



WELCOME!

A Pre-Boarding Resource for New Employee Orientation

Fall 2023 Version

Your First Day

New Employee Orientation (NEO) at St. Luke's

New Employee Orientation (NEO) is a live, virtual training event hosted in Microsoft Teams Live from 8 a.m to 4:30 p.m. on your first day as a new employee. Your NEO experience will welcome you to the St. Luke's Health System, provide an overview of our Mission, Vision, and Values, and give you what you need to have a successful day 2 and beyond. To join and participate in NEO, you will join the virtual session from a **personal computer or laptop and a reliable internet connection**. Please reach out to your recruiter immediately if you do not have access to a personal computer or laptop and/or a reliable internet connection.

Tips for signing in & network issues

- Join the virtual session using the link sent to your personal email address.
- Join via a Chrome or Edge browser; no need to download the Teams app.
- Close any other tabs and browsers to keep the live stream running smoothly.
- Engage with your NEO facilitators and new colleagues using the Live Event Q&A.
- Use the playback bar to pause, rewind, and advance to LIVE.
- If you experience technical issues, you can refresh your browser or simply exit and rejoin using the link.

NEO Agenda

Time	Agenda Topic
8 a.m.	Welcome & Introductions
9 a.m.	St. Luke's Culture & Mission <ul style="list-style-type: none">• Culture of Safety• Mission, Vision, and Values with our Senior Leader Visit
10:15 a.m.	Care for Self <ul style="list-style-type: none">• Values Workshop & Psychological Safety• Universal Skills Toolbox• Benefits and Well-Being• Onboarding "Next Steps"
12 p.m.	Break for Lunch
12:30 p.m.	Care for Employees <ul style="list-style-type: none">• Payroll & Retirement• Working with Teams, Others & Leaders• Physical Safety
2:45 p.m.	St. Luke's Digital Environment <ul style="list-style-type: none">• Digital Security and Online resources• Network and Email Sign On with IHT
4:00 p.m.	Care for Community <ul style="list-style-type: none">• St. Luke's History, Geography, and Impact• Strategic Objectives• Brinley's Story
4:30 p.m.	Survey, Q & A, and Celebrate

Virtual Practices & Tips

Please join the Teams Live session using the link sent to your personal email address. We recommend joining a few minutes early to ensure you can connect to the live stream on time. You will not be on camera or microphone, but you will engage with the NEO team and your new colleagues through the Live Event Q&A. Instructions on navigating the platform will be provided during NEO.

Our Caring People

Caring people are the heart of St. Luke's. They're the reason our organization exists, the reason it succeeds and the reason it will thrive in years to come. To best support our people and to foster an environment where team members feel welcomed, engaged and supported, we will hire and develop people who honor and fuel our mission, celebrate and value their unique talents and experiences, and inspire and empower learning, excellence and continuous improvement.

Cultural and Language Services

Patients and employees alike need to be able to communicate effectively. Our Cultural and Language services team is available to ensure that language and culture are respected and that everyone has the access they need to provide and receive care and support.

Cultural and Language Services will provide access to professional Medical Interpreters and auxiliary services so we may perform meaningful, effective and accurate communication to all limited English proficient, deaf, hard of hearing, blind or visually impaired individuals. For more information: LanguageSupport@slhs.org.

Culture of Safety at St. Luke's

St. Luke's is committed to reducing and ultimately eliminating preventable harm to our patients and staff. Through Safety Together, all St. Luke's employees and providers will create a psychologically, physically, and digitally safe environment and leverage proven practices to cement our reputation as a high reliability organization (HRO).



Safety Together Goals:

Zero Preventable Harm
High Reliability Organization
Commitment to continuous improvement
Leadership, teamwork and trust.

St. Luke's Mission, Vision & Values

Mission

To improve the health of people in the communities we serve.

Vision

To be the community's trusted partner in providing exceptional, patient-centered care.

Always Behaviors

Commit and follow through.

Listen - be present.

Communicate the "why" behind the what.

Assume positive intent.

Continuously pursue excellence.



Integrity
Compassion
Accountability
Respect
Excellence

A Great Place to Work & Receive Care

A Great Place to Receive Care

We pride ourselves on the exceptional care we deliver to our patients and communities. St. Luke's adopted Relationship-based Care (RBC) as our professional practice model. RBC helps align caring and healing processes to meet the needs of patients, families, and ourselves.

