Today’s Agenda

• How Human Resources Serves You
• Communications and Marketing
• Patient and Family-Centered Care (PFCC)
• Diversity and Inclusion
• Interpreters Services
• Service Excellence
• Protecting Computer Information and Your Role
• Website Navigation
• **LUNCH**
• Perks & Programs (HCCU, Office of Advancement)
• Safety and Security
• Legal Affairs, Compliance and Risk Management
• *Breakout Sessions for University and Medical Center Employees*
Greetings from President Brooks A. Keel
**Along with the University, Georgia War Veteran’s Nursing Home is a State of Georgia entity.**
Executive Leadership

**Peter F. Buckley, MD**
Dean, Medical College of Georgia
Interim EVP for Clinical Affairs
Augusta University
Interim CEO, AU Medical Center and Medical Associates

**Gretchen B. Caughman, PhD**
EVP for Academic Affairs and Provost

**Russell Keen, MEd**
EVP for External Relations and Chief of Staff to the President

**Chris J. Melcher, JD**
EVP for Legal Affairs and Risk Management & General Counsel

**Tony Wagner, MEd**
EVP Administration and Finance and Chief Business Officer

**Karla K. Leeper, PhD**
EVP for Strategic Communication and Chief Marketing Officer
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.

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

**Collegiality** - reflected in collaboration, partnership, sense of community, and teamwork.

**Compassion** - reflected in caring, empathy, and social responsibility.

**Excellence** – reflected in distinction, effectiveness, efficiency, enthusiasm, passion, and quality.

**Inclusivity** – reflected in diversity, equality, fairness, impartiality, and respect.

**Integrity** – reflected in accountability, ethical behavior, honesty, and reliability.

**Leadership** – reflected in courage, honor, professionalism, transparency, and vision.
Benefits (Pope Ave and Annex)
Classification and Performance Management (Pope Ave)
Employee Health and Wellness (Pope Ave)
Employee Relations (Pope Ave and Annex)
Records and Information Management (Annex)
Talent Acquisition and Management (Pope Ave)
Workforce Development (Training & Education) (Annex)
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.
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
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

Zero Tolerance Policy:
- unprofessionalism
- harassment
- disrespectful behaviors

Engagement in activity will result in disciplinary action up to and including discharge
Tobacco-free Campus

We are committed to promoting a tobacco-free campus that:

• Enhances
  ✓ student learning
  ✓ creativity
  ✓ quality of life

• Nurtures leaders that promote public health

• Supports a safe work environment

We Believe Health Matters: A Tobacco-free campus
What is a brand?

• Perceptions and images that represent your organization
• Your essence.
• Your personality.
• Your style.
• NOT a name, logo, a tag line, or a radio jingle.
• A **brand promise** is the commitment to deliver made between that brand and its audience.
Well-known Brand Promises

“*To be the premier sports and entertainment brand that brings people together, connecting them socially and emotionally like no other.*”

“*To bring inspiration and innovation to every athlete in the world*”

“*To inspire moments of optimism and uplift.*”

“*We make it easier to love technology, so that you can experience the future.*”
You Control the Brand

• Employees are the most visible and impactful aspects of an organization.

• A brand is determined by:
  – The quality of service
  – The experiences of our customers (patients, students, the community, etc.)

• It is your job to deliver our brand promise: Making the promise is easy. Keeping it is the hard part. One can make a promise with words. But it can only be kept through actions.
Communications and Marketing Services

Communications & Marketing

Division of Communications & Marketing

The Division of Communications & Marketing develops and executes a comprehensive communications and marketing plan for the institution and provides support to departments and units to ensure communications are consistent and effective, and serve to bolster the institution's brand.

Our team manages the university and health system's brand strategy and online news and information presence, produces all major magazines and publications, serves as a conduit to the media and provides support to colleagues across campus to develop communications materials tailored to their specific needs. View our Internal Communications Guidelines for more information and criteria for internal communications options.

Based on your communications and marketing objectives, our team can meet with you to discuss the most appropriate communications vehicles for the job at hand. We'll help you determine budget, timeline, creative direction and production.

Before scheduling a consult with a member of our team, here are a couple of things to consider:

- Who is the audience?
- What is the purpose?
- What action do you want the reader to take?
- What is the budget?
- What is the timeline?

To schedule a consult or for other marketing and communications needs, please complete the request form.

Learn more at augusta.edu/dcm
Websites You Need to Know

- **paws.gru.edu**
  - Employees only

- **augusta.edu**
  - students, community, faculty

Learn more at jagwire.augusta.edu

- **augustahealth.org**
  - Patient/Consumer Site
Learn more at augusta.edu/brand
How do you get connected?

Members of #JaguarNation react to seeing the new branding. They had fun today, didn't you?

