



EMPLOYEE HANDBOOK

EMPLOYEE HANDBOOK RECEIPT ACKNOWLEDGEMENT

I have received a copy of the Medical Center Health System Employee Handbook and have read, or will read, its contents which I recognize as being important to me. I understand the provisions of this Handbook are applicable to me.

I understand that the Employee Handbook is a general guide and that its provisions do not constitute a contract of employment or a guarantee of continued employment or benefits. I understand that my employment is at-will. Any promises or representations made to me which conflict with the provisions of this Handbook or any of the policies or procedures of the Hospital are not effective unless in writing and expressly approved by the Board of Directors of the Ector County Hospital District.

(Signature of Employee)

(Please print name)

(Date)

**MEDICAL CENTER HEALTH SYSTEM
EMPLOYEE HANDBOOK**

Introduction

This handbook is designed to provide you with general employment guidelines and information. It includes an explanation of what is expected from you, as an employee, and what you should expect from Medical Center Health System (MCHS) in terms of probationary periods, hours of work, promotions and transfers, wages and salary, benefits, conduct , grievances (complaint) and other employment related matters. Please read this handbook carefully and keep it handy for future reference. The handbook is also available on MCHS's intranet web site.

Because this handbook is intended as only a guide, it should be used in conjunction with the current Policies and Procedures of Medical Center Health System and the Policies and Procedures of your department. Copies of all of the Policies and Procedures of the Hospital are located on the MCHS Intranet and should be reviewed by you whenever you feel that you need a more detailed explanation about topics or subjects covered in this handbook. This is important because in the event of any conflict, and we hope there are none, the provisions of the Policies and Procedures will prevail. You should also know that nothing in this handbook or in the Policies and Procedures of the Hospital is to be construed as a contract of employment or for continued benefits and services. Policies and procedures may be amended or deleted as deemed necessary by MCHS, with or without advance notice.

If you have any questions pertaining to this handbook, the Policies and Procedures or your general employment, please contact the Human Resources Department or Administration. We want to make sure your employment here is the best possible experience. We are glad that you have chosen to become an integral part of the Medical Center Health System team!

CHANGES IN HANDBOOK OR POLICY

The handbook and any Hospital policy or procedure may be unilaterally amended, changed, modified or terminated in whole or in part, at any time by the Hospital without prior notice to employees. Amendments, changes, modifications and terminations will be effective on dates set by the Hospital. Any employee who continues to work for the Hospital or District after the effective date of any such amendment, change, modification or termination will be deemed to have accepted such amendment, change modification or termination.

CONFLICTS

This handbook replaces all previous employee handbooks. Therefore, the provisions in any previous employee handbook are revoked and shall have no effect.

NO CONTRACT

Nothing in this handbook or in the policies or procedures of the Hospital shall be construed as a contract of employment, either express or implied, nor shall anything in this handbook or the policies or procedures be construed to modify the employment-at-will relationship which exists between the Hospital and its employees. Any promises or representations made which conflict with the provisions of this handbook or any written policy or procedure are of no force and effect unless in writing and expressly approved by the Board of Directors of the Ector County Hospital District.

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EMPLOYEE HANDBOOK
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HISTORY OF MEDICAL CENTER HEALTH SYSTEM

As the regional referral hospital for a 17 county area, Medical Center Health System has been providing comprehensive and compassionate medical care to residents since it opened in 1949. To be recognized as the premier health system in the Permian Basin, much progress has been successfully completed since 1949. The facility has grown from 85 beds to being licensed for 402 beds. The facility has expanded with acquisitions of valued area property such as the professional building as well as new structures such as the seven-story tower added in 1964 and the Wheatley Stewart Medical Pavilion added in 2004. And because our community deserves the best, this commitment to growth continues with the added Cancer Center and the Women's and Infants Center which allows us to meet the needs of growing birth rates in the area. In addition, we now have three urgent care sites to meet our growing community needs for our primary care services.

Medical Center Health System is recognized by the State of Texas as the lead, Level II trauma facility for the region. As well as trauma and emergency services, MCHS is a leader in cardiovascular services, inpatient and outpatient therapy; diagnostic testing; and bariatric services, as well as women's services and our state-of-the-art Neonatal Intensive Care Unit (NICU).

A few of the specialty areas include MCHS Center for Heart Disease, MCHS Diabetes Center, MCHS Family Health Center, MCHS Ann Roden Deaderick Cardiac and Pulmonary Center, MCHS Wound Care, MCHS Spirit of Women, MCHS Perinatal Center and the Dr. Wheatley Stewart Medical Pavilion for outpatient services.

- MCHS is the second largest employer in Ector County with more than 1,900 employees.
- MCHS has more than 285 physicians on staff, practicing nearly 40 medical specialties.
- MCHS is the primary teaching hospital for Texas Tech University Health Sciences Center in Odessa, with residencies in family practice, internal medicine, and OB/GYN.
- MCHS is also a Children's Miracle Network (CMN) Hospital, one of only 170 across the country.
- As the community hospital, MCHS is owned by the Ector County Hospital District and is governed by a seven-member District Board of Directors elected by Ector County voters.

MISSION OF MEDICAL CENTER HEALTH SYSTEM

The Board of Directors of the Ector County Hospital District has adopted succinct goals and aspirations for the Hospital.

Mission

Medical Center Health System is a community-based, teaching organization dedicated to providing high quality and affordable healthcare and improve the health and wellness of all residents of the Permian Basin Medical Center Health System.

Vision

MCHS will be the premier source for health and wellness.

Values

I CARE (Integrity, Customer Centered, Accountability, Respect, Excellence)

EMPLOYMENT-RELATED INFORMATION

AT-WILL EMPLOYMENT (MCH-3018)

All employees of MCHS are at-will employees. Although it is intended that the relationship between the Hospital and its employees will benefit both, employment is terminable at any time at the will of either the employee or MCHS, with or without any cause or reason. Nothing contained in this handbook or in any Policy or Procedure of the Hospital is intended to be nor should it be construed as a contract or guarantee that employment or any benefit will be continued for any period of time. No supervisor, director, administrator or other employee has implied or express authority to change or modify the at-will status of any employee. Absent an express written contract approved by the Board of Directors of the Ector County Hospital District no employee is entitled to job tenure.

AMERICANS WITH DISABILITIES ACT (MCH-3044)

Medical Center Health System intends to comply with the Americans with Disabilities Act (ADA) and the ADA Amendments Acts (ADAAA). The Hospital will not discriminate against a qualified individual with a disability because of the disability in regard to job application procedures, hiring, advancement, discharge, compensation, job training and other terms, conditions and privileges of employment.

NON-DISCRIMINATION POLICY/EQUAL OPPORTUNITY (MCH-3007)

It is the policy of Medical Center Health System to provide equal opportunity to every level of employment without regard to race, color, religion, age, disability, sex or national origin. This statement applies to all phases of employment and economic opportunity including, but not limited to: recruitment, hiring, placement, upgrading, transfer or demotion, layoff, recall or termination, compensation, training and to contractors, subcontractor, and vendors and to the use of all facilities.

EMPLOYMENT OF MINORS

Employees must be 18 years of age or older to be considered for employment at Medical Center Health System.

EMPLOYMENT OF RELATIVES

MCHS will accept and consider applications for employment from relatives of employees, however; immediate family members may not be employed:

- (a) Within the same department or nursing unit, unless assigned to different shifts;
- (b) In a job or position which would require both employees to report to the same supervisor; or
- (c) In a job or position supervised by another immediate family member or other relative.

“Immediate family” means a spouse, child, parent, brother or sister, grandparent, grandchild or corresponding in-law or step relationships.

EMPLOYEE CLASSIFICATIONS (MCH-3025)

Employees are classified according to the number of hours they are normally scheduled to work each pay period, as follows:

1. Full-time: Employees scheduled to work a minimum of 36 per week or 72 hours per pay period.
2. Part-time: Employees scheduled to work 20 hours or more, but less than 36 hours per week; or 40 hours or more, but less than 72 hours per two week pay period.
3. PRN: Employees utilized to supplement department staffing in times of increased census or lack of core staffing. PRN employees may not be scheduled

more than one consecutive quarter (3 month period) at 40 or more hours per week without Administrative approval. PRN employees must work at least two (2) of the following holidays in a fiscal year: New Year's Day, Independence Day, Thanksgiving Day, the Friday following Thanksgiving and Christmas Day.

4. Flex Pool: PRN employees who provide flexible internal staffing to reduce external agency use to assist with continuity of care by utilizing MCHS employees. Employees must work at least two (2) weekend shifts in a four (4) week schedule. A holiday shift may be worked in lieu of the weekend shift during the same scheduling period.
5. Temporary: Employees hired for the duration of a specific assignment or project not to normally exceed 90 days. A temporary employee may work either full-time or part-time hours as designated by the facility.

