

Fairview Health Services

New Employee Welcome

Welcome!

We are so glad you're here!

- Your health and safety – and the health and safety of our patients and their families – is our top priority.
- The way we do our work is changing in response to the COVID-19 pandemic.
- New Employee Welcome and other in-person meetings are all being held virtually to meet the guidelines of our COVID-19 Command Center.



COLLABORATION BRAND



EMPLOYEMENT HOME

EMPLOYEMENT HOME

EMPLOYEMENT HOME

**Fairview
Health Services**

**University of
Minnesota**

**University of
Minnesota
Physicians**

LEGAL ENTITY

LEGAL ENTITY

LEGAL ENTITY

A collaboration among the University of Minnesota,
University of Minnesota Physicians and Fairview Health Services



A collaboration among the University of Minnesota,
University of Minnesota Physicians and Fairview Health Services



Fairview Today

12 hospitals

34,000 employees

5,000 aligned physicians

Employed, faculty, independent

2018 data

2.1+ million clinic visits

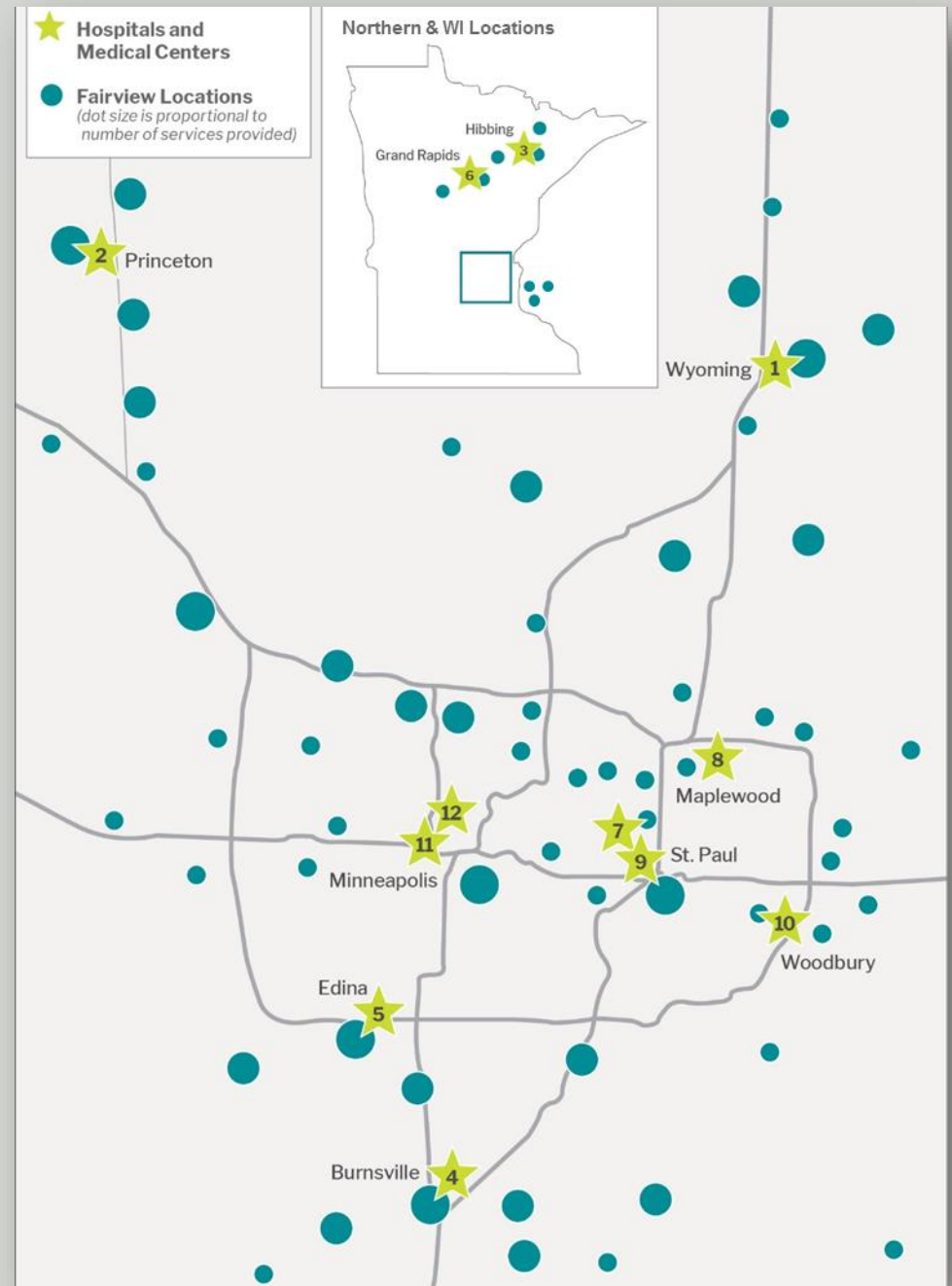
106,101 inpatient admissions

90,411 surgeries

13,699 births

250,282 health plan members

\$5.7 billion total revenue



DRIVING A HEALTHIER FUTURE

Mission

We are driven to heal,
discover and educate for
longer, healthier lives

Values

Dignity
Integrity
Service
Compassion
Innovation



We drive value throughout the state and beyond by leveraging our strategic differentiator:

OUR PEOPLE, OUR GREATEST DIFFERENTIATOR

An authentic people-driven culture that advances the knowledge, skills, and behaviors of our workforce to differentiate ourselves for our patients, the market, and the nation.

Creating Moments that Matter



Creating Moments that Matter

Can you think of **moments in health care** that mattered to you?



- How did you feel watching Alisha and Rob's story?
- What stood out to you in M Fairview Health's response?
- What would have made that experience *better* for Alisha and Rob?

Our Service Standards

Take **Customer Experience** to the Next Level



- Set expectations
- Show our progress
- Identify opportunities
- Provide intentional, quality approaches to delivering exceptional experiences.

Our Four Focus Areas for Service

Use AIDET

1



Guide people

3



Get personal

2



Recognize and
thank others

4



1 - AIDET

- A proven framework to connect with others
- It helps us to exceed expectations and showcase our values



What is AIDET?

A Acknowledge

I Introduce

D Duration

E Explanation

T Thank You

Who Should We Use AIDET With?

Our Customers:

We should use AIDET with everyone we serve, including...



