The Ohio State University Wexner Medical Center

New Employee Essentials

Congratulations on accepting your new opportunity at Ohio State Wexner Medical Center!

Updated 10/22/2020

THE OHIO STATE UNIVERSITY
HUMAN RESOURCES

Welcome to Ohio State Wexner Medical Center

On your first day we want you to feel welcomed and be prepared to start working as you begin to understand what it means to be a part of Ohio State and your team. This guide will serve as a resource for additional information and benefits available to you. You may also visit our new employees website for additional information.

We realize this an unusual time and you may have questions about the university's response to the current coronavirus pandemic. Please visit safeandhealthy.osu.edu for the most up to date information. You will be required to take "Together as Buckeyes" curriculum in BuckeyeLearn within your first week of employment.

Conversations

Regular ongoing conversations with your manager throughout your career with Ohio State will be most important in keeping you informed, on track and assisting in developing your career journey. Initial conversations should include:

- Confirm your start date and time, where and to whom to report on the first day; get information on what to bring the first day, parking and dress code.
- Discuss your technology needs and requirements.
- Identify any activities that may need to occur prior to your first day (e.g. obtain employee id).
- Key partners and people you should set up meetings with to get to know and understand how you will work together
- Required training and access
- Your job description, including roles, responsibilities and expectations
- Your probationary period (if applicable)
- Your first week's schedule and confirm meetings

Mission

To improve health in Ohio and across the world through innovation in research, education and patient care.

Vision

By pushing the boundaries of discovery and knowledge, we will solve significant problems and deliver unparalleled care.

Values

Our six Medical center values describe how we want to be together with each other, with our patients and visitors and with our students. When we fully live these values, we are creating a culture where we can all do our best work. Watch the videos linked below.

- Inclusiveness
- Determination
- Empathy
- Sincerity
- Ownership
- Innovation

Digital Identity

Login to my.osu.edu to set up your Ohio State digital identity, including email address and BuckeyePass authentication after receiving confirmation that you are established in the HR System. By establishing your digital identity you will have access to Employee Self Service and other university websites.

If you are an employee of Ohio State Wexner Medical Center, you have an Ohio State email address and a medical center email address. At the medical center, it is a best practice to forward your Ohio State email address to your medical center email address using the following steps:

1. Log in to my.osu.edu
2. Click "Change Email Delivery"
3. Click the button next to "Deliver my e-mail to"
4. Enter your medical center email in the boxes
5. Click Submit

BuckeyeLearn is our online learning management system. Once you login using your name.# or medical center ID and password, you can navigate to your transcript to see all of your required trainings. While you are in there, feel free to explore all the things you can learn to advance your own professional development journey.

Buckeye Box is our place to store and share files. This service requires your name.# login. Go to my.osu.edu. Click BuckeyeBox from the left-hand menu. Then, simply accept the terms and conditions to enable your account.

CarmenZoom is the audio and web conferencing solution for Ohio State. Ohio State also offers, Skype and Microsoft Teams so please check with your manager on the most used tool for your area.

Technical assistance is available by contacting the IT Service Desk at 614-688-4357 or through self-service.

Benefits

As part of your total rewards package, Ohio State is proud to provide access to high-quality benefits that support your health and financial goals. As a newly eligible employee, this Benefits Overview website will help you navigate benefits and your related enrollment deadlines.

Please be aware there is a **30-day deadline** to enroll in many of your benefits and decisions needed to be made regarding mandatory retirement plans in your first **120 days** of hire or eligibility.

Watch videos about the robust package of total rewards that are a part of working at Ohio State, including health and retirement benefits that require active enrollment within a certain time frame.

Sign-up for the monthly Health and Wellness Benefits Webinar and the Retirement Choices Webinar to learn about Ohio State's benefits.

Explore Your Plan for Health (YP4H), Ohio State's employee wellness program that provides tools and resources for living a healthy life. YP4H gives participants an opportunity to earn rewards, including medical plan premium credit, Health Reimbursement Account (HRA) credits and PulseCash. You earn these rewards with healthy behaviors, such as completing a health assessment with biometrics, tracking physical activity and participating in wellness programs.