Ginger’s “Ah-Ha!” moment took place when she was on family vacation about three years ago. After struggling with obesity for years, she was excited to learn more about surgical options. Ginger says, “From the beginning of my journey, my weight loss team has always been in my corner. Having this procedure was the best decision I ever made. I would do it all over again. The end results were worth it!” Take the next step of your weight loss journey, learn more at ghealth.org/weightloss.

“Having this procedure has been the best decision I ever made. I would do it all over again. The end results were worth it!” - Ginger P.
Engaging an Enterprise in the Patient- and Family-Centered Care Philosophy

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 Principles

• People are treated with respect and dignity.

• Communicate and share complete and unbiased information with patients, families and students in ways that are affirming and useful.

• Individuals build on their strengths through participation in experiences that enhance control and independence.

• Collaboration among patients, families, students and providers occurs in policy and program development and professional education, as well as in the delivery of care.
Patient & Family Advisors and the Patient’s Perspective
# CAHPS Family of Surveys

<table>
<thead>
<tr>
<th>Hospital Consumer Assessment of Healthcare Providers &amp; Systems (HCAHPS)</th>
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<tbody>
<tr>
<td>Clinician &amp; Group Consumer Assessment of Healthcare Providers and Systems (CG-CAHPS)</td>
</tr>
<tr>
<td>Pediatric - Hospital Consumer Assessment of Healthcare Providers and Systems</td>
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</tbody>
</table>

## HCAHPS Background
- Designed to measure the patient care experience.
- Measures our patients’ perception of the consistency.
- First public reporting of HCAHPS data on CMS (Centers for Medicare & Medicaid Services -- Hospital Compare) website occurred March, 2008
- Website is [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov).

## What’s at Risk?
- Initial financial impact:
- Risk losing 1% of Medicare revenue (FY2013); Increasing by 0.25% per year until 2% in 2017— **Right now 1.75%**
Augusta University enrolls students who are citizens of how many countries?

A. <30  
B. 30-40  
C. 40-50  
D. >80  

Actually 82

At Augusta University, Spanish is the most requested language for interpretation. What language is second?

A. Korean  
B. Chinese  
C. American Sign Language  
D. French
Office of Employment Equity

- Equal Opportunity
- Affirmative Action
- Americans With Disabilities Act Accommodations
- Concerns/Investigations
  - Protected Category Policy Violations
1. To provide Augusta University with an efficient and effective mechanism to recruit and retain international scholars and students by facilitating the visa status sponsorship and hosting process by working with the various federal government agencies that regulate the entry of international scholars and students.

2. To develop policies and practices which systematically support the efficient appointment of postdoctoral fellows at AU.

International and Postdoctoral Services Office
Augusta University
Health Sciences Campus, AA 2013

T 706-721-0670 | F 706-721-9304 | IPSO@gru.edu
International and Post Doctoral Services Office (IPSO)

Provides Services & Assistance To:

• Inbound International Students/Employees
• Facilitates the Admission Process
• Facilitates Exchange Programs
• Educates persons on sponsored/hosted non-immigrant visa status options.
Healthy Perspectives

- Online training module
- Required for all employees and students
- Focus:
  - Respect
  - Engagement
  - Understanding
  - Communication
- Centered around cultural competency in healthcare practice
Workplace Diversity Defined

- Creating a culture of trust and respect
- A workplace culture of fairness and opportunity
- An environment that is open to diverse talents, ideas and cultures
- Is free from discrimination
The Business Case for Diversity States that diversity allows for:

- Attracting and retaining quality people
- Increasing morale
- Maximizes productivity
- Reduce costly discrimination suits
- Improves decision making
- Raises company profile
Personal Dimensions that Impact the Workplace

- Age (generation)
- Education
- Race/Ethnicity
- Gender
- Parental Status
- Sexual Orientation
Personal Dimensions that Impact the Workplace

WHAT PEOPLE SEE

Visible

Gender
Age
Race
Ethnicity
Parental Status
Education
Religious Beliefs
Work Background
Work Style
Socio-Economic Status
Physical Abilities/Disabilities
Geographic Location
Marital Status
Personality/Behavioral Style
Sexual Orientation

WHAT IS HIDDEN

Invisible

WHAT PEOPLE SEE

Visible

Gender
Age
Race
Ethnicity
Parental Status
Education
Religious Beliefs
Work Background
Work Style
Socio-Economic Status
Physical Abilities/Disabilities
Geographic Location
Marital Status
Personality/Behavioral Style
Sexual Orientation
Office of Diversity and Inclusion

Opportunities for Participation

• **Cultural Heritage Events** (Sponsored Monthly) Hispanic Heritage, Black History, etc.

• **Annual Diversity Summit** involves the community, staff and students.

• **Safe Zone** promotes a culture of emotional and physical safety of Augusta University’s sexually and gender diverse student, faculty, staff, and patient populations.