**PATIENTS &
FAMILIES**



CUSTOMERS



VISITORS



**OTHER
EMPLOYEES**



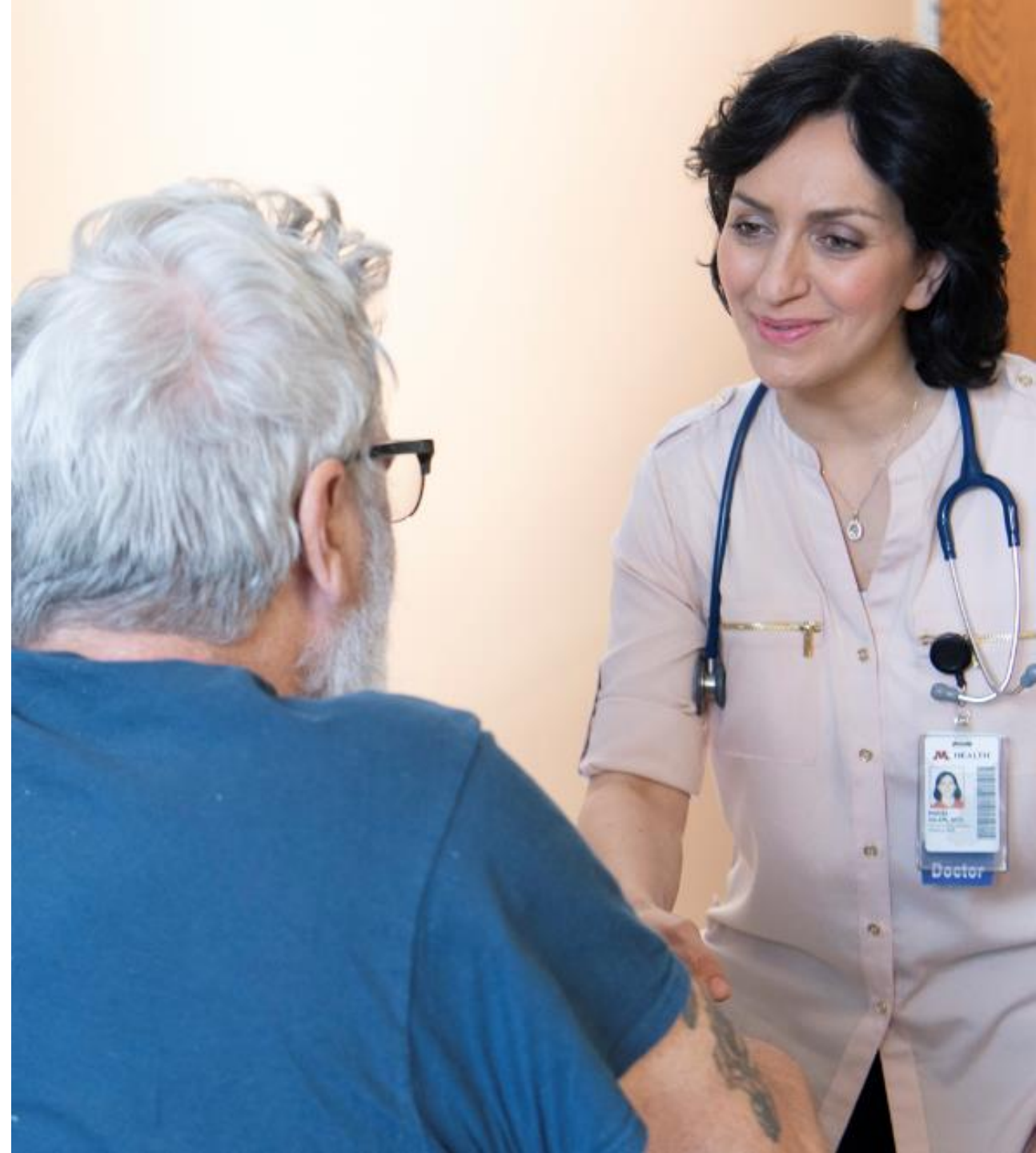
**EVERYONE
ELSE WE SERVE**

AIDET Example

A cknowledge	Good morning Mr. Syed. Would you prefer I call you Omar or Mr. Syed?
I ntroduce	My name is Betty, I'm a phlebotomist. I have worked here since 1994.
D uration	I'll be drawing a small sample of your blood today; it will take less than three minutes, from start to finish.
E xplanation	Once I draw it, I'll send it to the lab, where they'll run a test to determine your cholesterol level. Do you have any questions for me before we start?
T hank You	Thank you for your patience and cooperation!

2 - Get Personal

- Use deliberate eye contact and genuine smiles to greet people
- Engage others using their preferred names and pronouns
- Say “hello,” “goodbye,” and “thank you”
- Treat people as individuals



3 - Guide People

- Create a safe, comforting environment
- Proactively help people navigate their journey with us



4 - Recognize and Thank Others

- Recognize members of the team and spread gratitude



Caring For Our Employees and Our Patients

Through COVID-19

Fear of Infection and Uncertainty Is Real for Employees of M Health Fairview



How to Avoid Fear-based Decision Making

Tips to regain confidence during times of fear and uncertainty

- Monitor your thoughts
- Limit media exposure to predetermined, reputable sources
- Focus on what's in your control
- Continue with healthy habits
- Practice daily relaxation
- Be aware of signs when more help is needed

M Health Fairview's Commitment

To Evidence-Based Decision Making

M Health Fairview makes critical decisions about COVID-19 using:

- Objective data
- Medical expertise and research
- Recommendations and best practices from reputable Public Health Agencies (MDH, CDC, WHO)