Watch this video from Bern Melnyk, PhD, University Chief Wellness Officer, about all the wellness opportunities at Ohio State.

You can explore our Get Involved video here to learn of other advantages for employees.

Visit the Payroll Services website for details about direct deposit, paycheck, tax information and more.

Go to Employee Self-Service portal to*:
- Set up direct deposit
- Submit W-4
- Identify beneficiaries of university-paid life insurance and disability coverage
- Review your personal information
- Sign up for BuckeyeAlert (OSU's alert system for safety, weather, incidents)
- Consent to receive an electronic W-2

*Employee Self Service does not become active until your second day of work.

More information is available at the Office of Human Resources website hr.osu.edu.

Getting Around Campus

Go to the CampusParc website for details on how to obtain your parking pass.

The Campus Area Bus Service (CABS) is a free transit service provided by The Ohio State University Transportation and Traffic Management.

Take a virtual tour of campus or try out the interactive campus map.

Due to COVID-19, additional safety measures have been put in place for employees, including mandatory masking while riding the Med Center Express. Staff should pick up a new mask from their unit or a screening station before 11 p.m. If your shift ends after 11 p.m., please obtain a mask from your unit. Non-clinical staff should reuse the mask until it is soiled. If you need a mask to ride the Med Center Express prior to your first shift, please ask the driver for one when you enter the bus. Read more about recent parking and transportation changes.

Professional Development

Familiarize yourself with Gateway to Learning, a robust website that outlines opportunities for learning and development. Training is one way to engage in learning opportunities, and other professional development opportunities include mentoring, on-the-job experiences, job shadowing and networking.

- Engage in workshops or browse the many resources on Gateway to Learning, including articles, videos, books, TedTalks and online tools.
- Review Manage Your Performance resources including the Individual Development Plan, and talk with your manager about the plan and learning through experience, exposure and education.
- Watch Learning Journey Video

- The Office of University Compliance and Integrity works to promote a culture that encourages ethical conduct and compliance. A series of five-minute videos on the topics of concern reporting, conflicts of interest, public records, workplace hazards, and export controls are available. View the "Take 5 for Compliance and Integrity: Topics You Should Know" series at https://compliance.osu.edu/resources/5-minute-videos.html.

BuckeyeLearn

You can explore BuckeyeLearn for trainings that align with your personal and professional goals and interests, and your manager may also assign training to you. Your manager will share with you which training is required and which training is optional. You can search titles or keywords inside BuckeyeLearn. Options include:

- Introduction to BuckeyeLearn (online course)
- Protecting Institutional Data (online course)
- Report = Support: Identifying and Responding to Sexual Misconduct (required online course – automatically assigned)
- Understanding the Sexual Misconduct Policy (online or Instructor-led course – automatically assigned)
- B&F Core (five classes required for anyone accessing the university's financial system)
- eTravel: Traveler (required for anyone traveling on university funds)
- PCard (required for anyone holding using a payment card for university business)
- Security Awareness
- Hazard Communication
- Responsible Conduct of Research (required to conduct research)
- Digital Accessibility Policy
- Revenue Cycle First Impressions Refresher (Medical center non-clinical customer-facing staff who work in Registration, Scheduling and Checkout)
- Your Role in Workplace Safety and Security FY20
- Safety and Emergency Preparedness FY20
- Annual Compliance Requirements for Providers FY20
- Compliance Your Responsibilities FY20 (All Other Faculty and Staff)
- HIPAA and Institutional Data Security FY20

Resources for New Managers
- [Starting Strong](#) (instructor-led course)
- [Workplace Violence for Supervisors](#) (online course)
- [Building Multigenerational Teams](#) (online course)
- [Supervising Student Employees](#) (instructor-led course)

Wexner Medical Center employees must complete all required courses within the first 60 days of hire.

Safety and Security

Ohio State Wexner Medical Center is dedicated to providing a safe and healthy environment for patients, staff, visitors and contractors. Safety is paramount to the productivity, quality and morale of this health care institution. We remain responsive and proactive to all situations in the management of this complex institution.