• **African American Male Initiative (AAMI)** is a leadership development program designed to cultivate the talents and abilities of African American male students to support their academic and future career goals. Our goal is to promote student success and improve graduation rates through social and academic networks.
Black History Month – *February*
Asian-Pacific American Month *May*
Hispanic Heritage Month *Sept 15-Oct 15*
5th ANNUAL DIVERSITY and INCLUSION SUMMIT 2015
Connecting Awareness to Action

Featured Speaker:
INTERPRETERS AND TRANSLATION SERVICES

Culturally and Linguistically Appropriate Services (CLAS)

AUGUSTA UNIVERSITY
Principal Standard (Standard 1)

To provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs.
National CLAS Standards
Department of Health and Human Services

• Governance, Leadership and Workforce (Standards 2 - 4)
• Communication and Language Assistance (Standards 5 - 8)
  ✓ Must offer and provide language assistance at every point of contact
  ✓ Must provide to patients verbal and written notices
  ✓ Must assure the competency of interpreters and bilingual staff
  ✓ Must make available materials and signage
• Engagement, Continuous Improvement and Accountability (Standards 9 - 15)
Role of the Medical Interpreter

To facilitate understanding in communication between people who are speaking different languages.
Cyracom International “Blue Phone”

- Over-the-phone interpretation services 24/7
- Professional Medical Interpreters
- More than 80 languages available
DT Interpreting - Deaf Talk

- American Sign Language (ASL) Interpreters
- Live Steam ASL Interpreters 24/7
- In-Person ASL interpreters available by appointment
Legal and Accreditation Requirements

Department of Health and Human Services, Office of Minority Health
Effective March 1, 2001 the National CLAS standards. In April of 2013, new enhanced National CLAS standards were introduced for advancing and sustaining CLAS policy and practices in health care. [http://minorityhealth.hhs.gov](http://minorityhealth.hhs.gov)

The Joint Commission
Effective January 1, 2012, hospital accreditation requirements to advance effective communication, cultural competence, and patient and family centered care. [http://www.jointcommission.org](http://www.jointcommission.org)

Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)
Diversity in higher education is critical to the social and economic future of this country. Consequently, the Commission supports the leadership role of its member institutions in promoting and sustaining diversity in all arenas of higher education. [http://www.sacscoc.org](http://www.sacscoc.org)

American Disability Act (ADA)
Effective March 1, 2012, ADA makes it illegal for a healthcare provider to ask young family members to “interpret”. [http://www.ada.gov](http://www.ada.gov)

Interpreters and Translation Services
[https://paws.gru.edu/pub/patient-family-engagement/interpreter/Pages/default.aspx](https://paws.gru.edu/pub/patient-family-engagement/interpreter/Pages/default.aspx)
Service Excellence

Creating Magic

- Who Do You Serve?
- Remember, everyone is important!
- Treat them as if they are your only customer!

Consistency

Across the Enterprise

Every Customer...Every Time
Four Standards of Service

- **GREET** customers promptly and courteously
  - **AIDET**
  - (*Acknowledge, Introduce, Duration, Explanation, Thank You*)
- **LISTEN** and verify your understanding of the customer’s needs
- **HELP** customer’s with your answers and actions
- **HONOR** your commitments in a timely manner
  - *Under*-promise, *Over*-deliver
Approachability and Appearance
The Extra Mile...

Is the difference between Customer Service and Service Excellence
Your Information Security Resource

- IT/IS Governance
- Policy and Compliance Management
- Information Security Awareness, Education, Training
- IT/IS Risk Management
- Continuity of Operations Planning (BCP/DRP)
- IT/IS Audit
- Incident Response/Management

Walter Ray, Director of Client Services
Information Technology Services (ITS)
Annex I (HS), Room 3233
706.721.0833
wray@gru.edu
CIA of Information Security

- **Confidentiality** - Preventing the disclosure of information to unauthorized individuals or systems. In effect, access to vital information should be limited only to those individuals who have a specific need to see or use that information.

  *Ensuring only those who ought to have access can do so.*

- **Integrity** - Information that is accurate and reliable and has not been subtly changed or tampered with by an unauthorized party (*includes* Authenticity, Non-repudiation & Accountability).

  *Ensuring that information cannot be modified without detection.*

- **Availability** - Assurance that the systems responsible for delivering, storing and processing information are accessible when needed, by those who need them.

  *Ensuring information can be accessed when needed.*
Remember that...

- Information Security is a strategic asset.
- Internal workforce members are considered the greatest threat to organization security, followed by terminated employees, trusted 3rd parties and external sources.
- Sizing security - determining an appropriate level of controls.
- Information Security must be involved in organizational projects for risk assessment purposes.
- System usage is routinely reviewed to ensure appropriateness of access.
Your Role...

