measures; refer them to Title IX Coordinator.
- The most important thing is to listen, support and encourage them to bring the information forward so the University can assist them in all ways possible.

Other Legal Issues

- We assist units with any legal matters related to official business, including:
 - Contracts
 - Subpoenas
 - Medicaid and Medicare Audit Letters
 - Other governmental investigations or notices
 - Adverse Events
 - Compliance with laws and regulations
 - Strategic legal support

When in doubt, call us!

721-5709 AUHS Legal Office

721-7475 (R-I-S-K) or Pager 7475

721-4018 AU Legal Office

721-0900 AU Compliance

Our normal office hours are:

Monday through Friday, 8:00 AM – 5:00 PM.

After-hours, weekends, and holidays, contact the on-call manager through the paging system.

We are on-call 24 hours a day, seven days a week.



New Hire Orientation

Parking and Transportation Services



*Presented by Beth Bryson, Manager
Parking and Transportation Services*

Learning Objectives

- How parking assignments are made.
- How parking is managed on campus.
- What does it mean to be permitted to park on campus?
- What are the priorities of parking access on campus?
- How the transportation system supports parking assignments on campus.

Mission Statement

Parking and Transportation Services exists to facilitate access to the Augusta University campus by all constituents of Augusta University.

Vision Statement

To become the model urban University Parking And Transportation operation

Key Parking Program Elements

- Parking and Transportation Services is an Auxiliary
 - Fees (parking and transportation)
 - Fines
 - Special events
- Parking in Augusta University parking facilities is by permit only
 - Annual permit, temporary permit, metered space or gated visitor lot
 - Pay-by-Phone



Key Parking Program Elements

- Priorities for Parking Access
 - Patients
 - Faculty/Staff
 - Students
 - Visitors
 - Vendors/Contractors
- All parking spaces must be able to cover their operating and maintenance costs.
- Maintain all parking spaces in a manner that allows all patrons to do the right thing, and are safe
- Parking fee and fine structure must be transparent.
- Communication with patrons regarding changes to parking is imperative.
- Transportation system must adequately support parking facilities.



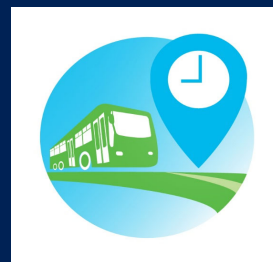
The Parking Space Triangle

Convenient

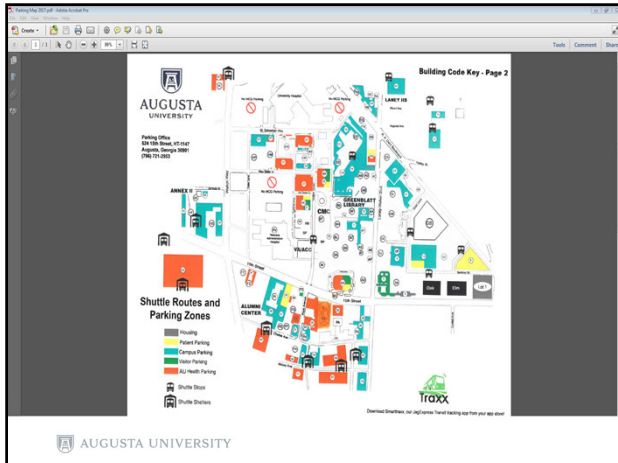
Plentiful

Parking
Spaces

Cheap



PassioGo!



Questions or Comments?

bbryson@augusta.edu

6. First person to email the link to the *Interactive Shuttle Routes* with their name to jagStart@augusta.edu WINS A PRIZE!!!



New Hire Orientation

Announcements

AU Employees

8:00 am Tuesday:

- Report to your department or manager on Day 2

Breakout Session Instructions

- **Medical Center:**
 - Remain on this Live Stream
 - **Non-benefits eligible** (PRNs, etc.) will be done after Medical Center HR Overview
- **Augusta University, GA War & GCHC:**
 - Switch to the WebEx listed on your email
- **Security Services:**
 - Your orientation ends after Parking and Transportation
 - **Turn in your forms to Mr. Parsons**



Human Resources
Health System

Announcements

AUHealth Employees

8:00 am Tuesday: *Continue Live Stream Day 2*

- **Non-benefits eligible employees report at 9:15**
- Patient Care Services Orientation (PCSO) will not be held Tuesday afternoon
- Wednesday:**
 - PCSO continues for all RNs/LPNs, PCTs, Paramedics/EMTs, CMAs, Surg Techs, Mental Health Techs, and select other positions not including PTs, RTs, OTs, Environmental Service Tech, or Pharmacist/Pharmacy Tech.
 - Please check your **personal email** for an email with additional information as well as a Team Meeting calendar invite.
 - **Questions?** Reach out to jeharvey@augusta.edu
 - **Issues with access?** Call the helpdesk at 706.721.7500



Employee Health & Wellness

Employee Health and Wellness

How We Assist You While You're Here



- Post-Offer Employment Physicals
- Annual/Semi Annual Health Screening
- Healthy U Wellness Program
- Annual Influenza Vaccination Program
- Workers Compensation
- Transitional Duty Program
- Substance Abuse Testing
- Family Medical Leave Act (FMLA)

Hours of operation: 7:00 am – 5:00 pm; Monday thru Friday

Workers Compensation

- Employee is required to report the event to his/her supervisor or other available management personnel in their department at all times.
- Examples:
 - An exposure to an infectious disease/blood borne pathogens, Needle stick or sharps injuries
 - Any work-related injury occurring as part of your job
- Laws require employee signature on the Georgia Panel of Physicians for treatment beyond ER or initial visits.
- All evaluation / treatment requires follow up -> Employee Health and Wellness
- For any after hours, weekends, or holiday needs -> Emergency Department if deemed emergent
- Must notify Employee Health & Wellness for appointments for Panel approved MD.