All employees are considered essential in the event of an emergency. This means that regardless of your job title or regularly assigned duties, you may be called upon to perform other duties as assigned and possibly moved to another department, depending upon the emergency.

Department of Public Safety includes police (OSUPD), emergency management, central campus security services, communications and security technology, and Wexner Medical Center security, all helping to keep buckeyes safe. OSUPD's non-emergency phone number is 614-292-2121.

Note: View the Department of Public Safety's Surviving an Active Aggressor video.

Emergency Response Codes

Code Yellow: Disaster (Internal or External)
Code Yellow indicates a disaster that will impact the Health System in some manner.

Code Red: Fire
Code Red is in response to a fire.

> In a Code Red:
> - Rescue – remove anyone in immediate danger
> - Alarm – pull fire alarm to alert authorities
> - Confine – close windows and/or doors
> - Extinguish – if possible
>
> To properly operate a fire extinguisher:
> - Pull pin from handle of fire extinguisher
> - Aim nozzle at base of fire
> - Squeeze handle in smooth motion
> - Sweep extinguisher back and forth at base of fire

Code Gray: Severe Weather/Tornado
> Level 2 – a severe weather announcement has been issued for Franklin County.
> Level 1 – a tornado warning has been declared for Franklin County

Code Black: Bomb Threat
Code Black indicates a bomb threat and all employees must be aware of unusual or suspicious items or persons.

Code Silver: Armed Aggressor
Code Silver will be announced when there is a risk of violence from an armed aggressor in one of our facilities.
- Remove patients, staff and visitors from open areas such as halls or corridors
- Turn off lights and close the doors
- Turn cell phones, pagers and mobile devices to vibrate

Code Adam: Missing Infant or Child
Code Adam indicates a lost or missing infant or child.

- The child may be a patient or visitor
- Be alert and report suspicious activity to Security immediately

OSU Policy #02-15
All individuals must wear valid I.D. while on duty or on the premises while conducting official business.
- IDs must be worn above the waist.
- Do NOT stick pins through your ID.
- IDs are Medical Center Property.

Badge readers control access to certain areas. These doors should remain closed at all times. Restricting access after-hours and certain times of day increases overall security of the facility.

Suspicious Persons
If you see someone who does not have a legitimate reason to be here or displays suspicious behavior, call Security at (614) 293-8500.
Security will:
- Attempt to identify the person
- Offer assistance if needed
- Call OSU Police if the subject refuses to comply

By being aware of people who should not be in your area, you may be preventing thefts and/or violence in your workplace.

Emergency Procedures
- Call 911
- OSU Police Non-Emergency: (614) 292-2121
- You are the first line of defense, the eyes and ears watching out for the safety of Ohio State

Note: Please complete Your Role in Workplace Safety and Security FY20 in BuckeyeLearn.

Environmental Safety

- Supplemental oxygen poses serious safety risks when used while smoking.
- Although oxygen itself is not flammable, it creates an environment in which fires can easily ignite and burn quickly.
- This creates the danger of serious burns on the head and face if smoking materials are brought toward the mouth and burns on the remainder of the body if clothing ignites.
- Smoking while on supplemental Oxygen is STRICTLY PROHIBITED.
- Leave 3' clearance around fire pull stations, fire extinguishers, electric panels and medical gas shutoffs.
- Never block corridor doors or mechanical electrical room doors.
- Secure oxygen cylinders appropriately.
- Store materials appropriately.
- Secure all sharps and medications.
- Report any physical issues with the facility or utility failures to Facilities Services.
- Use proper outlet strips instead of extension cords.

- Check clinical equipment for inventory and preventive maintenance tags.
- Report any equipment failure or issues to Clinical Engineering.

If you are injured on the job:
- Report the injury/illness to your supervisor.
- Seek treatment from Employee Health Services.
- Complete an Employee Accident Report.