Information Systems Security
• System Protection
• Password/Data Protection
• Patient Confidentiality

Follow Hardware/Software Standards

Internet Usage Policy Compliance

Email Usage/ Transmission of ePHI
• Email transmission of PHI to external email addresses (*non-*gru.edu) is strictly prohibited.

User Awareness/Education
• Security Awareness & Training

Support
• IT Projects, Initiatives and Research Endeavors
Information Systems Security and Computer Usage Policy

Receipt Acknowledgement

*Let’s Review*

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**Information Systems Security and Computer Usage Policy**

**Receipt Acknowledgment Form**

**Purpose:**
The Information Systems Security and Computer Usage Policy is to ensure that information systems resources are used in an appropriate and responsible manner consistent with the mission of the institution, and that the use of these resources is in accordance with Georgia Regents University and Health System (GRU/HS) policies, procedures, federal and state laws.

**Scope:**
This policy applies to all information systems resources which includes all data and hardware regardless of media, the facilities containing them, and the supporting software and hardware including host computer systems, workstations, systems software, application software, databases and communications networks either direct or remote that are controlled, administered or accessed by GRU/HS students, faculty, employees, visitors or any other person either on or off site.

**Statement of Policy:**
The appropriate use and protection of all information systems and associated resources is expected from all users including students, faculty, employees, and visitors throughout the institution. “Appropriate use” of information system resources is defined as use which is for the purpose of furthering the mission of GRU/HS.

All users of information systems resources are expected to comply with existing GRU/HS policies and procedures and those of the University System of Georgia. In addition, users are expected to honor copyrights, software licenses and comply with all federal and state laws including those prohibiting slander, libel, harassment and obscenity. Users must obey laws prohibiting the private use of state property. Information that is confidential by law, including, but not limited to educational, medical and research records must be protected.

Users must be aware that information stored or transmitted electronically, including e-mail, may be subject to disclosure under open records laws. Users should have no expectation of privacy for information stored or transmitted using GRU/HS information resources except for records or other information that is confidential by law (i.e. educational, medical and research records).

Information systems resources are to be used as expressly authorized by GRU/HS administration and management.

The information systems user is responsible for the general protection of resources.

This policy includes additional specific information regarding the following topics:
- General Responsibilities
- Access Controls
- Risk Assessment
- Awareness
- Harassment
- Training
- Auditing
- Breach of Privacy/Security
- Compliance

Your signature at the bottom of this page acknowledges your receipt and understanding of this policy. This receipt will be placed in your personnel file.

<table>
<thead>
<tr>
<th>Printed Name</th>
<th>Title</th>
<th>Department</th>
</tr>
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<tbody>
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</table>

Signature ___________________________  Email/ID ___________________________  Date _____________

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AUGUSTA UNIVERSITY
New employees automatically receive a AU/AUHS NetID and a set of standard IT privileges known as account "birthrights" as follows:

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

Know who is your Security Authority!
Internet Usage

**Acceptable Use**

- Communicating via email for purposes relevant to the mission of AU/HS.
- Researching issues relevant to the AU/HS 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
- Internet use that is in any way disruptive to the operation of AU/HS or offensive to others.
User accounts are normally assigned to single users and their security is the responsibility of the user.

- **Do not share your account**
- Remember to always logoff or lock when stepping away from your system.

**Choose complex passwords**

- Min. requirement of 8 characters, 1 uppercase, 1 lowercase, 1 number and 1 special character *try not to use the “@” symbol as it is used for system accounts and may cause difficulties when logging into certain systems.*
- **Never Share** your password with ANYONE!

Enterprise policy requires that passwords be changed every 180 days.

Do not to write passwords down.

**Remember passwords hold the key to the AU/HS kingdom.**

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

- **HIPAA Security requires** that we establish safeguards to protect ePHI when accessed or used outside of the organization’s control.
- **The Federal government requires** that we apply encryption techniques to portable devices used to store ePHI.
- **This applies to onsite and remote access of:**
  - Laptops
  - Tablets
  - Flash drives / thumb drives
  - CD
  - Mobile Phones: iPhones / Blackberry / Android
  - Other devices not owned by AU/HS (e.g. home computer)
Mobile Device Security

- A minimum **4** character PIN, passcode or password is *required*
- **All mobile devices must use data encryption** to prevent unauthorized disclosure of protected health information.
- *The new security requirements do not apply* to personally-owned devices that are only used to view information rather than storing it (e.g. Citrix and Outlook Web Access).
- **Lost/stolen AU/HS devices should be reported immediately to Public Safety and the IT Help Desk.**
  
  *In some cases a device may be remotely erased to prevent unauthorized disclosure.*
Media Reuse & Disposal

• Actions **must** be taken to render data inaccessible when disposing of media/hardware containing protected information.