In addition, employees are designated as one of the following:

1. Exempt – An employee who is exempt from the minimum wage and overtime provisions of applicable federal or state wage and hour law.
2. Non-exempt – An employee who is eligible for overtime pay pursuant to the provisions of applicable federal or state wage and hour laws.

ORIENTATION/ REORIENTATION (MCH-3010)

New employees will be scheduled for orientation while completing their initial employment documents in Human Resources. All employees are expected to attend orientation on the day he/she is scheduled. Human Resources must authorize any changes in scheduled orientation days.

Failure to attend a general orientation program when scheduled may result in disciplinary action up to and including termination of employment. All employees that are rehired after a period of six (6) months are required to attend new hire orientation. General Hospital Orientation is a two day program scheduled twice monthly. Employees must attend day one and day two consecutively. Failure to attend in consecutive days will require the employee to repeat any component already completed. All employees must complete online reorientation (also known as "Mandatories") annually due on the employee's anniversary date. Reorientation (mandatories) will be assigned based upon employee job duties. Reorientation (mandatories) must be completed while on duty. All training must be completed at the workplace. An employee who fails to complete reorientation will be subject to disciplinary action, up to and including termination of employment.

If the employee has not met all aspects of the annual mandatory requirements, the effective date of the merit increase will be delayed until the requirements are met. There will be no retroactive increases processed for failure to complete all mandatory requirements on time.

ATTENDANCE AND PUNCTUALITY (MCH-3048)

The nature of work in a health care setting requires regular attendance and punctuality. All employees of MCHS are expected to maintain acceptable standards to support the hospital's mission of providing high quality patient care. Excessive absenteeism or tardiness will result in disciplinary action, up to and including termination of employment.

ABSENTEEISM: There are two types of job absences: pre-scheduled absences and unscheduled absences.

Pre-scheduled absences are absences that have been pre-scheduled according to the notification requirements of the employee's department or work unit. Pre-scheduled absences are not considered when evaluating an employee's attendance record. Examples of pre-scheduled absences include scheduled days off, jury duty, scheduled PPL, and Leaves of Absence (LOA).

Unscheduled absences are absences which have not been scheduled in advance of the employee's scheduled hours of work, including scheduled department/unit meetings, regardless of the reason for the absence.

TARDINESS: Tardy occurrences are absences in which the employee fails to clock in and arrive at his/her department, unit or other work site within five minutes of the time she/he was scheduled to be on duty. Excessive tardiness will result in corrective action.

ABSENCE WITHOUT NOTICE: If any employee fails to report to work as scheduled and does not notify his or her immediate supervisor, it will be considered as, and documented as, a no call/no show. Two occurrences of no call/no show will result in termination of employment for employees that have surpassed their 90-day probation period. Leaving the work place while on duty without notice to the supervisor shall be considered absence without notice.

IN-SERVICE EDUCATION ATTENDANCE

MCHS is committed to assisting employees in improving their skills, acquiring new skills and increasing knowledge to facilitate the provision of quality patient care. Each employee is required, on an annual basis, to attend certain in-service programs. Employees who desire to attend non-mandatory workshops, seminars, conferences or professional meetings must obtain approval from the Department Director and appropriate Administrator.

JOB POSTINGS, PROMOTIONS AND TRANSFER (MCH-3032)

MCHS encourages career advancement by providing for internal promotion and/or transfers whenever practical. MCHS makes every effort to promote and/or transfer the most capable and experienced individual based on demonstrated ability to assume greater responsibility. Accordingly, employees are given prior consideration when applying for available

positions. However, in order to obtain the most qualified individual for a particular opening, or for other reasons, it may be necessary to recruit and hire outside the Hospital.

Available positions can be viewed on MCHS's internet and intranet websites. Employees interested in a posted opening must complete and submit a Request for Transfer form through MCHS's on-line applicant tracking system. Only employees with at least six months of service in their present job and no written disciplinary actions within the past twelve months will be considered for promotion or transfer unless administrative approval has been obtained.

If offered an available position in another department, the employee must provide two weeks advance notice if she/he is in a non-exempt position and four weeks advance notice if she/he is in an exempt position. If it is mutually agreeable to the hiring manager, the employee's current manager, and the transferring employee, a modified notice period is permissible.

All benefits and the employee's attendance record transfers with the employee. The employee's annual review date will reset to one year from the effective date of transfer. Transferred employees are subject to a ninety (90) day probation period.

MEAL AND REST BREAK PERIODS

Employees are allowed a 30 minute meal period during each shift. The meal period is not Hospital time, so the employee is not required to remain in the Hospital for the meal period. However, if the employee leaves the Hospital's premises for the meal period or rest breaks, the employee must clock out and limit the meal or rest period to the allowed time. In addition, approval from the employee's supervisor must be obtained before leaving the premises. In accordance with federal laws, meal breaks lasting less than 20 minutes will be counted as working time and paid, accordingly.

Whenever possible, employees will be scheduled for two fifteen minute rest periods during each eight hour shift. The supervisor must approve these rest periods and the breaks must not interrupt necessary department operations. Rest periods cannot be accrued or added to the meal period and cannot be used to arrive late for work or leave early from work. Rest periods must be taken on hospital property. If it has been approved for an employee to take a rest break off the hospital's property, the employees must clock out during the rest period taken off the hospital's property.

CONFIDENTIALITY OF EMPLOYEE RECORDS (MCH-3056)

Confidential employment and personnel records are maintained in the Human Resources Department on each employee. All information in the Personnel files becomes Hospital property and is not available for review by anyone other than the employee and/or management without Administrative approval. MCHS will collect and maintain various personnel records, as necessary, for all employees. In order to protect the privacy rights of employees, access to personnel files will be limited to the employee, the employee's direct

supervisor, the hiring manager or supervisor considering an employee's transfer request, an appropriate Administrator and members of the Hospital's management staff with a business need to know. When an employee wishes to examine his or her record, the employee must review the file in the presence of an appropriate Human Resources representative. The employee may read, take notes or copy documents in the file, but the employee may not remove any material from the file. Any question about the accuracy of the information in the file should be directed to the Director of Human Resource.

Requests for information from employee files received from sources outside MCHS will be directed to the Human Resources Department. Dates of past or present employment and job title will be provided by telephone when appropriate. MCHS will disclose information from a file to authorized law enforcement officials or other persons in response to a subpoena or judicial order.

Any changes in an employee's name, address or telephone number should be reported to the Human Resources Department, or the employee may make the change himself or herself through the Hospital's Human Resource Information System. Government regulations require that changes in marital status and number and name(s) of dependents be updated as changes occur.

RESIGNATION (MCH-3027)

An employee may resign his or her employment at any time. A non-exempt employee who resigns should provide a dated letter of resignation to his or her immediate supervisor and provide a two week written notice, preferably indicating the reason for leaving. An exempt employee who resigns should provide a dated letter of resignation to their immediate supervisor and provide a four week written notice. An employee who submits a letter of resignation should continue to work until the effective date of resignation. Failure to provide proper written notice or failure to continue to work until the effective date of resignation will result in loss of Paid Personal Leave and will jeopardize eligibility for rehire. Accrued personal paid leave will not be considered as time worked during the notice period.

Employees who resign are encouraged to complete an Exit Interview form and to contact the Retention Coordinator in the Human Resources Department to schedule a face to face interview.

UNACCEPTABLE CONDUCT

The following types of conduct are unacceptable and may result in disciplinary action, up to and including termination of employment:

1. Indifference towards work.
2. Insubordination.
3. Unsatisfactory attendance.
4. Excessive tardiness.

5. Intentionally or knowingly making false or erroneous entries on employment applications, time sheets or records, reports, patient charts or other MCHS records.
6. Dishonesty.
7. Job abandonment.
8. Acts or omissions which might or do endanger the safety, health or well-being of patients, visitors or other employees.
9. Failure to maintain current licensure and/or certification as required by the State of Texas or as required by Hospital or department policy or guidelines.
10. Unauthorized alteration, removal or destruction of Hospital records including patients' charges and films.
11. Coding or billing which violates Medicare or Medicaid rules or regulations or other federal rules or regulations.
12. Sleeping on the job.
13. Violation of any written Hospital or department policy or procedure.
14. Behavior detrimental to the comfort, convenience and well-being of Hospital patients, visitors or other employees, or detrimental to the operation of the Hospital or any Hospital department or service.

This list is not meant to be all inclusive. Other conduct or types of conduct may be grounds for disciplinary action depending on the facts and circumstances of each situation.

Disciplinary action includes oral warning or reprimand, written warning or reprimand, probation, denial or delay of pay increase, suspension without pay, demotion, reduction in pay and termination of employment. Progressive discipline is not required.

Nothing in this section on "Unacceptable Conduct" shall modify, alter or waive any employee's at-will employment status.