All decisions are made in the best interest of

Our Employees, Our Patients & Our Communities



Our Ask Of You

Chose **Evidence-Based** Thinking

Over **Fear-Based** Thinking

Employee Safety Precautions

Reducing Exposure to COVID-19 through Guidelines & Restrictions

Employee Safety Precautions

- Travel restrictions
- Guidelines that reduce in-person group contact

Minimizing Entry Points

- All visitors screened for COVID-19; exposed or sick visitors **not permitted**
- Restricting walk-in patients

Curbside Testing of Patients Showing COVID-19 Symptoms

- Innovative approach to testing symptomatic patients while preventing exposure

Employee Safety Precautions

Mitigating the Risk of Contracting COVID-19 Through Exposure

Personal Protection Equipment & Guidelines

- Personal Protective Equipment guidelines reflect current CDC recommendations
- Additional guidelines and policies in place to prevent spread when caring for symptomatic patients.



Taking Care of Our Patients

Our Calling & Our Responsibility: *We are Here to Heal*

Practice Empathy

- See our patients as people instead of COVID-19

Stay Informed and Current

- Ensure sources are reputable and information is fact-based

Continue to Respect Patient Privacy

Commit to Our Purpose

Provide high-quality, *reliable* patient care

COVID-19 Resources

M Health Fairview Resources

Fairview COVID-19 Resources

[Employee & Family Resource Page](#)

[M Health Fairview Organization Resource Page](#)

[M Physicians Intranet Page](#)

Organizational information and resources – Updated daily

[Site Infection Preventionists](#)

Infection Prevention Directory, by M Health Fairview site

***As information about COVID-19 is constantly evolving,
please check back regularly for the most up-to-date information***

COVID-19 Resources

Public Health Resources

[Minnesota Department of Health COVID-19](#)

Minnesota-specific COVID-19 guidelines and information

[Centers for Disease Control COVID-19](#)

United States COVID-19 guidelines and information

[World Health Organization COVID-19](#)

Global COVID-19 guidelines and information

***As information about COVID-19 is constantly evolving,
please check back regularly for the most up-to-date information***

Payroll, Employee Self-Service & Timekeeping

EMPLOYEE SERVICE CENTER

PHONE NUMBER: 612-672-5050

EMAIL: ESC@FAIRVIEW.ORG

Pay Timing



- Fairview follows a biweekly pay schedule
- Pay periods begin on a Monday and run through a Sunday for a two week period
- **The next slide is our Payroll Calendar which is color coded for important dates**

2020 Fairview Payroll Calendar

JANUARY							FEBRUARY							MARCH						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4							1	1	2	3	4	5	6	7
5	6	7	8	9	10	11	2	3	4	5	6	7	8	8	9	10	11	12	13	14
12	13	14	15	16	17	18	9	10	11	12	13	14	15	15	16	17	18	19	20	21
19	20	21	22	23	24	25	16	17	18	19	20	21	22	22	23	24	25	26	27	28
26	27	28	29	30	31		23	24	25	26	27	28	29	29	30	31				
APRIL							MAY							JUNE						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4						1	2		1	2	3	4	5	6
5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13
12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20
19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27
26	27	28	29	30			24	25	26	27	28	29	30	28	29	30				
							31													
JULY							AUGUST							SEPTEMBER						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4							1		1	2	3	4	5	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	6	7	8	9	10	11	12
12	13	14	15	16	17	18	9	10	11	12	13	14	15	13	14	15	16	17	18	19
19	20	21	22	23	24	25	16	17	18	19	20	21	22	20	21	22	23	24	25	26
26	27	28	29	30	31		23	24	25	26	27	28	29	27	28	29	30			
							30	31												
OCTOBER							NOVEMBER							DECEMBER						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	1	2	3	4	5	6	7			1	2	3	4	5
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
25	26	27	28	29	30	31	29	30						27	28	29	30	31	1	



Fairview Pay Period End Dates

Pay Day on a Federal Holiday

Pay Days

Fairview Designated Holidays

Holidays and Paid Time Off

- Later this week you will have access to the Fairview Intranet.
 - This is where we store our policies, articles, and other information.
 - On the Intranet you will find detailed information regarding our Designated Holidays and Paid Time Off (PTO).
- <http://intranet.fairview.org/benefits/paybenefits/ptovacation/index.htm>