It enhances relationships both **personally** with patients, families, and caregivers and **professionally** with colleagues and ancillary teams. This consists of the following components:

- **Care of Self**
- **Care of Colleagues**
- **Care of Patients & Families**

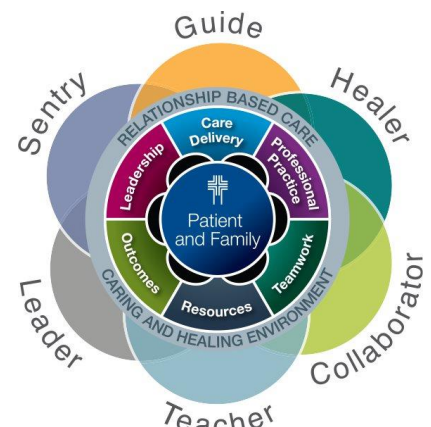
Focusing on these key relationships allows us to deliver on the St. Luke's mission to create trust, provide exceptional care, and build lasting relationships with those **we care for and work alongside**.

Great Place to Work: Culture Goal

Our **Culture Goal** is focused on the guiding principle to be a great place to work. We start by recruiting and retaining exceptional talent.

As part of this, we focus on several important elements to foster an environment where team members feel welcomed, engaged and supported. We hire great people and invest in their development; celebrate and value their unique talents and experiences; and empower learning and continuous improvement.

When our team members feel engaged, recognized and supported to speak up for safety, they are more likely to deliver exceptional patient care.



Adapted with permission.
© Creative Health Care Management, Inc.

My Benefits, Pay & Retirement

Benefits Key Reminders:

- ALL new hires must enroll online through the St. Luke's Business Center portal
- You must enroll **within 30 days** of your start date

The following benefits are effective the 1st of the month following your start date:

- Medical
- Dental
- Vision
- Health Savings Account

Dependent verification is required for dependents enrolled in:

- Medical, Dental, and/or Vision
- Documents must be submitted within 60 days of your effective date of coverage

Payroll Key Reminders

- Payday is every other week. A Payroll calendar is located in the St. Luke's Business Center.
- You can enroll in Direct Deposit at any time but we recommend doing it in your first 30 days.
- Update your tax withholdings for both Federal and State.

Timecard Key Reminders

- You will be paid for New Employee Orientation, and we will log your hours on your behalf.
- After Orientation, you will be responsible logging your own time and completing your timecard.
- Complete the Time & Attendance for Employees training during your first week to learn how to manage your timecard.

Badging Reminder

- Badges should be acquired prior to new employee orientation. Reach out to the badging contact at your location for an appointment and/or hours of operation: [Badging Information](#).

Retirement Reminder

- All St. Luke's employees are eligible to enroll in the St. Luke's-sponsored retirement account managed by Fidelity. We will share more information during New Employee Orientation.

Employee Well-being Through Lifestyle

Employee Well-being Through Lifestyle

At St. Luke's, we provide resources to help you be your best – because when you feel your best, you provide the best care for others.

St. Luke's cares about a healthy lifestyle and provides programs and services to employees that focus on physical activity, stress management, improved sleep, positive relationships, avoiding toxic substances, and nutrition. Examples include mindful meals in our cafeterias, access to apps like Headspace and Carium, Mid-Day moves and Weight-loss Challenges, and massage.



Parking at St. Luke's

Please park in spaces and/or lots designated for employees. Do not park in patient parking. If you are visiting a St. Luke's site as a patient, please leave a note in your vehicle's dashboard to inform security. **Yellow** marked spaces within garages and flat lots are for employee parking. **White** marked spaces and spaces with signage are for patient or visitor parking. Parking in unauthorized spaces will result in a violation. The third violation will result in towing.

Registering a Vehicle & Requesting a Permit

Employee vehicles need a St. Luke's-issued parking sticker to park in all St. Luke's employee parking lots and garages. Valid parking permits consist of a clearly visible parking sticker placed on *the rear window in the lower driver-side corner*. You can pick up your parking permit when you pick up your badge.

ENVIRONMENTAL SUSTAINABILITY

Change up Your Commute, Save Money and the Environment

Take advantage of the many incentives St. Luke's offers to promote alternative modes of transportation and discover your new favorite way of getting to work.

BIKE



- Secure bike parking at Anderson Center, Bannock Plaza, Children's Hospital, Meridian Hospital, Nampa Hospital and St. Luke's Plaza and parking garage in downtown Boise.
- Most bike parking ports are partially or fully covered.

BUS



- Your St. Luke's employee badge acts as a free tap-n-go pass on Valley Regional Transit.
- Includes late night and emergency rides, as well as "on demand" rides in Canyon County.

VAN



- First month of Commuteride Vanpool is free—check out current routes on sharetherideidaho.com or start your own with 5 or more friends.
- St. Luke's subsidizes a portion of vanpool fare for employees.
- 10% off fare for St. Luke's employees as City Go members. Visit citygoboise.com for more info.

CAR



- Find a carpool buddy at sharetherideidaho.com
- Once on the website, use St. Luke's network to search for other carpooling employees.

Questions? Contact Stephanie Wicks, sustainability manager, at wickss@slhs.org.