STANDARDS OF BEHAVIOR

Every job matters and we are all of equal value. We are the face of MCHS. Believe in yourself, your work and take pride in everything you do. The mission is to create and communicate clear Standards of Behavior so that everyone in the organization knows and understands the behaviors/actions expected of every employee. The MCHS Standards of Behavior will help improve staff, patient, physician and guest stories by outlining employee expectations and guiding appropriate actions. The behaviors are incorporated into your overall work performance. The I CARE Core Behaviors are five, non-negotiable behaviors that are aligned with the Standards of Behavior, that each employee and staff member are expected to practice consistently. The I CARE Core Behaviors are: Assist and Escort patients and/or visitors so they arrive where they need to be; Introduce Yourself and find out what name they would like

to go by; Pick up Trash so that our facility looks clean and presentable; Acknowledge and Greet anyone you encounter with a smile and sincerity; and Call Light Response because teamwork is essential to support increased employee morale and the patient-centered experience. MCHS promotes a culture of patient centeredness which is wholly supported by the Mission, Vision and I CARE Values of Integrity, Customer Centered, Accountability, Respect and Excellence. A section of every employee's performance evaluation will be based on compliance with the Standards of Behavior.

Remember, when a patient leaves MCHS, what they remember is the way we made them feel. When our patients and their families feel like we cared for them, took their preferences into consideration, gave them choices when they felt they didn't have any and made them an active member of their care team, they will choose MCHS as their Health System of choice for their future healthcare needs.

REDUCTION IN FORCE (MCH-3030)

A reduction in force may occur if an economic adjustment in staff levels or elimination of a position is necessary due to budget conditions, decreased patient census or if efficient operation and reassignment within MCHS is not reasonably possible. Former employees in good standing may be recalled when the Hospital again needs their services.

EXIT INTERVIEW (MCH-1005)

It is the policy of Medical Center Health System to collect exit data from all employees who separate from employment. Having an effective exit interview process will enable Medical Center Health System to learn from past experiences of departing employees and gain the opportunity to improve management/employment practices. Separating employees should schedule an exit interview with Human Resources.

The contents of the exit interview survey is confidential and will not impact rehire eligibility of departing employees or in providing references and it is not retained in the individual's personnel file. Separating employees may submit an exit interview anonymously. However, disclosure of the department is required for reporting purposes.

EMPLOYEE RELATIONS

GRIEVANCE (MCH-3026)

A grievance is a complaint by an employee about wages, terms or conditions of employment, or disciplinary action. Any employee who has successfully completed his or her probationary period as a new employee or as a rehired employee may invoke this procedure.

The complaint must be received by the Department Director or the Vice President of Human Resources or designee, as the case may be, within six working days after the action or occurrence complained of. If the employee fails to proceed within or comply with the applicable time limit, the employee will waive his or her further rights in the grievance procedure and the process will end for the employee except as otherwise provided. A written decision for the Department Director may be expected within ten (10) working days after the director received the complaint.

EMPLOYEE DRESS CODE (MCH-1027)

The nature of patient services requires all employees to convey a professional image through proper dress, personal appearance, cleanliness, neatness and a Smile, which employees present a more-positive image to others. MCHS has developed and enforces an appearance and dress code policy appropriate to the working areas. Employees in certain jobs must wear designated uniforms and accessories in the interest of personal and patient safety. Uniforms will be the financial responsibility of the employee.

All employees are issued a name badge which shall be worn while on duty to assure proper identification. The official MCHS name badge must be displayed above the waist on clothing so that it can be seen easily by patients, visitors and co-workers. No items such as pins or decorations may be placed on the badge as they will interfere with card function. Lost or damaged name badges will be replaced at the employee's expense.

REGISTERED OR LICENSED PERSONNEL (MCH-3017)

All professionally registered or licensed employees are required to keep their Texas licenses or registration current and to provide proof of current licenses to the Human Resources Department. Failure to do so will result in suspension without pay until primary source verification can be obtained.

PASTORAL CARE (MCH-1028)

The Pastoral Care Staff is available to all hospital staff, patients and visitors for counseling and religious services. The MCHS chapel is open 24 hours a day for patients, visitors and employees who desire a quiet place for prayer or meditation.

VOLUNTEER SERVICES

- Get Involved • Get Excited • Make a Difference!

Whether as an individual or as a part of the team, Medical Center Health System (MCHS) volunteers are an important part of our team in implementing our daily operations. Volunteers are an integral part of our healthcare team and are often the ambassadors on the frontlines of

the patient experience and serving our community. If you are an employee or a MCH Retiree and interested in clinical ladder, career shadowing, family or student volunteer opportunities, let us know as these opportunities are conveniently located and available to you through MCHS Volunteer Services Department. The MCHS Outfitters Store is owned and operated by MCHS Auxiliary. MCHS Auxiliary is Medical Center Health System's longest standing partner since 1953. Volunteer teams are comprised of Adult, College and Teens. To get involved, get excited and make a difference, contact us at VolunteerMCHS@echd.org.

WAGE AND SALARY ADMINISTRATION INFORMATION

COMPENSATION POLICY (MCH-3049)

In accordance with the mission and vision of the organization, it is the intent of Medical Center Health System to establish and maintain a pay program which ensures employees that pay for their jobs will be competitive and fairly administered. Total Rewards, an increasingly important concept in Human Resources management, includes all rewards a worker derives from employment. Although compensation traditionally consists of financial rewards, such as wages, these rewards must be coordinated with non-financial rewards, such as benefits, into a total compensation system to attract and retain the best employees.

MCHS sets wage and salary grades for each position. The pay grade to which a position is assigned takes into consideration several factors, including the knowledge and ability required for the position, the variety and scope of responsibilities, the physical and mental demands of the job and market competitiveness. MCHS strives to maintain rates of pay that are competitive for similar work in the community and industry. Wage and salary surveys are regularly conducted in order to compare salary ranges for positions at the Hospital with those paid by other employers. A wage and salary schedule is maintained which defines the minimum and maximum rate or pay for each position.

PERFORMANCE APPRAISALS/SALARY REVIEW DATE (MCH-3019)

All employees will have criteria based job descriptions in their personnel file. Job descriptions communicate job responsibilities and duties. However, job descriptions are guidelines only. They are not intended to be limiting and can be expected to change from time to time.

Employees are sometimes asked and are expected to perform duties and handle responsibilities that may not be specifically described in their job description. If, over a number of months, the new duties and responsibilities remain a significant part of the assignment, the Department Director will review and, if necessary, change the job description accordingly.

Periodic performance appraisals are designed to provide feedback regarding work habits and set up a work improvement plan to meet Hospital and department standards.

Newly hired employees and those who transfer to a new position receive an evaluation of their performance after three months on the job. Satisfactory performance noted on the three month evaluation will complete the initial probationary period.

The annual performance evaluation is the anniversary of the date an employee was appointed to his or her current position. If the employee has not meet all aspects of the annual requirements the merit increase will be delayed until all the requirements are met.

PROBATIONARY PERIODS

Initial Probation Period: The first 90 days of employment or re-employment at MCHS is a probationary period. In some cases, the Department Manager may recommend an extension up to an additional three months. An employee will become a regular employee only upon successful completion of the probationary period.

Subsequent Probationary Period(s): The first 90 days following an employee's transfer to another department or position is also considered as probationary. In some cases, the department manager may recommend an extension for as much as three additional months.

Terms of initial and subsequent probationary periods include but are not limited to the following:

1. All duties related to the job will be performed satisfactorily.
2. All assignments will be completed in a prompt and accurate manner.
3. All established policies and procedures will be followed.
4. No unscheduled absences.
5. Application for transfer to another position within the Hospital will not be considered without administrative approval.
6. Any employee who does not successfully complete the probationary period may be terminated from employment.

Disciplinary Probation: Employees may be placed on disciplinary probation as a result of problems relating to the employee's job performance, conduct or behavior, violation(s) of hospital or department policies, etc. The duration and terms of the disciplinary probation will be documented on an Employee Counseling Report form. The successful completion of a probationary period should not be construed as creating a contract of employment or as guaranteeing employment for any specific length of time or as establishing a "just cause" standard for disciplinary action.

As a result of demonstrated performance, documented by job-related performance appraisals, along with review of any disciplinary actions during the annual evaluation period and attendance, merit increases may be awarded. Merit increases are not granted on an automatic basis and are subject to budgetary restrictions and necessary funds. Review for merit increases are conducted yearly on each employee's salary review date.

"Annual Employee Requirements" consist of yearly in-service training (mandatories), TB screening and, when applicable, certifications and licensures. If an employee has not satisfactorily completed his or her Annual Employee Requirements, any merit increase will be

delayed until such requirements have been met. If an employee is on disciplinary probation, any merit increase will be delayed until the employee has satisfactorily completed his or her probation period. There will be no retroactive merit increase if any delay is due to failure to complete Annual Employee Requirements or to disciplinary probation.