We are Committed to Promoting a Tobacco-free Campus by:

- Enhancing student learning, creativity and quality of life
- Nurturing leaders that promote public health
- Supporting a safe work environment



<https://vimeo.com/166267580>

Substance Abuse Policy

Augusta University Medical Center is committed to providing a safe work environment and fostering the wellbeing and health of its employees.

Substance Abuse Policy Violations

- To use, possess, sell, trade offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs **on or off the job**
- Reporting to work under the influence of illegal drugs or alcohol or to have illegal drugs or alcohol in their possession
- To use prescription drugs illegally (i.e. prescription drugs that have not been legally prescribed, use them in a non-prescribed regimen, or in any manner that results in impairment.)
- Reasonable Suspicion/For Cause
- **Policy and Acknowledgement Form located in your New Hire folder**



Employee Relations

The Role of Employee Relations

- Advise and counsel employees and managers
- Conflict Resolution
- Provide conflict resolution/mediation, education and guidance on HR policies, Employee Handbook, and coaching, counseling, and discharge procedures
- Investigate and respond to *discrimination, harassment, workplace violence*

Attendance Policy

- Incorporates the **no-fault** concept of attendance monitoring
- Employees are required to give a general reason for absence:
 - **Employee sick**
 - **Overslept**
 - **Child sick**
 - **Pet issues**
 - **Child care issue**
 - **Transportation problem**
- Employees do not accumulate occurrences for bereavement; required or subpoenaed court appearances, jury duty, or voting; FMLA; lack of work/low volume; LOA; scheduled time off, Military Leave-USERRA, or Worker's Compensation absences

Attendance Policy

At the discretion of the manager, exceptions may be made for the following employee and family emergencies:

- An employee's inpatient hospitalization
- An employee's direct involvement in an accident on the way to work
- A catastrophic event resulting in significant damage to the employee's primary residence or vehicle

Accrual of Occurrences

Unscheduled Absence	1
Partial Absence	.50
Tardy	.25
Late Call	.25
Failure to Clock	.25
No Call/No Show	6/4/3/3*
	*depends on FTE

Incentives: Possibility to **"Work Off"** Occurrences

Attendance

Initial Six Month Introductory Period

	New Employee
Verbal Coaching	2 occurrences
Discharge	3 occurrences

Progressive Discipline for Attendance

	Full Time Employee .90 - 1.0	Part Time Employee .50 -.89	Part Time Employee .21 - .49	PRN Employee .0 - .20
Verbal Coaching	2 occurrences	1.5 occurrences	1.25 occurrences	
Written Counseling	4 occurrences	3 occurrences	2 occurrences	
Final Written Counseling	6 occurrences	4 occurrences	3 occurrences	
Discharge	8 occurrences	6 occurrences	5 occurrences	

Augusta University Medical Center's Position on Workplace Violence

- Zero tolerance policy
- Any immediate perceived danger should be reported to:
 - Augusta University Health System Safety and Security
 - Director of Employee Relations or Vice President of Human Resources
- Confidentiality- "need to know" basis only

****If you are in an unsafe situation, resources/services are available through EAP.***

What is Harassment?

Unwelcome conduct that is based on **Protected Group Status** which creates an intimidating, hostile, or abusive work environment, unreasonably interferes with an individual's work performance, or otherwise adversely affects an individual's employment.



Protected Groups

- Race
- Color
- Religion
- Sex/Gender (with or without sexual misconduct)
- Gender identity
- National origin
- Age
- Disability
- Marital or family status
- Sexual orientation
- Veteran status
- Genetic information

Two Types of Harassment

- Quid pro quo – "this for that"
- Hostile work environment - discriminatory conduct so severe and pervasive it interferes with an individual's performance.
 - Not just "sexual"
 - Verbal or physical
 - Can be created by anyone in the workplace



Example 1

Bob and Terry are discussing the new computer upgrades at the office. They ask each other whether their boss, Rusty, who is 55 years old, will be able to keep up with the changes. After all, you can't teach an old dog new tricks.

Harassment?



Example 2

Tammy Faye is a devout Christian and doesn't mind letting everyone know it. Some co-workers call her a freak, but she does not care. Tammy Faye has met a Hindu at work and constantly tries to convert him.

Harassment?



Questions?

Contact Information

Human Resources
Pope Ave

(706) 721 -1523



AUHS Retirement



AIG Retirement Services

<https://www.aigrs.com/>

AUMC Biweekly - 617121002

AUMC Monthly - 617121004

AUHS Biweekly - 617121007

AUHS Monthly - 617121008