• AU/HS retains contracted services for the destruction of data on hard drives and other mediums when equipment is discarded. **This is handled through the Surplus Property program**

• If discarded outside of the Surplus Property program, **records must be maintained of equipment movement and actions taken to destroy data prior to removal.**

• [http://www.gru.edu/supply/property](http://www.gru.edu/supply/property)
Patient Confidentiality/ePHI

• Patient data is very sensitive and confidential. *Do not leave protected patient information exposed in your working area for anyone to see.*

• Protect your monitor from straying eyes.

• Refrain from discussing patient information and/or cases while in public areas such as elevators, hallways and eateries. *Be Aware of your surroundings!*

• If you think that your data has been compromised inform your supervisor immediately!

• If you want or need your password changed, call the Help Desk at 721-4000/7500

• **Ensure workforce is aware of and complies with HIPAA security standards.**
Avoid Phishing

Tips for avoiding phishing scams:

1. **Do not click** on hyperlinks in emails from senders you do not recognize.
2. Verify your web URLs.
3. Avoid clicking on pop-up windows.
4. Look out for *weirdly formal language*
5. Maintain current antivirus software installed on your device.

**If you receive any suspicious emails, forward the email to:**
[stopspam@gru.edu](mailto:stopspam@gru.edu) for further investigation.
Data Security

- Leave protected health information (PHI) and/or confidential information in the system of record.
- **Do not email** PHI and/or other confidential information outside of the AU email environment (e.g. forwarding to Gmail). *Information Security recommends you restrict emailing even within AU to only what is absolutely necessary.*
- **Do not store** PHI and/or other confidential information on cloud-based storage offerings such as Dropbox, Google Docs, Google Drive, SkyDrive, iCloud, etc.
- **If** there is a need to store PHI and/or other confidential data on a portable media device (portable hard drive and/or flash drive), seek approval and assistance from the Information Security Office.
Safeguards, such as encryption, should be implemented to protect the integrity of data transmitted.

Transmission of ePHI over open / non-approved networks (e.g. Internet) is strictly prohibited.

Email can be stored, forwarded, modified, and reproduced without the knowledge and/or approval of the sender. All email, should be considered unsecure.

Guidance for transmitting protected / sensitive information through email can be obtained from the IT Help Desk. (e.g. MOVEit – http://gru.edu/compliance/moveit.php)
Virus Protection

- **No** computer is immune to malware
- Most infiltrate the system via USB drives, email attachments and infected websites.
- Never open an email if you don’t know the sender. (*exe attachments are particularly dangerous*)
- *When in doubt...* perform a virus scan.
- Notify the Help Desk if you suspect a malware infection on your computer.
Information Systems
Problem Call Procedures

• Call 721- 4000/7500
• Help desk will triage the call and direct resolution to the correct technical staff.
• 24 X 7 X 365 Operations.
• Notify your supervisor if you have any issues finding resolution.
What WE can offer YOU.

**Products**
- Auto Loans
- Visa Credit Cards
- Personal Loans
- Checking Accounts
- Savings Accounts
- CD Accounts
- Mortgage Loans

**Services**
- Payroll Deduction
- Online Banking / Bill Pay
- Visa Check / Debit Cards
- Saturday Hours / Night Deposit
- Financial Counseling
- Discounted Auto & Home Insurance
- TRUECar® Member Showroom
- Free Notary Services
Where we are.

5 convenient locations - 13 ATMs!

**Branches**
(3 on Campus)
- Augusta University
  - Harper St
  - Annex II
  - Summerville
- Evans
- Trinity Hospital

Accessible 24 hours a day at:
[www.HCCU.coop](http://www.HCCU.coop) or

**ATM’s**
(5 on Campus)
- Augusta University
  - Harper St
  - Terrace Dining
  - Summerville (JSAC)
  - Ed Commons
  - Children’s Hospital of GA Lobby
- Evans
- Trinity Hospital
- Local Rite-Aid Stores
Our Mission:
To generate greater engagement and philanthropic support from individuals, corporations, foundations and the community at large for the teaching, scholarship, research, clinical, and service missions of Augusta University.

- Advancement Services
- Alumni Affairs
- Annual Giving
- Communications

- Donor Relations
- Major Gifts
- Special Events

giving.gru.edu
WHAT WE DO

Major Gifts

Annual Giving
ALUMNI ENGAGEMENT
Strengthens connections and encourages involvement

- Alumni Associations
- Alumni Events
- Gravity Magazine
DONOR ENGAGEMENT

- Programs
- Research
- Patient Care
- Scholarships
- Endowments
- Facilities
YOUR ROLE IN THE AUGUSTA UNIVERSITY GIVING CULTURE

• Provide excellent patient care and customer service
• Keep your eyes and ears open for potential prospects and refer patients, families, and others to Advancement
• Be an advocate and supporter of Augusta University
• Support Augusta University through the employee campaign
The IAU (I’m Giving. Are You?) Campaign encourages annual donations for all employees, alumni, schools, and supporters.