MANDATORIES

Mandatories are due annually on the employee's anniversary date and are assigned based upon job duties. Mandatories must be completed while on duty; training is not allowed to be completed at home.

PROMOTIONS

A promotion is a change from a job classification in one salary grade to a job classification in a higher salary grade. A promoted employee's pay will be adjusted accordingly. The effective date of a promotion will change an employee's salary review date and the employee will be placed on a 90-day probation period.

DEMOTIONS

A demotion is a change from a job classification in one salary grade to a job classification in a lower salary grade. Demotion may occur as a result of unsatisfactory work performance, disciplinary action, inappropriate job match, organizational realignment, employee request, and reduction in force or other reason. A demoted employee's pay will be adjusted accordingly. The effective date of a demotion will change an employee's salary review date and the employee will be placed on a 90-day probation period.

OVERTIME COMPENSATION

For purposes of calculating overtime pay, employees are classified as either Exempt or Non-exempt, in accordance with the Fair Labor Standards Act of 1938 and all subsequent amendments. Exempt employees are paid a fixed weekly salary, regardless of the number of hours worked during the work week. Non-exempt employees are paid for the amount of time they work during the work week. They are paid at their regular hourly rate of pay for the first forty (40) hours they work during the work week and one-half times their regular hourly rate for any hours actually worked in excess of forty (40) hours during the work week. Only work time is used in determining eligibility for overtime for non-exempt employees. Personal Paid Leave, jury duty, continuing education or other benefit hours are not counted as hours actually worked in computing overtime. Overtime will be scheduled only when necessary and must be authorized in advance by the department director or immediate supervisor. Failure to obtain advance

authorization for overtime will result in disciplinary action, up to and including termination of employment.

SHIFT DIFFERENTIAL (MCH-3003)

Shift differential is extra pay for employees that work less-than desirable shifts. All job codes are classified as one of the following: Clerical, Craft, Professional, Service or Technical.

Appropriate full-time, part-time and PRN employees, other than administrative management personnel, are eligible for shift differential pay. Employees who work an evening shift or a night shift may be eligible for the shift differential.

Shift differential is paid only for hours actually worked and is based upon an employee's position at the time of the work. Shift differential will not be paid on benefit hours.

To be shift eligible, an employee must be replaced at the end of scheduled work by another employee who will continue to perform the job functions of the original employee.

WEEKEND DIFFERENTIAL (MCH-3054)

Non-exempt employees (employees paid by the hour) who are: (a) classified as full time, part time, or PRN and (b) are assigned to departments which operate all seven days of the week and (c) are in positions approved for weekend differential, by administration, will receive weekend differential for time worked between 00:00 Saturday morning and 24:00 Sunday night. Eligible employees will receive the weekend differential rates according to their job code as specified by the EEOC job classification codes.

ON-CALL and CALL-BACK PAY (MCH-3012)

In order to ensure adequate staffing during all emergency situations (evenings, weekends, holidays and other times) eligible employees in specified departments will receive special compensation while designated as "on-call" and when "called-back" to work during their off-duty hours.

Call-eligible employees in specified departments will be paid during scheduled "on-call" time regardless if the employee is called-back to work. When an employee is called-back, actual hours will be paid at the rate of time and one-half (1 ½) the employee's base rate of pay, plus applicable differentials. A guaranteed minimum of one hour will be paid for each time an employee is called back to work. However, patients or procedures added before the employee leaves the hospital grounds are considered to be a continuation of duties. A shift that extends beyond its regular schedule does not warrant call-back pay. Employees on-call must remain within range of the pager or cell phone and must respond to calls within fifteen (15) minutes, or as determined by department policy.

RECORDING TIME WORKED (MCH-3045)

All employees are required to timely and accurately record time worked and time during which paid time off benefits are being used. Non-exempt (hourly) employees must clock in at the beginning of their shift and clock out at the end of their shift using their identification badge at their designated time clock. Employees must clock out when leaving the hospital for personal business. Employees will be required to clock in and clock out for meal periods of more than 30 minutes or for any meal periods taken off-site, regardless of duration. For each pay period, employees will be required to verify that their time card accurately reflects the number and type of hours to be paid. This review is recorded through the employee's approval of his or her time card. It is the employee's responsibility to ensure that their time card is reviewed and approved within the appropriate approve period. Corrections requested after 10:00am on the Monday following the pay period end will be recorded and paid on the following pay day. All manual edits must have a matching entry on the Missed Swipe Authorization form or other form of written authorization.

Purposely recording time for another employee and/or altering time records with intent to misrepresent is a violation of the employment agreement and is grounds for immediate dismissal for all employees involved.

PAYROLL DIRECT DEPOSIT (MCHS-1077)

It is the policy of MCHS to require direct deposit of payroll payments and expense reimbursements for all employees. Every employee will need to fill out and sign a direct deposit agreement and attach a voided check for checking accounts or a direct deposit letter signed from the bank or credit union with the routing/transit number and account number for savings accounts.

Paper payroll checks will be issued to new employees or employees changing financial institutions for one or two pay periods. This will allow Medical Center Health System to pre-note the account to insure correct reporting of account numbers.

Employees will not be allowed to stop their direct deposit. However, any necessary changes can be made by filling out a new direct deposit form and submitting to Human Resources. Please contact Human Resources regarding necessary changes and submission deadline. It is the employee's responsibility to ensure that all proper documentation is completed timely when or if a change is necessary. MCHS is not responsible for returned Electronic Fund Transfers (EFT's) due to closed accounts, and off-cycle manual checks will not be issued in such cases.

PAY PERIODS and PAY DAYS

Pay periods: MCHS's pay periods consist of fourteen (14) consecutive days, beginning on Sunday of one week and ending on Saturday, fourteen (14) days later. There are generally twenty-six (26) such pay periods per year.

Pay days: Paydays are the Friday after the preceding pay period has closed. If a payroll Friday occurs on a federal holiday, direct deposits will be made and/or paychecks distributed on the adjacent Thursday. Questions regarding the accuracy of a paycheck or direct deposit should be discussed with the employee's immediate supervisor prior to contacting the Human Resources Department.

Paychecks and direct deposit notices will not be released to anyone other than the employee unless the employee gives written authorization.

PAYROLL DEDUCTIONS

Deductions required by law or authorized in writing by the employee will be withheld from the paycheck. The receipt portion of each check or direct deposit statement provides information regarding the deductions made. Deductions required by law include:

- ◆ Federal Income Tax
- ◆ Social Security (FICA) Tax
- ◆ Medicare Tax
- ◆ Assessments by the Federal Government for amounts owed to the government by the employee or spouse
- ◆ Wage assignments required by the Texas Family Code
- ◆ Retirement (Texas County and District Retirement System)

BENEFITS AND SERVICES

MCHS offers a comprehensive package of benefit programs and services for eligible employees. Details of insurance and payroll deduction plans are separate booklets available in the Human Resources Department. The descriptions in this handbook are only brief summaries and some benefits are limited to employees classified as full-time and/or part-time. Employees should contact their supervisor or the Human Resources Department for complete information.

The existence of these programs does not mean that an employee will be employed for the necessary length of time or employed in the appropriate eligibility status to qualify for any benefit or service.

GROUP INSURANCE PLANS

MCHS makes available to eligible employees comprehensive health, dental, vision, life insurance and long term disability insurance and may pay all or a portion of the premiums. Group insurance coverage ends on the last day of employment.

COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985 provides employees and dependents the opportunity to purchase continuing health coverage for a limited time beyond employment. Termination of employment, reduction in hours resulting in loss of insurance eligibility or change in dependent status qualifies the employee or dependents to participate in the extended benefits offer through COBRA. The Human Resources Department should be contacted for further information.

HEALTH, DENTAL, AND VISION INSURANCE

Group health, dental and vision insurance is available for all regular full-time and part-time employees. Eligible employees and dependents enrolled in the first 30 days of employment will begin coverage 31 days from the date of hire.

TERM LIFE INSURANCE

MCHS provides a group life insurance program for regular full-time employees. Regular full-time employees are automatically enrolled in the life insurance program and coverage begins on the employee's 31st day of FT employment. The amount of life insurance is equal to two times the employee's annual salary, with a maximum of \$200,000 and is provided at no cost to employees. Group life insurance may be converted to individual policies upon loss of eligibility resulting from termination of employment with MCHS or change from full-time status.

MCHS also provides a life insurance program to those employees enrolled in the Retirement Plan. The amount of life insurance is equal to the employee's base annual salary and is in addition to the group life insurance.

LONG TERM DISABILITY

Long Term Disability Insurance provides income protection to FT eligible employees, after a waiting period, if the employee becomes disabled from a covered accidental bodily injury or sickness. Premiums are paid by MCHS. Eligible employees will begin coverage after one (1) year of full-time employment.

