

# Welcome to ANNA JAQUES HOSPITAL

HUMAN RESOURCES

Beth Israel Lahey Health   
Anna Jaques Hospital

- We are a resource for policies, procedures and benefits, performance related questions, recruitment at Anna Jaques, general employment questions or concerns.
- We are located on the second floor of the Main Hospital campus and can also be reached at (978) 463-1035.
- During this next section of New Hire Orientation, we will be reviewing the following information with you:
  - Employee Intranet - AnnaOnline
  - Policies & Procedures
  - Benefit Overview
  - Exceptional Service - Making a Difference from Day One

# Introducing AnnaOnline

- AnnaOnline is our employee intranet that is accessible on all Anna Jaques Hospital desktops.
- Here, you will find information on:
  - Important Forms
  - Café Menu
  - Emergency Operations Plan
  - Phone Directory
  - BILH News and Updates
  - HealthStream
  - and much more!

The screenshot shows the AnnaOnline intranet interface. At the top right, there are navigation links: Home, Phone Directory, Email Web Access, Forms, Café Menu, and HealthStream. The main content area is titled "Latest News" and features a "COVID-19 Communications" section dated December 9, 2020. Below this, there is a "New" section for a video message from Kevin Tabb, MD, dated January 25th, 2021. A notice about reporting violations of the Code of Conduct is also present. The sidebar on the right contains a "COVID-19" section with links for updates, vaccine information, and testing. Other sidebar links include "HR COVID-19 Policies", "Precautions for Staff", "Wellness and Support", "Back to Business Plan", "Staff Symptom Monitoring", "Beth Israel Lahey Health News", "News and Updates", "Diversity, Equity & Inclusion (DEI)", "DEI News and Updates", "AJH Communication", "Newsbreak - January", "ICYMI - November", "Giving Well - December", "Secure Messaging", "Secure Messaging Mobile User Guide", "Nurse User Guide", "Emergency Operations", "EOP Plan", "Press Gallery", "Quarterly Reports", "ALG Retirement Services", "Make Appointment", "Shipping Forward Construction Corner", "Update #1 - January 22, 2020", "Giving Well", "Newsletter", and "Other Links". The "Other Links" section includes links for BILH - Lumera, OncoEMR Login, Safety Data Sheet, Online, RedBlood Flag, Training, Text Paging, HowTo, Nurse Call, ICD-10 Tool, Employee Handbook, VTE Risk Safety, Video, MVP Program, Group Schedule, Hospira ADBaptor, and View ERGs in Meditech.

# Policies and Procedures

- AnnaOnline is also your resource to review and refer to all AJH policies and procedures.
- On the home page's left hand column, you will see a box noted "Policies and Procedures."

The screenshot shows the AnnaOnline website interface. On the left, a vertical navigation menu contains several blue buttons, with 'Policies and Procedures' highlighted and a red arrow pointing to it. The main content area is titled 'Welcome to AnnaOnline' and includes a navigation bar with links for Home, Phone Directory, Email Web Access, Forms, Cafe Menu, and HealthStream. The central section is titled 'Latest News' and features a 'COVID-19 Communications' update from December 9, 2020, regarding the resumption of activity in Massachusetts. To the right, a sidebar titled 'COVID-19' lists various resources and updates, including 'Updates and Communications', 'Vaccine', 'Employee COVID-19 Testing', 'Clinical Staff Resources', 'Interim Policies and Procedures', 'HR COVID-19 Policies', 'Precautions for Staff', 'Wellness and Support', 'Back to Business Plan', and 'Staff Symptom Monitoring'.

- Here, you will see a comprehensive list of categories. To begin reviewing, you would make your selection from the Menu on the left.

- Administrative
- Compliance
- Nursing
- Human Resources
- Adult Psychiatric Services
- Pedi Psychiatric Services
- Infection Control
- Laboratory
- Respiratory Care
- Clinic

## Department Policies and Procedures

Welcome to the Department Policies and Procedures page!

This page will be evolving as more Departments add their Policies and Procedures to AnnaOnline.

To get started, make your selection from the Menu on the left.