**Note:** Please complete Safety and Emergency Preparedness FY20 in BuckeyeLearn.

Compliance

HIPAA stands for Health Insurance Portability and Accountability Act.
It is a federal law that requires organizations which provide health care services, such as Ohio State, to:
Follow certain rules when we use and release patient information.
Keep patient information private, confidential, safe and secure.

Phishing continues to be the most common way systems are compromised which can lead to a breach of PHI (Protected Health Information).
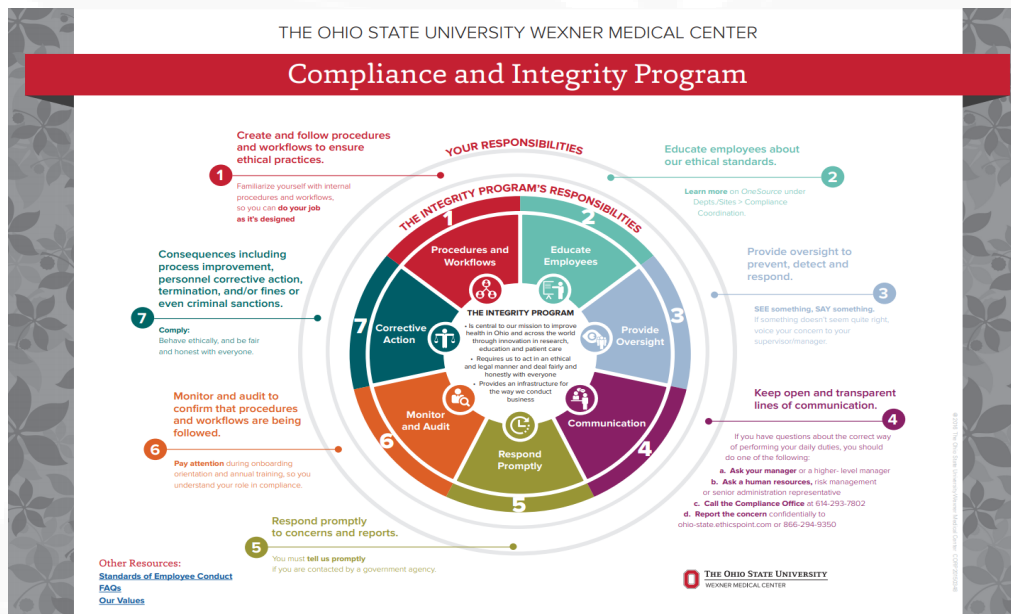
If you see something – say something!
- Privacy and IT Security Contacts (Not Anonymous)
- Visit Ohio State & Wexner Medical Center Anonymous Reporting Line or call 866-294-9350
- Call the Compliance Office: 614-293-7802 or Call the HIPAA Helpline: 614-293-4477
- Call the medical center Help Desk: 614-293-HELP

Note: Please complete Annual Compliance Requirements for Providers FY20, Compliance Your Responsibilities FY20 (All Other Faculty and Staff) and HIPAA and Institutional Data Security FY20 in BuckeyeLearn.

Ohio State App

Put campus in your pocket with the Ohio State app. Easy access to everything Ohio State offers including real-time bus locator, news, events, athletics and more. Download it now.

HealthBeat Hub App (Medical Center Employees)

The HealthBeat HUB delivers modern, concise communication to the Ohio State Health Science Colleges and Wexner Medical Center. Faculty and staff can download a free mobile app to access relevant news for faculty and staff from anywhere on their personal device. Join the "Welcome to the Team" channel where you'll find new employee information you need to succeed.

Install:
1. Faculty and staff with a medical center username and password, including the College of Medicine:
2. Text HUB to 900900 for link to download app
3. Download 1st Up from Google Play or Apple Store
4. Do NOT enter an email. Select "Have an organization code?" Type in ohiostate
5. Faculty and staff with a medical center username and password should select HealthBeat HUB
6. Select "Sign In"
7. Enter your MedCenter ID@osumc.edu (e.g., Brut01@osumc.edu)
8. Enter your current medical center password
9. Select "OK" for push notifications
10. Select "Allow" notifications

Questions? Email HealthBeatHUB@osumc.edu.