IAU allows you to give to any part of the enterprise that is most important to you.
Safety and Security at Augusta University

• Police Department
• Safety and Security Department
• EHOS
• CEPaR
• Community DECON Site
• Safety Techs
• Parking and Badge Services
• Parking Control Officers
• Transportation Officers

The World Can Be Scary, but We Have Your Back
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...?”
Code Black-Active Shooter

- The Threat is Real
- Plan, Prepare, React
- 1) Run, 2) Hide, 3) Fight
- Make Sure Hide is an **Action** Word
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
- GHA 911
- Overhead Paging
- Traditional Communication
Code Triage (Disaster)

An Event Whether Internal or External Which Requires a Mobilization of Resources

- Incident Command Center BA 2574 (BI 2006 Alt.)
- Labor pool (3rd floor Amphitheater BI 3079)
- Family Access Center (BT 1810 CHOG Conference)
- Media center (Small auditorium BC 140)
Code Pink (Child Elopement)

- Child 18 years or younger missing
  - Child elopement
  - Infant alarm activated
- Call Security 706-721-4787 and give accurate description of person missing and perpetrator
- Give time and location where last seen
- Assume your assigned position and look for missing person, call Security 706-721-4787 if seen
- **Code Gold**
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 Orange (DECON)

When Patients Present and Pose a Threat to the Facility Due to Chemical Contamination

• Community DECON Center Located in Harper Street Deck
• Small DECON Site Located at ED Entrance
• Opportunity for Service, If Interested in Serving on the DECON Team, Contact Kevin Wells, kewells@gru.edu, 706-729-2095
**Code Blue (Medical Emergency)**
- Call 1-2222 for the Rapid Response Team
- Give location and room number
- Clear the way for the RRT
- Clear the area of on-lookers
- Hinders responding RRT

**Code Green (Weather Emergency)**
- Outdoor Weather Siren
- Know Where You Can Go
- Know the Plan for Your Area
- Know the Emergency Assembly Area
Code Grey (Bomb Threat)

- Keep the caller on the line
- Use the guide near your phone
- Ask conversational questions
- Get attention and call for assistance
- Alert someone while you stay on the line
- Call Police (706-721-2911) using another phone
Avoid Flying Objects

Oxygen Bottle Safety

• Empty or Full Equals 1
• Secured Against the Wall By a Chain or Strap
• Designated Empty and Full Location
• All Should Be Handled as Full
• Obey All Manufacturers Recommendations
Electrical Safety

- Power Cords Off the Floor
- Red Outlets for Mission Critical Equipment
- Loose or Torn Wires
- For information on University work orders, call 706-721-2434
- For information on Medical Center work orders, call 706-721-9675
Your Personal Security

- Secure your vehicle with no valuables
- Be Aware of your Surroundings
- Become Familiar with Shuttle Hours and Shuttle Procedures
- Visit the Parking Website for Additional Information
- Escort service prior to 0530 or after 1830, call 706-721-2911 or 706-721-4787
- Valuables in the workplace
  - Bring only what you need
  - Secure your belongings in a locked container
- Workplace violence
- Protective orders
- Report suspicious activity (706-721-2911 (police) or 706-721-4787 (Security)
Helpful Tips

Carpool connections

http://hi.mcg.edu/CarPoolConnections/

- Use your Citrix information to login
- All Augusta University employees can use this site
Christopher J. Melcher
Executive Vice President for Legal Affairs and Risk Management, and General Counsel for Augusta University

Legal Affairs, Risk Management & Compliance
Serves Augusta University Medical Center and Medical Associates

- Location: BA 8255 (8th floor of the Main Hospital)
- Phone: 721-5709

Bob Seibel, Associate General Counsel
Clark Speese, Associate General Counsel
Brian Lynde, Associate General Counsel
Augusta University Legal Affairs

Serves Augusta University

Location: AA-2003 (Administration Building)

Phone: 721-4018

• Greg Bryan, Senior Legal Advisor
• Anthony Hightower, Senior Legal Advisor
• Laverne Lewis Gaskins, Senior Legal Advisor
• Brett Montroy, Legal Advisor
Compliance & Enterprise Risk Management

- Serves the University and the Health System
  - Location: FY 103
  - Phone: 721-0900
- Jim Rush, Chief Integrity Officer
- Christine Adams, Privacy Officer
- Kim Templeton, Compliance Analyst
- Angelica Walden, Compliance Analyst
- Stewart Fisher, Compliance Analyst

Risk Management

Bob Seibel: Medical Center
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)
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.*
Important Things To Know
Payroll and TimeNet

- Recording Time Worked
  - Badge Reader
  - Computer/Portal
- Employee Self-Services
- Payroll Website
Recording Time Worked

- 2 Options for clocking in/out
  - Badge Reader
  - Computer
1. Insert badge with barcode facing the blue arrow.