- Human Resources Home
- Introduction
- Recruitment and Selection Policies
- Benefits Policies
- Employee Relations

## Miscellaneous Policies

- [5-01 Confidentiality](#)
- [5-02 Identification Badges](#)
- [5-03 Substance Abuse](#)
- [5-04 Dress Code](#)
- [5-06 Attendance Management](#)
- [5-07 Tobacco Free Campus](#)
- [5-08 Employee Health](#)
- [5-09 Telephone Identification](#)
- [5-10 Bulletin Boards](#)
- [5-11 Solicitation and Distribution](#)
- [5-12 Conflict of Interest](#)
- [5-13 Parking Policy](#)
- [5-15 Personnel Records](#)
- [5-16 Emergency Conditions](#)
- [5-17 Assigning Disaster Responsibilities to Volunteer Practitioners](#)
- [5-18 Social Media Usage Policy](#)
- [5-19 Use of Personal Communication Devices](#)
- [5-20 Personal Digital Assistants \(PDA's\)](#)
- [5-25 Termination](#)

It is not only important, but your responsibility to familiarize yourself with each category.

In reviewing the HR policies, you will note the policies cover many subject areas including: confidentiality, attendance management, pay and benefits, tobacco free campus, promotions and transfers, code of conduct, equal opportunity, substance abuse, sexual harassment, & more.

# Benefits Overview



- You have an initial election period (30 calendar days) during which you must enroll in a number of important benefits, including healthcare coverage.
- Benefits are effective on date of hire\*
- Recommend enrolling within ONE WEEK to minimize any pay check implications.
- Some benefits are automatically provided to you
- Elections are effective for one year
- Plan Year is January 1, 2021-December 31, 2021

\*Eligible Employees covered under another Health Insurance plan at hire are eligible to enroll in the AJH Health insurance when their current coverage ends. Loss of coverage documentation is required.

# What Benefits can I select?

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- Medical -Domestic & Community HMO, HMO Plus, Tired POS
- Dental -High and Low Options
- Vision - High and Low Option
- Flexible Spending Accounts (FSA)
- Short-Term Disability\*
- Buy-up Long Term Disability\*
- Voluntary Life Insurance\*
- Voluntary AD&D Insurance
- \*May be subject to Evidence of Insurability
- Critical Illness Insurance
- Hospital Indemnity Insurance
- Legal Insurance
- Pet Insurance
- Employee Benefit Fund/Monthly Lottery
- Cafeteria Debit Card

- Basic Life Insurance
- Core Long-Term Disability
- Defined Contribution Plan
- Earned Time
- Extended Sick Leave

## Harvard Pilgrim Health Care

### Domestic & Community HMO

- Preventative Care (Routine Adult physicals, Well-child care exams) covered at 100%, no deductible.
- Limited network plan (2 Tier Plan), no coverage for Tier 3 or out of network providers unless for emergency.
- Deductible and coinsurance required for Tier 1 and Tier 2 providers.
- Out of pocket Maximum \$3,500/\$7,000.

### HMO Plus

- Preventative Care (Routine Adult physicals, Well-child care exams) covered at 100%, no deductible.
- 3 Tier Plan.
- No deductible or coinsurance for Tier 1 providers.
- Deductible and coinsurance required for Tier 2 and Tier 3 providers.
- No out of network coverage unless for emergency.
- Out of pocket maximum \$3,500/\$7,000.

## Tiered POS

- Preventative Care (Routine Adult physicals, Well-child care exams) covered at 100%, no deductible.
- 4-tier plan.
- Coverage for out of network providers.
- Out of pocket maximum \$3,000/\$6,000.

- Provided through CVS Caremark.
- The pharmacy benefit is the same, regardless of which medical plan chosen.
- Access to BIDMC Pharmacy and home delivery services and access to certain Lahey pharmacies and/or home delivery services if you are a patient of a Lahey provider.
- Out of pocket maximum \$3,000 member/\$6,000 family.