Customer Service: First Impressions and Patient Experience

People begin to form opinions about you immediately and you'll never get a second chance to make a great first impression. We all have customers. Recruiters' customers are hiring managers and candidates for new jobs, like you were before today. Housekeepers' customers are the people who use the facilities they maintain. Customers for staff in clinics and hospital units include patients, their visitors and all their coworkers.

First Impressions focuses on what we can do to be friendly, polite and kind.

Friendly

- Greet people when you see them – follow the 5 & 10 rule – acknowledge with your eyes, a nod or a wave, people within 10 feet of you; speak to people within 5 feet.
- Friendly means looking the part – a smile goes a long way!
- The most magical sound in the universe is our own name – use other people's name to acknowledge them in person.
- Talk with people, establishing a connection.
- Be your genuine self, let people know who you are, let that smiling sunny face shine.

Polite

Say "Please" and "Thank You" and respond with "You're Welcome" or "My Pleasure"

Kind

Kindness is an action that fulfills our Value of Empathy.
For example, when a patient is unhappy because they have to wait too long to see a clinical provider.
A kind response could be: "*Waiting can be frustrating and I appreciate your patience. I know your time is valuable. The doctor is taking the time she needs for her current patient, as she will do for you.*"

We are always looking for ways to improve our patients' experience. Listen as Richard Potts, Director of Patient Experience, shares ways you can build better relationships with your colleagues.

Business Unit Orientation

Business units across the Wexner Medical Center also have information you should know. View the resources below based on the area you have joined.

The James and Comprehensive Cancer Center

- James Patient Services website
- James/CCC leader welcome video
- Cancer Survivor: Carol Parkison
- Pelotonia: Team Buckeye

University Hospital, Ross Heart Hospital and Neurological Institute

- Orientation

East Hospital

- [Orientation](#)
- Watch for an email regarding East Specific Orientation information

Ambulatory

- You will receive additional information regarding the next Ambulatory Orientation later.

Diversity, Equity and Inclusion

Ohio State strives to be a model for inclusive excellence. We value diversity, the range of differences that make each of us unique. We foster inclusion, an environment in which all individuals feel engaged, respected, valued and connected, and in which individuals feel comfortable bringing their unique ideas, backgrounds and perspectives to their work in support of Ohio State's mission.

Visit our [Diversity and Inclusion](#) website and take our [Diversity Basics](#) and [Understanding and Interrupting Implicit Bias FY21](#) online courses.

Note: Medical Center employees must complete either the [Understanding and Interrupting Implicit Bias FY21](#) or the Introduction to Cultural Sensitivity FY20 to fulfill your annual Diversity training requirement. Once you are logged in to BuckeyeLearn, please search for the titles.

University Staff Advisory Committee (USAC)

The [University Staff Advisory Committee (USAC)](#) is an advisory body to university leadership. Comprised of members from across the university and medical center, its mission is to maintain an active and participatory line of communication with the university community and to provide a forum through which university staff can raise, discuss, and make recommendations to support the university's mission. Staff are encouraged to reach out to our committee or submit feedback and we will happily address recommendations and provide follow-up.

Employee Resource Groups (ERG's)

Employee Resource Groups are voluntary, employee-led groups that foster a diverse, inclusive workplace aligned with our mission, values and goals. Current groups include:
- Black Faculty and Staff Employee Resource Group
- Hispanic Latino Employee Resource Group

- Lesbian, Gay, Bisexual and Transgender Employee Resource Group
- Women of Color Employee Resource Group
- Young Professionals Resource Group
- New Veterans Employee Resource Group
- Diversity, Equity and Inclusion Resources

Policies

It is the responsibility of all individuals to identify and familiarize themselves with all applicable university and unit policies. Listed below are a few key university policies that should be reviewed during the early days of your employment. Please note, the top of each policy indicates if the particular policy applies to faculty, staff and/or student employees.