VOLUNTARY PLANS

Many voluntary plans are available to full time and part time MCHS employees during the annual open enrollment period. These plans include Flexible Spending Account (FSA), Health Savings Account (HSA), additional STD, Dependent Life, Term Life, Critical Illness, Medical Support, Accident and Supplemental Retirement Plans (403b & 457).

RETIREMENT PROGRAM (www.tcdrs.org)

MCHS provides its full-time, part-time and regularly scheduled PRN employees participation in the Texas County and District Retirement System (TCDRS), a defined-contribution retirement plan. Both you and MCHS make contributions to the plan. Each pay period, a percentage of your earnings are deposited into your TCDRS account pre-tax. The account grows at an annual compound interest rate of 7% and is credited to your account on December 31st of each year.

While an employee of MCHS you cannot borrow against, obtain loans or withdraw money from your TCDRS account.

Once your employment with MCHS ends you have three (3) options:

1. You may keep your money in your TCDRS account and your account will continue to earn 7% compound interest.
2. You may roll your account into another tax-deferred retirement account which includes traditional IRAs. By enrolling in a tax deferred retirement account you avoid paying taxes or penalties.
3. You may withdraw your money. You will lose the employer matching with any withdrawal and you may be subject to a minimum of 20% withholding for taxes and you may face a 10% withdrawal penalty at tax time.

Once you are eligible to retire you can apply for a fixed monthly benefit that you will receive every month for the remainder of your life. The amount that you will receive will depend on the money in your account and MCHS matching rate.

SUPPLEMENTAL RETIREMENT PROGRAMS

To help an employee supplement retirement income, these voluntary plans permit employees to defer a percentage of earnings on a pre-tax basis and to direct those funds into tax deferred annuity plans. Employees are eligible to participate in this program through payroll deductions. Please contact the Human Resources Department for further information.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

WWW.GuidanceResources.com

Employees and their dependents residing with them are eligible to receive up to three (3) counseling sessions per year to help with issues such as stress, parenting, alcohol and drugs, marital problems, anxiety, depression, legal issues, financial concerns and dependent care. Please contact the Human Resources Department for further information.

JOB RELATED INJURY/WORKERS' COMPENSATION INSURANCE (MCH-3021)

MCHS employees are provided insurance coverage for job related injury or illness in accordance with the Texas Workers' Compensation Insurance Law for government entities. Benefits are determined by state law and help pay for medical treatments and a portion of any income which the employee may lose while recovering.

All job related illness, exposures and injuries must be reported to the Health & Wellness Department by the end of the shift and no later than 24 hours following the incident. Failure to report an accident is reason for disciplinary action and could cause denial of benefits.

PAID TIME OFF BENEFITS (MCH-3028)

Full-time and part-time employees earn paid time off which can be used for holidays, vacations, illness, personal business and other purposes. The amount earned is based on the hours for which employees are paid. PPL should be scheduled in advance, according to each department's policy regarding scheduling of paid time off.

Full-time and part-time employees begin accruing PPL benefits upon employment, however, accrued PPL may not be used during the first 90 days of employment.

Full time and part time employees who give and complete the required notice of termination or transfer to any status not eligible for PPL benefits will be paid their remaining accrued PPL only if they have completed their initial 90 day probation period. MCHS employees have two opportunities to cash out PPL benefits hours. Employees Anniversary month and first pay date in the month of December. The requirements is the employee must have completed at least one year of service prior to the pay period in which the PPL cash out occurs. Up to 120 hours of PPL may be cashed out per calendar year, as long as the employee's remaining PPL balance is not reduced to fewer than one-hundred and twenty (120) hours. As an option to cashing out PPL hours employees may also elect to transfer excess PPL hours to STD. (Short Term Disability)

PPL may be donated to full-time employees who have consumed all accrued PPL and STD benefits due to non-work related personal injury or illness. Both the donor and the recipient must have been in full-time status for at least six months. The donor's hours will be converted to a base wage equivalent to the recipients and converted by the recipient's wage to PPL hours. When donating PPL, employees may not reduce their PPL bank to less than 40 hours.

Short Term Disability (STD) accrual is a benefit for full-time employees. Full-Time employees accrue 56 hours per year of STD and can be used after six (6) months of employment with proper declaration from health care provider. Employees must be off work for 80 schedule hours before STD can be access. Employees can only use up to 65 hours per pay period. STD may only be uses for personal illness.

HOLIDAYS (MCH-1004)

MCHS observes the following national holidays: New Year’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Friday following Thanksgiving, and Christmas Day. When a holiday occurs on a Saturday, MCHS will observe the holiday on the adjacent Friday. For holidays that occur on a Sunday, MCHS will observe the holiday on the following Monday. Non-exempt employees (employees paid by the hour) will be paid at the rate of time and one-half their base hourly rate of pay for all time worked within specified times as described in the Holiday Incentive Pay policy (**MCHS-3051**).

LEAVES OF ABSENCE

MCHS recognizes that employees may occasionally need time away from work because of unusual or unavoidable circumstances. Time may be available through a leave of absence and, depending on the type of leave, available Paid Time off Benefits (PPL and/or STD) may be used during the LOA. Leaves of absence are of the following types and commence upon the first day of absence:

1. Family and Medical Leave of Absence (MCH-3039)

Medical Center Health System recognizes that employees occasionally need to take time away from work to care for important family medical needs. It is the intent of Medical Center Health System to comply with the purposes and requirements of the Family Medical Leave Act of 1993 (“FMLA”). Appropriate forms to apply for the FMLA may be obtained from and shall be submitted to the Human Resources Department. To be eligible for the FMLA employees the employee must have worked for Medical Center Health System for at least one year and worked 1,250 hours over the previous 12 months.

The following is a brief overview of the FMLA; for complete details refer to the Family and Medical Leave of Absence Policy:

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons; For incapacity due to pregnancy, prenatal medical care or child birth; to care for the employee’s child after birth, or placement for adoption or foster care; to care for the employee’s spouse, son or daughter, or parent, who has a serious health condition; for a serious health condition that makes the employee unable to perform the employee’s job; or the need to care for an employee’s spouse, son, daughter,

parent, or next of kin of a covered military service member who is recovering from a serious illness or injury sustained in the line of duty while on active duty.

Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week entitlement to address certain qualifying exigencies.

Prior to returning to work, an Employee on FMLA must provide the Health and Wellness Department with certification from his/her health care provider that the employee is able to resume work and arrange with the Department a time to report for duty. Failure to provide such certification may result in a delay in returning to work.

2. **Personal**

A personal leave of absence to handle pressing personal obligations may be granted for up to six months. Approval is at the discretion of the Department Director. During an approved personal leave of absence the employee has no job protection. If the employee has accrued PPL or STD that has not been exhausted, the employee can continue their carry elected employee benefits through payroll deduction. Once accrued benefits are exhausted, the employee may elect to continue coverage through COBRA.

3. **Educational**

An Educational leave of absence may be granted to full-time employees for a maximum of six months. Approval is at the discretion of the Department Director. During an approved educational leave of absence the employee has no job protection. If the employee has accrued PPL that has not been exhausted, the employee can continue their carry elected employee benefits through payroll deduction. Once accrued benefits are exhausted, the employee may elect to continue coverage through COBRA.

4. **Military Service Obligations**

The Uniformed Services Employment and Reemployment Rights Acts of 1994 (USERRA) establishes the cumulative length of time that an individual may be absent from work for military duty and retain reemployment rights to five years. There are important exceptions to the five-year limit, including initial enlistments lasting more than five years, periodic National Guard and Reserve training duty, and involuntary active duty extensions and recalls, especially during a time of national emergency. Returning service members are reemployed in the job that they would have attained had they not been absent for military service, with the same seniority, status and pay, as well as other rights and benefits determined by seniority.

The period an individual has to report back to work after military service is based on time spent on military duty. For service of less than 31 days, the service member must return at the beginning of the next regularly scheduled work period on the first full day after release from

service, taking into account safe travel home plus an eight-hour rest period. For service of more than 30 days but less than 181 days, the service member must report back to work within 14 days of release from service. For service of more than 180 days, service members must return to work within 90 days of release from service.

USERRA also requires that service members provide advance written or verbal notice to their employers for all military duty unless giving notice is impossible, unreasonable, or precluded by military necessity. An employee should provide notice as far in advance as is reasonable under the circumstances. Additionally, service members are able (but are not required) to use accrued vacation or annual leave while performing military duty.

5. **Workers' Compensation Leave**

An employee who loses time from his job due to a work related accident or illness is paid in accordance with the Workers' Compensation Act. Under the Act compensation benefits begin with the 41st scheduled hour of lost work time. Paid time off benefits and Workers' Compensation benefits cannot be used concurrently. When an employee has missed two weeks from work, the employee will be placed on a leave of absence. The leave of absence may be granted for up to six months.