## Delta Dental

- **Low Option**
  - Preventative and Basic benefits- with \$1,000 plan year maximum
- **High Option**
  - Major and Orthodontic Benefits
  - \$5,000 plan year maximum
  - \$1,000 lifetime benefit for orthodontic services for children under 19

## EyeMed

- **Low Option**

- \$10 eye exam copay
- Provides glasses (lenses each year and frames every other year) or \$150 toward contact lenses

- **High Option**

- \$0 eye exam copay
- Provides glasses (lenses each year and frames every other year) or \$175 toward contact lenses



# Dependent Eligibility Verification

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- Required to verify enrolled dependents under the Medical, Dental and Vision Plans

- Audit conducted by Mercer

- Submit proof of eligibility for dependents

Example of verification documents for a Spouse  
(two documents needed)

- Marriage certificate
- Utility bill
- Vehicle Registration

Example of verification documents for children

- Birth certificate
- Front page of Federal 1040 or State income tax return

# Flexible Spending Accounts (FSA)

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## Sentinel Benefits

- FSA offers an opportunity to use pre-tax dollars to pay for eligible healthcare and/or dependent care-related expenses
- You can contribute up to \$2,750 to a Healthcare FSA and up to \$5,000\* to the Dependent Day Care FSA.
  - Under federal law, the \$5,000 for the Dependent Day Care FSA is an annual per-household limit.

## VOYA

- Basic Life Insurance
  - Fully paid by AJH
  - One times annual earnings
  - Accelerated Living Benefit
  - Applies to any death while employed by AJH
- Supplemental Life Insurance coverage available for employees, spouse, and children
  - Coverage may subject to Evidence of Insurability
- Voluntary AD&D Insurance coverage available for employees, spouse, and children

## UNUM

- Short Term Disability is a voluntary, employee paid benefit
- You may elect 60% or 75% of your base pay (weekly base earnings), up to \$3,000 per week
- Up to 26 weeks of paid leave to eligible employees
- Income replacement for illness, accident, pregnancy
- The benefit is payable on day one for an accident, and day eight for an illness
- Will be offset from MA Paid Family and Medical Leave (MAPFML)

## UNUM

- Basic 60% benefit paid by AJH
  - \$10,000 maximum monthly benefit
  - 180-day elimination period
- Optional 66 2/3% benefit paid by employee
  - \$15,000 maximum monthly benefit
  - 180-day elimination period
  - Enrollment may be subject to Evidence of Insurability

# Critical Illness Insurance

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- Available for employees, spouse, and children
- Provides a lump sum payment
- Low (\$15,000) and High (\$30,000) Plan

- Available for employees, spouse, children & family
- If admitted to the hospital (non-ICU), you can receive a \$500 hospital admission benefit and a \$50 per day confinement benefit.
- Plan provides a higher level of benefit –two time the above amount if you use a BILH facility.

# Defined Contribution Plan 403(b)

- Employees are eligible after attaining age 21, and completing one year of employment
- AJH contributes a percentage of your pay according to your length of service:

Length of Service	Anna Jaques Hospital Defined Contribution Plan Contribution
Less than 5 years	2%
At least 5 years but less than 10	2.5%
At least 10 years but less than 20	3%
At least 20 years but less than 30	4%
At least 30 years	5%

- Fully vested after 3 years
- Choice of investments through AIG Retirement Services
- Not available to employees of SAGP



## AIG Retirement Services

- Employees are eligible for a match after attaining age 21, and completing one year of employment (1,000 hours worked within that year) at AJH
- Employees can make a pre-tax payroll contribution or after tax Roth contributions of up to 4% of base pay and AJH will provide a 50% match, up to 2% of base pay.
- All contributions are immediately vested (100%)
- Employees of SAGP receive a slightly higher match
- Choice of investments through AIG Retirement Services

# Voluntary 403(b) Plan

- Allows additional voluntary pre-tax contributions or after tax Roth contributions beyond Matching Tax Deferred Savings Plan and the Defined Contribution Plan
- Employees are eligible to contribute immediately
- Employees who are not participating in the Plan are encouraged to join. Enrollment is quick and easy. You may enroll in one of the following ways:
- You may enroll in one of the following ways:
  - Meet with our on-site financial advisor Sarah Forhan on Wednesdays in the Medical Office Building.
    - Email: [sarah.forhan@aig.com](mailto:sarah.forhan@aig.com)
    - Tel. 603-913-5648
  - Go online at <https://annajaques.aigrs.com> to enroll.
  - Phone the toll-free enrollment number at AIG Retirement Services 1-888-569-7055 to enroll.