Lawson Resources are available on the Fairview Intranet for you to access at any time:

eLearning & User Guides

- Employee Self Service
- Manager Self Service

Pay Statement Resources

- Step-by-step instructions
- Pay statement tour
- Viewing and printing your pay stub

Lawson Login Instructions

- Offered in 9 languages

Lawson Employee Self Service (ESS)

All employees have direct access to Lawson to easily view, update, and manage information. You will have access to this portal later this week to update, view, and manage your information, such as:



- Access online pay stubs (and print one, if desired)
- Update direct deposit account information (up to 5 accounts)
- Update W-4 information
- Opt-in for on-line delivered W-2
- Update/manage license renewal
- Update personal information, address, emergency contacts
- Add/update degree information (required for all hospital based patient care RN's and RN leaders)

<http://intranet.fairview.org/benefits/paybenefits/payrolletime/index.htm>

Online Pay Statement



Human Resources

Click here to progress to the next slide.





Your Fairview pay statement is available online

You can view your pay statement online anytime.

Please save these instructions for future reference.



Congress Delays ICD-10 Implementation - Intranet - Windows Internet Explorer

File Edit View Favorites Tools Help

http://intranet.fairview.org/About/WhoWeAre/News/5_109620

Congress Delays ICD-10 Implementation - Intranet

INTRANET

FAIRVIEW.ORG POLICIES TECHNOLOGY SERVICE CENTER CARE REPORTING

FAIRVIEW

About Us Clinical Teams Business Services Resource

Lawson HR Self-Service
Outlook Web
Q & R Drives
Set My Preferences
Advanced Search

From the Fairview intranet homepage, click the "Lawson HR Self-Service" link on the upper right side of the intranet menu.

Logged in as: < zsimmon1 > Log Out Home > About Us > Who We Are > News

Fast Find

ADD TO QUICK LINKS EMAIL TO COLLEAGUES

Congress Delays ICD-10 Implementation

FAIRVIEW SYSTEM, APRIL 2, 2014

A bill that passed in both the U.S. House of Representatives and the U.S. Senate in the last week—and has been signed by President Obama—delays the compliance date for new ICD-10 code sets until no sooner than Oct. 1, 2015.

The delay is part of a larger bill aimed at temporarily repealing a 24 percent reduction in Medicare reimbursement for physicians.

But with the inclusion of the ICD-10 delay in the bill, health care providers and payers will need to readjust transition plans including training and testing.



Related News

- Care Reform Isn't Coming—It's Already Here
March 28, 2014
- Leader News: Leaders On the Move
March 26, 2014
- Save The Date: Forums Are Coming Your Way
January 29, 2014
- Each Job, Every Day: Financial Counselors
November 17, 2013
- Ease Into ICD-10 With These Epic Updates
November 6, 2013

Related Content

Enter your user name and password in the login screen. Your user name is your Fairview ID (e.g. kjohnso1).

Your password is the same password you use to access the Fairview network and email.

A white text input field with a light gray border. On the left side, there is a small gray person icon. The text "atest1" is entered into the field.A white password input field with a light gray border. On the left side, there is a small gray padlock icon. The password is masked with ten black dots.A solid blue rectangular button with the word "Login" written in white text in the center.

Technology 10.0.9.0.1384



Employee Self-Service ▶

Lawson Tools/Info ▶

Missing Punch Form

Charity Donations ▶

Employment ▶

Org Chart

Pay ▶

Personal Information ▶

Direct Deposit

Pay Statements

Pay Rate History

Payment Modeling

Tax Withholding

Year to Date

Lawson

Click "Pay Statements."

Pay Checks

Payments

07/07/2016	3136.01	1636.40	⤴
06/23/2016	3166.21	1714.77	
06/09/2016	3106.07	1627.25	
05/26/2016	2966.95	1613.27	☐
05/12/2016	3054.81	1909.34	⤵

Click on the pay date for which you want to view a statement.