The FMLA and workers compensation provisions can overlap — an employee may suffer a workplace injury or illness that is a “serious health condition” under the FMLA as well. In such situations, the laws' provisions can run concurrently — an employee may be off work receiving workers' compensation benefits, and the time off is counted against the employee's applicable 12-week entitlement to job-protected FMLA leave. *If FMLA and Workers Compensation overlap the leave of absence may be extended to a maximum of nine months.*

Before returning, the employee will furnish to Employee Health an unrestricted release to return to work from the treating physician.

Any merit increase in wages will be adjusted for any leave of absence in excess of 12 weeks, cumulative, during a 12 month period based on the length of leave in excess of 12 weeks. The 12 month period shall be measured forward from the date an employee's first leave of absence begins. No credit toward paid time off benefits will be earned during a leave of absence.

During a leave of absence, an employee may continue participation in group health and dental insurance by paying his or her portion of the premium on a monthly basis. The premium will be adjusted according to the type of leave. Failure to make proper payments will result in loss of coverage. Employees must contact the Human Resources Department to arrange for payment.

Except as provided in the Family Medical Leave Act or other applicable law, upon return from an approved leave, the Hospital will attempt to place the employee in the same department and position held when beginning a leave of absence. However, the Hospital cannot guarantee that any opening will be available. An employee may remain on leave of absence for a period of six months. If an employee has not returned from a leave of absence at

the completion of their leave period, termination of employment may occur. Failure to return from a leave of absence when scheduled will be considered as a resignation of employment and will result in forfeiture of PPL benefits.

BEREAVEMENT LEAVE (MCH-3059)

When an eligible employee suffers the loss of an immediate family member, (legal spouse, child(ren), parent, brother, sister, grandparent, grand child, or corresponding “in law and or step” relationships), a period of up to three (3) workdays, not to exceed 24 hours, may be granted. This bereavement benefit may be used anytime immediately following the family member's death up to two (2) days immediately following the funeral. Employees will be paid only for those days within the leave period that he or she had been scheduled to work. In the event the employee needs additional time off, the employee's immediate supervisor may approve additional time off, which shall be unpaid unless the employee utilizes accrued Paid Personal Leave. Employees must provide evidence of loss, such as, but not limited to obituary, death certificate, or funeral program. Employees eligible for bereavement leave must maintain FT or PT status and must have completed their 90-day probationary period.

JURY DUTY

Employees who receive a jury summons should present it to their supervisor so that arrangements can be made to fill work assignments. Employees will receive regular pay for hours served on a jury when scheduled work time is missed. Notice from the Court Clerk of the hours served on a jury must be submitted to the supervisor or department director following jury duty. Employees must return to their work stations upon being excused or released from jury responsibilities, unless otherwise approved by their supervisor or department director. Employees not returning to work are subject to disciplinary action including forfeiture of pay.

TUITION REIMBURSEMENT (MCH-3013)

Medical Center Health System encourages its employees to continue their educational advancement through formalized study. Details of the programs and application forms may be obtained from the Staff Development Office. Employees eligible for tuition reimbursement must maintain full-time or part-time status and must have completed their 90 probationary period to be eligible to receive reimbursement under this policy. Employees participating in the Tuition Reimbursement Program will be required to work six (6) months of each semester that the employee receives tuition reimbursement, not to exceed accumulative period of three (3) years.

SCHOLARSHIPS (MCH-3037)

When funds are available, the Hospital will provide scholarship applications to all employees and to any interested applicant whose course work will result in an Associates or Bachelors' Degree in one of the following fields: Nursing, Radiology, Respiratory Care, Laboratory, and Physical and Occupational Therapy. A scholarship application must be filled out and submitted to Staff Development thirty (30) days prior to the beginning of class. Details of the programs and application forms may be obtained from the Staff Development Office.

EMPLOYEE PARKING (MCH-1055)

MCHS provides parking free of charge to all employees. Designated parking areas are defined in the Employee Parking policy. The ECHD Police Department may issue citations or place boots on all vehicles illegally or improperly parked on all MCHS property.

Employees must ensure that parking violations are paid within 30 days of the date of issue. All payments must be paid in the Business Office and are required to be paid in full. Failure to pay for parking violations will delay the processing of any potential merit increase earned based on job performance until unpaid violations are cleared. Continued violation of parking regulations by an employee will result in a request for Administration decision for disciplinary action including possible termination.

CAFETERIA AND FOOD SERVICES DISCOUNT

The MCHS Cafeteria is located on the first floor of the Hospital. Food is provided to employees at a discounted rate and may be paid through convenient payroll deductions.

CONDUCT OF BUSINESS

PERFORMANCE OF DUTIES

All of Medical Center Health System's business affairs must be conducted in accordance with federal, state and local laws, professional standards, applicable federally funded health care program regulations and policies and with honesty, fairness and integrity. Employees are required to perform their duties in good faith, in a manner that he or she reasonably believes to be in the best interest of Medical Center Health System and with the same care that a reasonably prudent person in the same position would use under similar circumstances. Employees and others providing services at or for MCHS will respect the rights of patient at all times.

COMPLIANCE PROGRAM

Agencies and departments of the U.S. Government have publicized a number of instances of fraud, abuse and waste in federally funded health care programs including Medicare and Medicaid. The Board of Directors of the Ector County Hospital District and all administrators of Medical Center Health System recognize the seriousness of the issues raised by the government and recognize that failure to comply with applicable laws and regulations could threaten the Hospital's continuing participation in these health care programs.

The Board, therefore, has directed that Medical Center Health System undertake an integrity program in order to continue the Hospital's commitment to high standards of conduct, honesty and reliability in its business practices. This integrity program is called a Compliance Program. The purpose of the Compliance program is to promote understanding of an adherence to applicable federal and state law and regulations and to make a sincere effort to prevent, detect and correct any fraud, abuse or waste in Medical Center Health System in connection with federally funded health care programs.

The Compliance Program contains several parts or elements. They are, briefly, as follows:

- **Standards of Conduct**

Medical Center Health System has adopted standards of conduct for all its employees which are provided during new employee orientation. All employees are expected to meet these standards.

- **Compliance Officer**

A high level employee will be appointed as a Compliance Officer to implement, monitor and generally oversee the Compliance Program.

- **Compliance Committee**

The committee is made up of appointed personnel from administration, legal and other departments.

- **Training and Education**

All new and present employees will receive appropriate training and re-training on applicable state and federal laws and regulations, Medical Center Health System's Standards of Conduct, business ethics and the Compliance Program.

- **Communication**

Any employee who reasonably suspects fraud, waste or abuse, should report this to the Compliance Office by calling the hotline at 1-800-805-1642, calling the Compliance Office at (432) 640-1900, placing a written concern in an integrity box (located in each unit, most often by the timeclock), or personally reporting to the Compliance Office. Persons reporting concerns can remain anonymous.

- **Disciplinary Action**

Disciplinary action may be taken for the following:

1. The violation of applicable state and/or federal laws or regulations.
2. The failure to comply with Medical Center Health System's Standards of Conduct.
3. The violation of MCHS Policies and Procedures.
4. Engaging in wrongdoing which has the potential to impair MCHS's status as a reliable and honest health care provider, or which has potential to impair MCHS's participation in federally funded health care programs.

- **Auditing and Monitoring**

Auditing and Monitoring is an ongoing evaluation process by both Medical Center Health System (MCHS) personnel and by outside reviewers, to address MCHS compliance with state and federal laws and regulations, and compliance with regulations which are applicable to federally funded health care programs-particularity, coding, billing and cost reporting.

- **Response**

There will be a prompt investigation of reports of suspected fraud, abuse, waste or other misconduct. Appropriate action, including any necessary corrective action, will be taken depending on the results of the investigation. There will be no reprisals or retaliation against employee who in good faith report suspected wrongdoing or misconduct.

Additional information about the Compliance Program may be obtained from the Compliance Officer or any member of the Compliance committee. Remember- the help and cooperation of all employees is necessary in order to have an active, effective Compliance Program.

NON-PUNITIVE REPORTING POLICY (MCH-4046)

Medical Center Health System is committed to establishing and maintaining a culture of safety in the provision of care, treatment, and service rendered to our community, and strives to “continuously improve all processes and services that support the care of our patients.”

The purpose of the policy is to encourage open and honest reporting of errors, incidents and near misses to patients, visitors and staff; to limit disciplinary action to only those incidents that involved willful or malicious misconduct or those in which the employee did not report or follow remediation recommendations and to facilitate education and problem resolution through forthright disclosure or process failure and/or human incident.