2. Slide badge through the badge slot.

   Can press complete entry or you can choose productive time if you need to enter LO to indicate you are clocking out for lunch.
4. Touch LO for lunch out
5. Touch Finish

6. Touch Complete Entry icon to submit the transaction
Badge Reader cont.

- “Thank you, (name). Transaction Accepted” appears after ten seconds and badge reader says “Thank You”.
Username and password will be the same one you use for email.

1. Check Quick Badge Only at the bottom of the screen
2. Click Sign In
Computer/Portal cont.

- Click OK
- You should ALWAYS see the pop-up confirmation
Can also clock in/out by logging into TimeNet.

1. Log in
2. Click the Quick Badge icon located at the top of the screen.
3. You can add special codes on this screen.

4. Special codes are displayed in a list on the right side of the screen.

“Category” tells you to which punches the codes must be applied.
Employee Self-Services

5. Click Save to see the screen confirming your punch.

Thank you, Melissa Sammons, your clocking was recorded.
Date and Time: 08/28/2015 at 11:38 EDT

- Located at paws.gru.edu.
- Can be accessed from home.
Employee Self-Services

- Employee ID is located on back of badge (101234560)
- Password will be the last four digits of your Social Security # followed by the 4 digit year of your birth
Employee Self-Services cont.

- Must always validate address information first before you can continue. First time you log in you will have to add the work location address.

- Used to view and update lots of information.
Employee Self-Services cont.

- Update or view:
  - W-4 (Federal tax information)

- View
  - Paycheck Information – Can see paychecks late Tuesday afternoon prior to pay day Friday.
  - W-2 History – W-2s are usually available online around mid-January. We do not mail W-2s to active employees.
Paycheck Information

- To view paychecks paid later in the week, you must change the “Check Date To:” date to the actual pay date.
- Click Refresh
- Paychecks are displayed and you can click on any one to view detail.
Employee Self-Services cont.

• Paid Time Off
  – Click on the plan date (01/01/201x) to see a breakdown of accrual and usage on each paycheck.

<table>
<thead>
<tr>
<th>Payment Date</th>
<th>Check Date</th>
<th>Hours Accrued</th>
<th>Hours Used</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning Balance</td>
<td>(including hours carried over)</td>
<td></td>
<td></td>
<td>0.000</td>
</tr>
<tr>
<td>08/22/2015</td>
<td>08/28/2015</td>
<td>6.716</td>
<td>0.000</td>
<td>6.716</td>
</tr>
<tr>
<td>Pending Accrued</td>
<td></td>
<td></td>
<td></td>
<td>0.000</td>
</tr>
<tr>
<td>Pending Used</td>
<td></td>
<td></td>
<td></td>
<td>0.000</td>
</tr>
<tr>
<td>Total Adjustments</td>
<td></td>
<td></td>
<td></td>
<td>0.000</td>
</tr>
<tr>
<td>Current Balance</td>
<td></td>
<td></td>
<td></td>
<td>6.716</td>
</tr>
</tbody>
</table>

• Paycheck Calculator
  – Good to use for “what if” scenarios
    • What if I change my taxes
    • What if I increase my VALIC amount
Payroll Training, Forms, & Info

- Payroll web page
- Type Payroll in the search box
- Click on the first payroll entry in the list
- Click on AUHealth
- What’s there?
  - AU Health Payroll Forms
  - Computer Based Training (CBTs) for TimeNet
Compensation & Performance Management

Why We Are Here

- Compensation
- Job Classification
- Market Surveys
- Experiential Adjustments
- Performance Evaluations
Paid Time Off

- Earned on a calendar year basis
- May carry over from year to year
- 360 is the max number of hours an employee can bank
- Accrues based on hours worked up to 40 hours per week

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Total PTO</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 2</td>
<td>24 days</td>
</tr>
<tr>
<td>2 - 5</td>
<td>30 days</td>
</tr>
<tr>
<td>5 - 10</td>
<td>33 days</td>
</tr>
<tr>
<td>More than 10</td>
<td>36 days</td>
</tr>
</tbody>
</table>
Pay Items

- Lectures, Meetings and Training
- Lunch Breaks (non exempt employees)
  30 minutes uninterrupted time
- Overtime
- Working off of the Clock
- Other Items: Jury Duty, Bereavement, Military Pay
- Payroll Contacts
  - Melissa Sammons, 721-9226
  - Tammy Foster, 721-0210
  - Tammy Crawford, 446-3485
Pay Check

- Base rate
- Differentials
- Credential Pay
- Direct Deposit/Pay Card
- Viewable through Employee Self Service
- Employees are responsible for the accuracy of their paycheck