Work Environment
- Tobacco Free Ohio State
- Alcohol and Other Drugs
- Drug-Free Workplace
- Sexual Misconduct
- Affirmative Action, Equal Employment Opportunity & Non-Discrimination/Harassment
- Workplace Violence

Technology and Information Security
- Responsible Use of University Computing and Network Resources
- Institutional Data

Special Situations – Do these apply to you?
- Probationary Period (for CCS and bargaining unit staff)
- Activities and Programs with Minor Participants (for those who interact with minors)
- Privacy and Release of Student Education Records (for those who handle student education records)
- Student Employment (for student employees and those who supervise student employees)
- Intellectual Property (for those who create intellectual property)

You can view a complete list of university policies at policies.osu.edu.

In Closing

Remember that your conversations with your manager will be most important in keeping you informed. Human Resources is here to help you. Please reach out to your manager or recruiter if you need help or have questions.

Welcome to THE Ohio State University Wexner Medical Center!

CHECKLIST

- ☐ Covid-19 Information – https://safeandhealthy.osu.edu/

- ☐ Digital Identity:
    - ☐ My.osu.edu
    - ☐ Email address
    - ☐ BuckeyePass
    - ☐ Employee Self-Service
    - ☐ CarmenZoom
    - ☐ IT Service Desk at 614-688-4357 or self-service

- ☐ Buckeye Box – store and share files

- ☐ BuckeyeLearn – Ohio State's learning management system:

- ☐ Benefits:
    - ☐ Benefits Overview
    - ☐ Watch videos
    - ☐ Health and Wellness Benefits Webinar
    - ☐ Retirement Choices Webinar
    - ☐ Your Plan for Health

- ☐ Payroll Services – paycheck details

- ☐ Employee Self-Service – direct deposit, W2, W4, beneficiary, etc

- ☐ Getting Around Campus
    - ☐ CampusParc
    - ☐ Campus Area Bus Service
    - ☐ Virtual tour
    - ☐ Interactive campus map

- ☐ Professional Development
    - ☐ Gateway to Learning
    - ☐ Take 5 for Compliance and Integrity: Topics You Should Know

- ☐ <u>BuckeyeLearn</u> – check with your manager on required courses and due dates. Once in BuckeyeLearn, you can search by title:

  - ☐ Introduction to BuckeyeLearn (online course)
  - ☐ Protecting Institutional Data (online course)
  - ☐ Report = Support: Identifying and Responding to Sexual Misconduct (required online course – automatically assigned)
  - ☐ Understanding the Sexual Misconduct Policy (online or Instructor-led course – automatically assigned)
  - ☐ B&F Core (five classes required for anyone accessing the university's financial system)
  - ☐ eTravel: Traveler (required for anyone traveling on university funds)
  - ☐ PCard (required for anyone holding using a payment card for university business)
  - ☐ Security Awareness
  - ☐ Hazard Communication
  - ☐ Responsible Conduct of Research (required to conduct research)
  - ☐ Digital Accessibility Policy
  - ☐ Revenue Cycle First Impressions Refresher (Medical center non-clinical customer-facing staff who work in Registration, Scheduling and Checkout)
  - ☐ Your Role in Workplace Safety and Security FY20
  - ☐ Safety and Emergency Preparedness FY20
  - ☐ Annual Compliance Requirements for Providers FY20
  - ☐ Compliance Your Responsibilities FY20 (All Other Faculty and Staff)
  - ☐ HIPAA and Institutional Data Security FY20

  Resources for New Managers
  - ☐ <u>Starting Strong</u> (instructor-led course)
  - ☐ <u>Workplace Violence for Supervisors</u> (online course)
  - ☐ <u>Building Multigenerational Teams</u> (online course)
  - ☐ <u>Supervising Student Employees</u> (instructor-led course)

- ☐ Safety and Security

  - ☐ <u>Department of Public Safety</u>
  - ☐ <u>Surviving an Active Aggressor</u> video

- ☐ Ohio State App - Download it now.

- ☐ HealthBeat Hub App - Text HUB to 900900 for link to download app

- ☐ Business Unit Orientation

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