CONFLICT OF INTEREST (MCH-3016)

In order to perform their duties with honesty and fairness and in the best interest of the Ector County Hospital District and Medical Center Health System and its patients, employees must avoid conflicts of interest in their employment. Conflicts of interest may arise from having an interest in or furnish services to any concern or business from which the Hospital obtains goods or services or with which it competes, from soliciting or accepting gifts, tips or excessive entertainment from any patient or business, from using Hospital property for personal or private purposes and from utilizing the purchasing mechanism of the Hospital for private or individual purposes except for the purchase of required uniforms. Conflicts also may arise in other ways. Refer to the Hospital’s policy on Conflict of Interest to set out those matters which are conflicts of interest and which are prohibited. The standards identified may not cover every possible situation. If an employee has any doubt or any question about any of his/her proposed activities, guidance or advice should be obtained from the Vice President of Human Resources or designee in the Human Resources department.

MOONLIGHTING

Outside employment should not be detrimental to the Hospital nor prevent Hospital employees from carrying out the duties of their jobs at the Hospital. Specific shift assignments will not be made in order to accommodate outside employment.

FRAUD AND ABUSE (MCH-1083)

Medical Center Health System (MCHS) employees have a duty to conduct themselves in a manner that reflects the highest ethical standards with the commitment to adhere to all applicable laws and regulations. All employees are expected to report any concerns they may have in connection with their responsibilities.

The principles contained in the Standards of Conduct are important, and therefore any violation of an individual will result to disciplinary action. The failure to report suspected

improper activity may also constitute a violation which could result in disciplinary action, up to and including termination of employment. MCHS is required to report any violations and regulations to the appropriate government agencies.

As a team MCHS shall continue to reinforce the hospital's utmost reputation for quality services to the patients and community, while maintaining the integrity and the highest ethical standards of the healthcare profession.

INFORMATION SYSTEMS

ELECTRONIC E-Mail COMMUNICATION (MCH-1047)

The electronic or e-mail system should be used exclusively for MCHS or District business and in a courteous, businesslike manner. It should not be used in ways that are offensive to others, to harass or disparage others, to transmit sexually related material or to address others regarding commercial, religious or political causes. All e-mail messages are records of the Hospital and may be accessed and/or disclosed by supervisory staff.

ELECTRONIC COMPUTING DEVICES AND MEDIA CONTROLS (MCH-1100)

Medical Center Health System (MCHS) shall implement reasonable and appropriate controls to govern the receipt, use and removal of hardware and software that could possibly contain electronic protected health information (ePHI) in any form. Devices are to be used as a means to access data on the MCHS network. Any email, short message service (SMS) texting or instant messaging (IM) of ePHI must use I.T. approved encryption software.

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

COMPUTER ACCESS TO THE INTERNET (MCH-1049)

The Internet can be a valuable business and research tool for the Hospital and the District. Because of the vast range of material available on the Internet unrelated to the Hospital or the District, access to the internet and use of the material or information obtained must be reasonable, responsible and for business related purposes and must not compromise the Hospital's computer system.

CONFIDENTIALITY OF INFORMATION

A patient's health care record is the property of Medical Center Health System and shall be maintained to serve the patient, necessary health care providers and the institution in

accordance with legal, accrediting and regulatory agency requirements. The information contained in the health care record belongs to the patient and the patient is entitled to the protection of that information. All patient care information is regarded as confidential and available only to authorized users such as treating or consulting physicians and employees who may be providing patient care.

The operations, activities, business affairs and finances of the Hospital should also be kept confidential and discussed or made available only to authorized users.

Employees will be asked to sign a statement of confidentiality at the time of hire and periodically throughout their term of employment to acknowledge their awareness of and to reaffirm their commitment to these policies. MCHS requires strict adherence to this confidentiality statement because it is of the utmost importance to safeguard the privacy interests of all patients.

MEDIA REQUESTS (MCH-1098)

The Community Relations/Marketing Department is the liaison between Hospital employees and the media. Any requests from the media should be directed to the Communications/Marketing Department.

SOLICITATION AND DISTRIBUTION (MCH-1026)

Without prior consent of Hospital Administration, solicitation of any kind, including distribution of any type of literature, pamphlets, product samples or other materials, is strictly prohibited in patient care areas, employee work areas or on MCHS premises. Except as required by law, persons not employed by MCHS are absolutely prohibited from distributing literature of any kind and from engaging in any type of solicitation on MCHS property. Employees who discover persons making unauthorized solicitations and/or literature distribution should report this immediately to their supervisor.

TELEPHONE USE/COURTESY (MCH-1062)

MCHS telephones are to be used to serve the interests of patients and visitors and in the course of normal business operations. On occasion, personal calls may be necessary. Employees are asked to limit them to emergencies or essential personal business and keep them as brief as possible. Preferably, personal calls should be made during meal and/or break periods. Personal cell phones, PDA's, iPod's, etc. shall not be used in patient care areas or while on duty unless for patient care.

When answering the telephone, employees should identify the department and themselves by name. Impressions of MCHS can be formed by the way employees respond over the telephone. Therefore, it is necessary to be courteous and polite.

SOCIAL NETWORKING (MCH-3058)

Medical Center Health System respects the right of employees to use Internet-based communications such as social networking sites, personal websites and blogs as a medium of self-expression. However, there are areas in which Employees use of such social network media may impact the work environment.

Employees are encouraged to think carefully about what they post and whether it reflects a professional demeanor. Employees should always assume that electronic communication may be circulated to important constituencies, such as their supervisor, professional colleagues, Hospital medical staff members as well as patients and family members.

The following types of conduct are unacceptable and may result in disciplinary action, up to and including termination of employment:

1. Employees should not use the name, trademarks copyright-protected materials of MCHS or its affiliated companies without permission.
2. Employees should make it clear in any online activity that their views and opinions about work-related matters are their own, have not been reviewed by their employer, and do not necessarily represent the views and opinions of the employer.
3. May not list their Hospital e-mail address on any social networking site or any website.
4. May not discuss any information in any forum which could be Construed as Protected Health Information (PHI) under the Health Information Portability and Accountability Act (HIPPA).
5. Disclose Information regarding the Hospital's business operations Which could be considered "Trade Secrets."

Employees should contact the Human Resources Department to report suspected illegal, unethical or inappropriate use of e-mail, the Internet or Social Networking tools or sites by other MCHS employees.

VISITORS

Visits by personal friends or relatives while an employee is on duty are discouraged and should be limited to the employee's scheduled meal or break periods. Visits should not disrupt the work flow or patient care. The conduct of visitors will reflect upon the employee.

EMPLOYEE HEALTH AND SAFETY

HEALTH & WELLNESS

An Employee Health Office is available to employees to provide first-aid treatment, follow-up of on-the-job injuries, evaluation and treatment of acute non-occupational illnesses and referral to a physician for chronic health problems.

NEW EMPLOYEE PHYSICIAN EXAMINATION

Subject to the American's with Disabilities Act, all new employees will receive a medical examination designed to determine their ability to work with minimum risk to themselves, their fellow employees and patients. This examination will be provided at MCHS expense and is required prior to reporting for general orientation.

ANNUAL TB SCREENING

All employees are required to have a TB screen each year.

INFLUENZA IMMUNIZATION (MCH-1107)

MCHS requires annual flu immunization for all direct care staff each year unless there is a written medical or religious exception. Participation of all indirect care staff is highly recommended to participate in these universal flu precautions.

Various immunizations may also be offered and/or required from time to time in the event of exposure or possible exposure to communicable or infectious disease or as a preventative measure.

JOB RELATED INJURIES/ILLNESS

Employees shall report all job related injuries and/or possible harmful exposures to their immediate supervisor. Before returning to work after a lost time injury or illness, employees shall report to the Health & Wellness Department. A physician's release may be required depending on the nature of the injury or illness.

TOBACCO FREE CAMPUS (MCH-1033)

Medical Center Health System prohibits smoking or tobacco product use while on any Medical Center Health System Campus. Campus is defined as all properties leased or owned by MCHS. This includes the interior of all buildings, together with adjacent parking lots, parked cars, garages and sidewalks. Medical Center Health System's perimeter coverage will

encompass the area between 2nd Street to 6th Street and between Dotsy and Sam Houston. In addition, the MCHS Family Health Clinic, the Center for Health & Wellness, all ProCare offices, and Urgent Care locations are considered covered campuses. Tobacco use in personal vehicles while on MCHS campus is not permitted.

Tobacco use is defined as the burning of any type of tobacco product, as well as the use of oral tobacco products, electronic cigarettes or any other product that derived from tobacco covered under the Food, Drug & Cosmetic Act (FD&C Act).

Supervisors will discuss the issue of work breaks and tobacco use with their staff. The employee must obtain approval from their supervisor before leaving MCHS campus and must clock out when leaving MCHS.

A smoking cessation program (Quitline) will be available to employees and their eligible dependents through the American Cancer Society and Department of State Health Services.

NICOTINE USE (MCH-1112)

Medical Center Health System recognizes the health hazards caused by tobacco products. As a healthcare provider, MCHS is committed to the establishment and enforcement of a healthier, nicotine-free environment. As of January 1, 2012 MCHS will no longer hire individuals who use nicotine products in any form.

All existing employees will be tested annually for nicotine use when completing their annual physical and if selected for random drug testing.