You can view current or past pay statements. Click the date associated with the pay statement you would like to view.

All your earnings & other reimbursements for the pay period will be listed here.

Pay Checks

Payments		
05/18/2016	3130.22	1693.61
05/04/2016	3419.56	1792.37
07/21/2016	3098.30	1678.70
07/07/2016	3136.01	1636.40
06/23/2016	3166.21	1714.77
06/09/2016	3106.07	1627.25
05/26/2016	2966.95	1613.27
05/12/2016	3054.81	1909.34

Summary

Printable Pay Stub

Check Number	123456
Payment Date	05/26/2016
Period End Date	05/22/2016
Gross Wages	2966.95
Net Pay	1613.27
Check Amount	
Currency	USD
Routing Number	
Bank Account	
Description	
Deposit Amount	

Wages

Pay	Hours	Wages
Adder - Charge Pay	48.40	96.80
Imputed - Group Op Life & ADD		3.88
Overtime	0.90	56.27
Regular Straight Time	48.00	1912.80
Shift - Night	64.90	259.60
Time Off - Scheduled	16.00	637.60
Total	178.20	2966.95

Taxes

Deduction	Amount	Taxable Wages
Federal WIH	413.45	2390.93
Medicare - EE	38.96	2687.23
Minnesota WIH	146.00	2390.93
Social Security/FICA - EE	166.61	2687.23
Total	765.02	

Pretax Deductions

Deduction	Amount
403b - Prcnt MNATC EE	296.30
Dental - EE P/T	39.14
Medical - EE P/T	218.00

In the Summary box , you can see your net pay (this is your total check/deposit amount).

You can also view:

- gross wages (before taxes and deductions)
- Net pay (after taxes and deductions) for the pay period.
- Hourly rate
- Bank Information

05/23/2016	3106.21	
05/09/2016	3106.07	162
05/26/2016	2966.95	1613.27
05/12/2016	3054.81	1909.34

Summary	
Printable Pay Stub	
Check Number	12345
Payment Date	05/26/2016
Period End Date	05/22/2016
Gross Wages	2966.95
Net Pay	1613.27
Check Amount	
Currency	USD
Routing Number	
Bank Account Description	
Deposit Amount	<u>1613.27</u>

Navigation icons: Home, Refresh, Print, Close

Pay	Hours	Wages
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Dental - EE P/T	39.14
Medical - EE P/T	218.00

Navigation icons: Back, Home, Forward

You also can view benefit deductions and taxes on your statement.

All the taxes that are withheld from your pay—as well as your taxable wages for each type of tax—are listed in the Taxes box. The taxes that Fairview pays on your behalf (i.e., not deducted from your pay) are listed in the Company Taxes box.

Pay Checks

Taxes

Deduction	Amount	Taxable Wages
Federal W/H	413.45	2390.93
Medicare - EE	38.96	2687.23
Minnesota W/H	146.00	2390.93
Social Security/FICA - EE	166.61	2687.23
Total	765.02	

Pretax Deductions

Deduction	Amount
403b - Prcnt MNATC EE	296.30
Dental - EE P/T	39.14
Medical - EE P/T	218.09
Parking - Riverside Hrlly Rate	22.49
Total	576.02



Amounts withheld from your paycheck on a pre-tax basis, including most benefit deductions, are listed here.

Amounts withheld from your paycheck on an after-tax basis are listed here also.

(EE - means employee)



Pretax Deductions	
Deduction	Amount
403b - Prcnt MNATC EE	296.30
Dental - EE P/T	39.14
Medical - EE P/T	218.09
Parking - Riverside Hrly Rate	22.49
Total	576.02

Aftertax Deductions	
Deduction	Amount
Life - Child	0.69
Life - EE A/T	8.07
Total	8.76



Fairview: Your Benefits



Employee Service Center: 612-672-5050

Retirement Savings Plans



Fairview offers a 403(b) with Pre-tax and/or Roth after-tax deferrals

Eligibility

- No authorized hours requirements for employee contributions

Manage Your Account at Fidelity

- Including: deduction percentage, investment elections, beneficiary designations and rollovers
- [Netbenefits.com/Fairview](https://netbenefits.com/Fairview) or by phone; 1-800-343-0860
 - Register for an account if you're **new** to Fidelity
 - If you have an existing Fidelity account, use your current username & password