Employee & Environment Safety

Employee & Environmental Safety: Infection Prevention

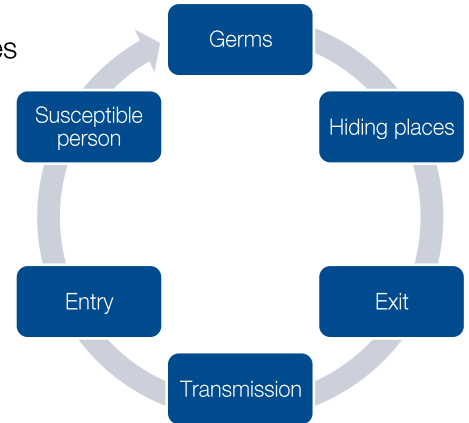
It is all our responsibility to deliver high-quality, exceptional care. This includes preventing infections for you and patients. During New Employee Orientation, you will learn about the Chain of Infection and how you can break the chain.

Employee & Environmental Safety: Hand Hygiene

Hand Hygiene is one of the most effective and proven ways to decrease the transmission of disease. St. Luke's takes measures to ensure Hand Hygiene is not a contributing factor in the spread of infections. During New Employee Orientation, you will learn about our Hand Hygiene policy & procedures.

Employee & Environmental Safety: Equipment & Workspace Cleaning

St. Luke's provides cleaning supplies to keep workstations free from infection. We expect all employees to wipe down surfaces and equipment between patient use, when visibly dirty, or at least daily; use the correct disinfectant for the bug and equipment; and follow the dwell time.



Care for Community

System Goals

St. Luke's has four goal domains and strives to create conditions where our team members are engaged, contribute to quality outcomes, drive patient and consumer engagement, and add to a healthy bottom line.

Our System Strategy & Objectives



Objectives:

- **Quality:** We are a quality leader and advance the safety of the care we provide to our community, patients & staff.
- **Access:** We improve access to best meet the health needs of our community.
- **Affordability:** We deliver care at a sustainable cost to our community.

About St. Luke's - A Top 15 Health System

We are excited to have you as a valued member of the St. Luke's team. St. Luke's is Idaho's only Idaho-based, not-for-profit health system and we are nationally recognized for excellence in patient care.

St. Luke's Overview



8 medical center and 3 rehabilitation facilities



370+ clinics and centers



4.85 million clinic and hospital outpatient visits



50,833 hospital admissions



2,146 physicians



456,378 child hospital admissions and outpatient visits.



224,745 emergency department visits



16,000+ employees, volunteers, and board members

Our Medical Centers & Population Health Areas



St. Luke's Boise



St. Luke's Elmore



St. Luke's Jerome



St. Luke's Magic Valley



St. Luke's McCall



St. Luke's Meridian



St. Luke's Nampa



St. Luke's Wood River



Population Health Areas



Boise, Elmore, McCall, New Meadows & Riggins



Magic Valley, Jerome & Wood River



Meridian, Eagle, Nampa, Fruitland & Baker City

St. Luke's has more than 220 clinics and facilities that provide patient care across three population health areas.

Population Health: The way in which St. Luke's improves the health of the people in the communities we serve by taking accountability for health outcomes and total cost of care.

Community Health: The way in which St. Luke's, in partnership with others, improves the health of people in the communities we serve by addressing social determinants of health.

Next Steps

Complete	Task	Notes	Due Date
	I have SLHS network access and enrolled in MFA for security. <i>*Note: You will not have access to your email or the SLHS network until day 1. The NEO team will walk you through this step.</i>		Day 1 <i>(for NECO attendance)</i> First Week <i>(for others)</i>
	I logged into my St. Luke's email. <i>*Note: You will not have access to your email or the SLHS network until day 1. The NEO team will walk you through this step.</i>	My email is: _____@slhs.org	Day 1 <i>(for NECO attendance)</i> First Week <i>(for others)</i>
	I connected with my supervisor, and I have my work schedule.	Supervisor's name and email:	Day 1
	I have obtained a badge, if I work onsite.	Badging Information	First Week
	I located a badge reader and learned how to badge in/out for work.		First Week
	I have obtained my parking permit when I picked up my badge and I have registered my permit on the Source.		First Week
	I know where to park, how to access my work area, the dress code and break policy for my department.	My work location is:	First Week
	I have explored the Source & the NEO Source Page.		First Week
	I learned how to use the TASS system by completing the Training module in Curio.		First Week
	I have entered my hours for the week and reviewed with my supervisor. I know how to sign-off on my timecard.		First Week
	I updated my contact information, tax withholdings, direct deposit and completed my benefits enrollment.	<i>*Note: if you do not enroll in benefits within your first 30 days you are not eligible until open enrollment in February</i>	First 30 days
	I completed my required CURIO modules.		First 30 days
	I have signed up for retirement.		First 30 days