# Earned Time Program

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- Our Earned Time Program consolidates traditional time off benefits into one bank of hours, which includes:
  - Vacation days, Sick leave, Holidays, and Personal days
- Employees start accruing immediately
  - Available after 3 months for all eligible employees
  - Extended Sick Bank – for personal illness after 3 days absent

# Earned Time Program (cont.)

Years of Service	Number of Days*
Less than 5 years of service	32 days
5-15 years	37 days
20 or more years	42 Days

\*Based on 40 hours/week for Full time employees

- Please note: Earned Time is prorated for Part time employees, and varies for SAGP employees

- An employee can use MA Sick Time when the employee, the employee's child, a spouse, a parent or a parent of a spouse is sick or has a medical appointment.
- Routine medical appointments are covered too.
- To address the effects of domestic violence upon the employee and/or the employee's dependent children.
- Full and part time employees eligible for ESL & ET (covers Sick MA)

# Holidays

New Year's Day	Labor Day
President's Day	Columbus Day
Patriot's Day (floating)	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

\*Holiday Schedule varies for SAGP employees

- Changes are allowed when there is a Qualified Life Event, that results in a gain, loss, or change in benefits eligibility for you and/or your other dependents.
  - Marriage, divorce or legal separation
  - Gain or Loss of a coverage for you or your dependents
  - Change from part-time to full-time
- Open Enrollment- Annual time to make changes to your benefits.

- Benefits are effective on your first day of employment
- Log into <https://bilh.smartben.net> to make your elections
- Please call me if you need assistance or have any questions.
  
- Rhonda Keith, Benefits Coordinator
  - 978-463-1039
  - rkeith@ajh.org



# Exceptional Service

## Making a Difference from *Day One*



- How long does it take for a customer to form an impression?
  - 30 seconds
- A satisfied customer tells how many people?
  - 5 other people
- An unhappy customer tells how many people?
  - 20 other people
- 7 out of 10 customers who switch to a competitor do so because of poor service
- It is 10 times more costly to attract a new customer than it is to retain an existing one

- Press Ganey
  - Inpatients, ED & Ambulatory Surgery patients are surveyed
  - AJH senior management receives scores and patient comments
  - You will receive information about Press Ganey results affecting your department
- HCAHPS (Hospital Consumer Assessment of Healthcare Providers & Systems)
- AJH Stephen F. Salvo Shining Star Program
- Rounding



When patients are *thrilled* with their AJH experience, what do they say?

They say we are:

- \* Compassionate and caring
- \* Sensitive
- \* Pleasant and helpful
- \* Supportive and kind

“I was scared and my nurse went the **extra mile** to **explain** what was going on.”

“The nurse’s aide **listened** to me and made me feel **comfortable** at a very difficult time in my life.”

- Quality of Work
- Professionalism
- Accountability & Initiative
- Problem Solving & Critical Thinking
- Collaboration & Care
- Responsibility & Dependability
- Communication
- Adaptability
- Planning & Organization
- Safety

Remember that high quality of work, professional demeanor builds customer confidence in us

- Know and follow the dress code policy in your area
- Remember that cell phone use during work time is prohibited
- Wear your badge while on duty

- Think of each patient as *your* patient
- If a problem is brought to your attention, **take initiative** and make the effort to resolve it.
- **Follow-up** with the patient/family to show that their problem has been addressed.

High quality patient care is our common goal.

Towards this goal:

- Develop a questioning attitude
- Stop & check whenever necessary





- Treat one another with respect, dignity and courtesy
- Provide service that is timely, effective, and meets the needs of the patient
- Collaborate with other departments to ensure good outcomes



# Reliability & Dependability

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- Adhere to the Hospital's attendance management policies and procedures
- Carry out duties without undue urging or supervision
- Support other departments
  - we're all working towards the same goal



When you communicate, you are sending a message

The message is not just what you say but **how** and **when** you say it



We are a dynamic organization, which means we have to adapt to changing expectations and conditions

Much of what we do is deadline oriented or time sensitive, plan accordingly

- Report all accidents or incidents promptly
- Correct or report any safety hazard you see
- Use protective clothing, gear and procedures when appropriate
- Don't be afraid to speak up

Today is your *Day One*. Go forth and deliver exceptional service!