Retirement Savings Plans



Employee Contributions – All Employees

- Contribute up to 85% of eligible salary to annual maximum of \$19,500 (\$26,000 if age 50+)
- Automatic enrollment at 3% contribution level following 30 days of employment
 - Excludes: MNA at Southdale and Riverside, Local 113 Twin Cities Service Workers, and Local 70 Engineers

Retirement Savings Plans

Employer Match Contribution

- Contributions matched 50% up to 2% (i.e. 1% maximum match)
- Contributions made bi-weekly

Employer Discretionary Base Contribution

1. First, meet initial eligibility:

Be age 21 and have worked 1,000 hours by first anniversary of employment (non-contract and some eligible contract groups).

2. Then meet contribution eligibility:

Worked at least 1,000 hours annually (Jan-Dec) and employed on Dec. 31st

3. If ALL eligibility is met:

Eligible to receive contribution of 3% on eligible wages earned after initial eligibility. Eligibility is measured each calendar year and a contribution, if earned, is made annually.

Retirement Savings Plans

Vesting Schedule for Employer Contributions

- Must work 1,000 hours per payroll calendar year to earn 1 year of vesting credit.

1 year = 30%	2 years = 60%	3 years = 100%
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Union employees should refer to the union contract for employer contribution and vesting details.

Retirement Savings Plans

Username ? Password ? Log in Remember Me Register Need Help? Security Notice

FAIRVIEW Fidelity INVESTMENTS

Home Get Started Plans & Investments Tools & Resources Contact Us

Need to *Step Up* your retirement planning?
Select your location for next steps

I'm Just Starting I'm Already Enrolled I'm Nearing Retirement

Log-in/Register

- Change deduction / Opt-out
- Investments
- Beneficiary designations

Rollovers

- Contact Fidelity

[Netbenefits.com/Fairview](https://netbenefits.com/fairview)
1-800-343-0860

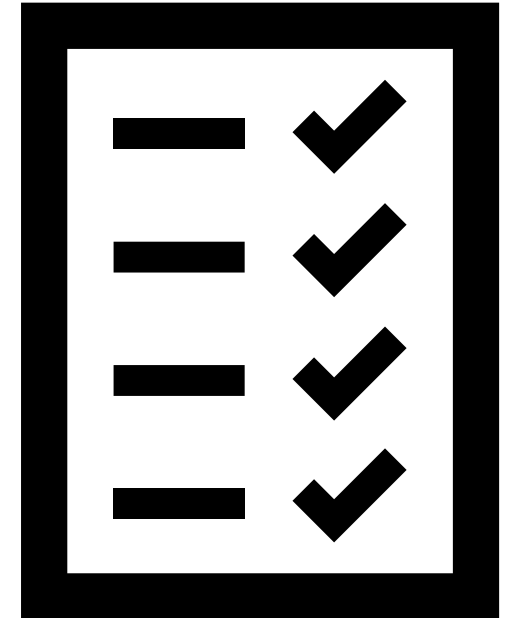
Fairview Health & Welfare Benefits

If you are an employee who is benefit eligible, you will receive specific information regarding benefit choices via email.

You have 31 days from date of hire to enroll.

Summary & Resources

- Additional Onboarding Resources
 - OD&L Webpage: odandl.org
 - OD&L Email: ODL@Fairview.org
- Payroll & Benefits Resources
 - Employee Service Center: 612-672-5050 or ESC@Fairview.org



Next Steps

- Day 2 Instructions
 - Reach out to your manager if clarification is needed
- Complete the Survey
 - Share your experience with us – QR code on the last screen!
- Complete Annual Mandatory Education modules in LMS
 - Instructions in your email

Thank You for Choosing M Health Fairview



Your Experience Matters

Text the word
Welcome

to

651-401-7448

or

Scan the QR code