Market-Based Increases
- Pay bands
- Market surveys

Experiential Increases
- Annually
- Compensate up to midpoint based upon experience
Performance Management

Linked to

- Organizational performance
- Individual performance
- Performance Evaluations

Introductory

Annual

Incentive pay
Performance Management

- Evaluation requirements
- Annual Employee Health Screening
- Annual Training
  - Log in Workforce Learn Online
    - www.train.gru.edu
  - New hire training – To be completed in the first 30 days
    - HIPAA
    - Healthy Perspectives Online Training
      - http://www.gru.edu/diversity/
# Performance Management

## Performance Incentive Matrix

<table>
<thead>
<tr>
<th>Performance Rating</th>
<th>Performance Incentive as a Percent of Salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceeds Expectations</td>
<td>3.53% - 5.00%</td>
</tr>
<tr>
<td>Meets Expectations</td>
<td>1.02% - 3.52%</td>
</tr>
<tr>
<td>Inconsistently Meets Expectations</td>
<td>0.52% - 1.00%</td>
</tr>
<tr>
<td>Needs Immediate Improvement</td>
<td>*Employee not eligible for PI</td>
</tr>
</tbody>
</table>
Academic Reimbursement

- Reimburses up to $3,000 per fiscal year
- Eligibility requirements
  - Employed at least 6 months
  - 0.5 FTE or higher
  - No final disciplinary actions within last 12 months
  - Submit application 30 days prior to first course
  - 12 month work obligation
- Point of Contact
  - Christy Guyse, Performance Management Specialist
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.
Augusta University Medical Center is committed to providing a safe work environment and fostering the wellbeing and health of its employees.

**Substance Abuse Testing**

- Pre-employment
- Random
- Reasonable suspicion/for cause
- Post accident
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.)

- Policy and Acknowledgement Form located in your New Hire folder.

Employee Acknowledgement of Receipt and Understanding
Reasonable Suspicion/For Cause

• Suspicious behavior should be reported immediately to the department manager

• Employee Assistance Program (EAP) is available to employees:
  – Voluntarily seeking treatment
  – Returning to work after completing treatment and are in recovery
  – (706) 721-0757
Family Medical Leave Act (FMLA)

A federal act that requires covered employers to provide employees with up to 12 weeks of unpaid job protected leave for certain family and medical reasons (or up to 26 weeks to care for an injured service member).

• After one year of service, you may be eligible to apply for FML and short term disability.

• Accrued PTO may be used to supplement leave time or FML.
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

<table>
<thead>
<tr>
<th>Occurrence</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unscheduled Absence</td>
<td>1</td>
</tr>
<tr>
<td>Partial Absence</td>
<td>.50</td>
</tr>
<tr>
<td>Tardy</td>
<td>.25</td>
</tr>
<tr>
<td>Late Call</td>
<td>.25</td>
</tr>
<tr>
<td>Failure to Clock</td>
<td>.25</td>
</tr>
<tr>
<td>No Call/No Show</td>
<td>6/4/3/3*</td>
</tr>
</tbody>
</table>

*depends on FTE

Incentives: Possibility to "Work Off" Occurrences
## Attendance

**Initial Six Month Introductory Period**

<table>
<thead>
<tr>
<th>New Employee</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal Coaching</td>
<td>2 occurrences</td>
</tr>
<tr>
<td>Discharge</td>
<td>3 occurrences</td>
</tr>
</tbody>
</table>

### Verbal Coaching

<table>
<thead>
<tr>
<th></th>
<th>Full Time Employee</th>
<th>Part Time Employee</th>
<th>Part Time Employee</th>
<th>PRN Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>.90 - 1.0</td>
<td>.50 -.89</td>
<td>.21 -.49</td>
<td>.0 - .20</td>
</tr>
<tr>
<td>Verbal Coaching</td>
<td>2 Occurrences</td>
<td>1.5 Occurrences</td>
<td>1.25 Occurrence</td>
<td></td>
</tr>
</tbody>
</table>
Progressive Discipline for Attendance

<table>
<thead>
<tr>
<th></th>
<th>Full Time Employee 0.90 – 1.0</th>
<th>Part Time Employee .50 -.89</th>
<th>Part Time Employee .21-.49</th>
<th>PRN Employee .0-.20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Counseling</td>
<td>4 occurrences</td>
<td>3 occurrences</td>
<td>2 occurrences</td>
<td></td>
</tr>
<tr>
<td>Final Written Counseling</td>
<td>6 occurrences</td>
<td>4 occurrences</td>
<td>3 occurrences</td>
<td></td>
</tr>
<tr>
<td>Discharge</td>
<td>8 occurrences</td>
<td>6 occurrences</td>
<td>5 occurrences</td>
<td></td>
</tr>
</tbody>
</table>
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.

**Two Types**

- **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