Employees hired after January 1, 2012 must abstain from nicotine use. Employees are required to self-report their use of nicotine products and will be required to complete a smoking cessation program. Failure to successfully complete a program will lead to disciplinary action, up to and including termination.

All existing employees who test positive for nicotine will be excluded from the non-nicotine incentive discount if enroll in the group health plan.

EMPLOYEE SAFETY (MCH-4010)

MCHS makes every effort to provide safe working conditions for employees. No employee will knowingly be required to work in any unsafe manner or place. Safety is every employee's responsibility. Therefore, all employees are requested to do everything reasonable and necessary to keep MCHS a safe place to work.

Appropriate department directors will explain safety rules and each employee will be responsible for becoming familiar with and observing them at all times. Employees are encouraged to make suggestions about and are expected to report immediately to their supervisor any unsafe condition observed.

SEXUAL HARASSMENT (MCH-3015)

MCHS does not tolerate verbal and/or physical sexual harassment or intimidation nor does it tolerate reprisal against an employee who makes a sexual harassment complaint. An employee who believes that he or she is being sexually harassed should politely but firmly request the offender to stop. Any employee who is not comfortable with requesting an offender to stop or feels the offender may cause problems in the future because of a request to cease the harassing or intimidating action or if the offending conduct continues after requesting that it stop, should promptly report allegations to the Vice President of Human Resources or designee in the Human Resources Department. Reports will be taken seriously and will be investigated. All reports shall be confidential and released only on a need-to-know basis. Violation of this policy may result in disciplinary action, up to and including termination of employment. Refer to the Hospital's policy defining and outlining what is meant by "sexual harassment," to prohibit same and to provide a mechanism for reporting, investigating and correcting sexually harassing behavior.

VIOLENCE FREE WORKPLACE (MCH-4015)

Medical Center Health System is committed to maintain a safe, healthful and efficient working environment where patients, visitors and employees are free from the threat of workplace violence. No employee shall engage in or participate in threatening intimidating, harassing, assaulting or attempting to assault any employee, patient or visitor; carrying about their person, concealing or displaying on Hospital property any firearm, knife, club, hoax bomb or explosive weapon; stealing or attempting to steal property or services of others; or intentionally or recklessly damaging property belonging to or in the custody of another.

Any employee who is threatened with any of these prohibited acts, or is the victim of any of these acts or witnesses any of these acts should, if the act has just occurred or the person committing such act is still in the immediate area, report the act to the ECHD Police Department. Other acts or threats should be reported to the Vice President of Human Resources or designee in the Department of Human Resources.

DRUGS AND ALCOHOL (MCH-3033)

MCHS has a duty to provide proper, timely and quality health care to its patients in a safe environment. It also has a duty to its employees to provide a safe and healthy place to work. The misuse and abuse of drugs or alcohol by employees of MCHS pose a threat to and may compromise the health, well-being and safety of patients, visitors and other employees. Therefore, the use, consumption, possession, transfer or sale of illegal drugs or of alcohol or being under the influence of illegal drugs or alcohol while on Hospital premises or while on Hospital business is prohibited. The use of or being under the influence of a legal drug is

prohibited if such drug might affect or pose a threat to an employee’s reliability, judgment, ability or job performance or the safety or well-being of patients, visitors or other employees.

Because of concerns for quality patient care, for the health, safety and well-being of employees and for the safety of visitors, drug and alcohol tests or screens may be administered to employees. Employees involved in direct or indirect patient care may be tested at any time. Any employee may be tested if there is reasonable suspicion the employee has violated the Hospital’s Drug and Alcohol Policy. Refer to the Hospital’s policy on Drug and Alcohol Screening and Testing with regard to use, consumption, possession, transfer and the sale of drugs and alcohol by its employees. This applies to all MCHS employees, on-site contractors and applicants for employment, employees returning from a leave of absence for 90 days or more, or PRN employees who have not worked for more than 90 day. Compliance with this policy is a condition of employment.

WORK PLACE ADMINISTRATIVE SEARCHES (MCH-3043)

To assist in providing a reliable, efficient and productive workforce for the proper care of patients, to assist in providing employees with a safe working environment, to assist in the effective operation of the Compliance Program and to supplement the Drug and Alcohol Policy, supervisors may conduct unannounced administrative searches of Hospital premises, offices, work areas, property and equipment and the contents of such property and equipment. No employee should have any expectation of privacy on Hospital property or in their offices or work areas including lockers, desks, cabinets, drawers, shelves or trash cans or in folders, envelopes or packages located on Hospital premises. Personal possessions or materials should not be brought to work if they are of a sensitive or confidential nature. Refer to the Hospital’s policy on Workplace Administrative Searches with regards to administrative searches of Hospital property and the lack of any expectation of privacy.

EMERGENCY PREPAREDNESS PLAN

Notification of a disaster condition (internal or external) will be announced over the public address system using plain language phrases.

Plain language phrases:

Overhead/ Radio	EVENT	RECOMMENDED Plain Language
Overhead	**Evacuation	“Facility Alert + Evacuation + *Descriptor (location)”
Overhead	Fire	“Facility Alert + Fire Alarm Activation + *Descriptor (location)”
Overhead	Hazardous Spill	“Facility Alert + Hazardous Spill + *Descriptor (location)”
Overhead	Internal/External Event	“Facility Alert + Emergency Plan Activation + *Descriptor (location)”
Overhead	Team Assist	“Facility Alert + Team Assist + *Descriptor (location)”
Overhead	Severe Weather	“Weather Alert + NOAA Language + Instruction”

Overhead	Missing Infant	"Security Alert + Missing Infant + *Description + location"
Overhead	Missing Child	"Security Alert + Missing Child + *Description + location"
Overhead	Missing Person	"Security Alert + Missing Person + *Description + location"
Overhead	**Active Shooter	"Security Alert + Active Shooter + *Description + location"
Overhead	**Bomb Threat	"Security Alert + Potential Bomb Threat + *Description + location"
Overhead	Combative Person	"Security Alert + Combative Person + *Description + location"
Overhead	Medical Emergency	"Code BLUE + *Descriptor (location)"
Overhead	Medical Decontamination	"Medical Alert + Medical Decontamination + *Descriptor"
Overhead	Rapid Response	"Medical Alert + Rapid Response + *Descriptor (location)"
RADIO ONLY	Trauma Alert 1/2	"Medical Alert + Trauma Alert 1/2 + *Descriptor (location)"
RADIO ONLY	STEMI Alert	"Medical Alert + STEMI Alert + *Descriptor (location)"
RADIO ONLY	Stroke Alert	"Medical Alert + Stroke Alert + *Descriptor (location)"

All Clear – This announcement signifies that the actual disaster or drill is over.

During a disaster condition, employees should:

1. Maintain a profession atmosphere, "REMAIN CALM" and "WAIT FOR FURTHER INSTRUCTIONS".
2. Be prepared to perform any duty or job a supervisor may ask an employee to do.
3. Be prepared to remain on duty until an "All Clear" is given, unless otherwise relieved of duty by a supervisor.

Specific information regarding duties and responsibilities upon notification of a disaster condition is set out in the Emergency Preparedness Manual available in each department and nursing unit. It is important that this be reviewed periodically to assure correct action in the event of a disaster. The manual should also be referred to during a disaster condition if there are questions about necessary activities and procedures.

SECURITY

The safety and security of patients, visitors and employees is important to MCHS. Police and District Police is provided on a 24 hour basis. As part of the security program a camera monitoring system has been placed at several locations throughout the Hospital.

COMMUNICATIONS

Open communications between management and employees are essential for the effective operation of a Hospital. Various means of communications are available. Some are described in the following paragraphs.

Bulletin Boards

Notices, which affect employees in any way or items of general interest, will be posted on the bulletin boards located outside the cafeteria and on the first floor by the staff elevators. Federal and state regulations regarding employment are posted outside the Human Resources Department and on the first floor of the Wheatley Stewart Medical Pavilion. Generally, each department has a bulletin board for work schedules and items specific to the work area. In addition, an electronic bulletin board is available for posting information.

Employee Newsletter

The "Update," a MCHS monthly newsletter, is published to inform, entertain and provide recognition for all employees. Employees are encouraged to contribute information to their departmental reporter or to the Community Relations Department.

Suggestion Box

Any idea intended to benefit MCHS may be submitted on the form provided at the suggestion box located near the Hospital cafeteria. MCHS Administration is open-minded about improving the Hospital's operations or policies and procedures and encourages employees to make suggestions.

Town Hall Meetings

All non-clinical employees are required to attend two (2) out of three (3) Town Hall meetings per year. Nurses are required to attend an additional Nursing Town Hall event. If your scheduled shift is 8:00 a.m. to 4:30 or 5:00 p.m., you are asked to attend one of the Town Hall meetings scheduled during mid-morning or mid-afternoon.