



JOHNS HOPKINS
M E D I C I N E

I N T R A S T A F F

Orientation Manual and Employee Handbook

*Johns Hopkins Medical Management Corporation
10751 Falls Road, Falls Concourse, Suite 275 * Lutherville, MD 21093
Phone (410) 583-2950 * Fax (410) 847-3659*

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Johns Hopkins Health System/Johns Hopkins Medical Management Corporation

Orientation Manual and Employee Handbook

INTRODUCTION

Welcome to Intrastaff! We are pleased that you have decided to join our temporary staffing team. This orientation manual serves only as a general guide to what can be reasonably expected in the conduct of business. Therefore, neither this manual nor any of its provisions constitute an employment agreement or contract of any kind or a guarantee to continue employment. We ask that you review our policy manual before you are placed on an assignment.

INTRASTAFF MISSION STATEMENT

Our number one obligation is to provide our clients with personal service. We operate as a cost-efficient organization that strives to best meet the needs of our customers as well as our employees while keeping costs to a minimum. Our employees are the strength of our service.

ADMINISTRATIVE STAFF

Bonnie Windsor, RN	Director	Ext. 0
M. Dedeen Andrada, RN	Nursing Career Specialist	Ext. 1, 1
Susan Goldsmith	Senior Recruitment Specialist	Ext. 1, 2
LaShana Griffin	Administrative Secretary	Ext. 0
Mandy Bartholow	Staffing Coordinator	Ext. 3
Mary Li	Allied Health Coordinator	Ext. 5
Beth Pennepacker	Payroll and Benefits Coordinator	Ext. 6
Despina Roros	Billing and Financial Coordinator	Ext. 7
Joseph (Jay) Kuhn, Jr.	Administrative Coordinator	Ext. 0
Stephanie Wikes, RN	RN/LPN Staffing Coordinator	Ext. 2
Roslyn Wilson	Administrative Staffing Coordinator	Ext. 4
Bradley Wilt, RN	Staff Development & QA Coordinator	Ext. 9

CONTACT INFORMATION

Office Hours:	Monday through Friday, 8:00 a.m. - 5:00 p.m.
Phone Number:	(410) 583-2950 or toll free (800) 937-1323
Fax Number:	(410) 847-3659
General Email Address:	Intrastaff@jhmi.edu
Web site:	www.hopkinsmedicine.org/intrastaff
To email availability:	IntrastaffStaffing@jhmi.edu
Greenspring Address:	10751 Falls Road Falls Concourse, Suite 275 Lutherville, Maryland 21093

INTRASTAFF'S 24-HOUR EMERGENCY AND ON-CALL PHONE SERVICE

In cases of emergency, illness, tardiness, or patient occurrence after hours, please call **(410) 583-2950**. (Calls received between 12:00 midnight - 5:00 a.m. will be taken by voice mail and retrieved by a staffing coordinator at 5:00 a.m.)

If an employee has a non-emergent call, such as a payroll question, please make these calls during regular office hours (Monday - Friday, 8:00 am - 5:00 pm).

HOLIDAY OBSERVANCE

The Intrastaff office will be closed on the following holidays, however the on-call coordinator will be available:

- ◆ New Year's Day
- ◆ Martin Luther King, Jr.'s Birthday
- ◆ Memorial Day
- ◆ Independence Day (July 4th)
- ◆ Labor Day
- ◆ Thanksgiving Day
- ◆ Christmas Day

Note: If you are scheduled to work on a holiday but the site/facility in which you are assigned does not celebrate the holiday, you will be paid your regular rate.

ANNUAL UPDATES AND REGULATORY COMPLIANCE

Ongoing educational updates are requirements for continued employment for all positions. Intrastaff routinely communicates to its employees, educational updates as required under The Joint Commission standards for completion. All updates must be completed and returned within an established deadline to the Intrastaff Office. Should any employee's file not be 100% compliant with regulatory information or valid required certification (as applicable), the employee will not be eligible to work through Intrastaff until it is compliant. RN's are required to carry their nursing license and CPR at all times while working on a unit. All personnel are required to provide their current licensure, CPR card (if applicable) and driver's license/Maryland ID at the beginning of the first shift worked at JHHS. The LearnShare online course system is to be utilized to take required courses. Any instructor-led courses, unless scheduled by Intrastaff directly, will not be authorized and any charges incurred will be at the Intrastaff employee's expense.

THE JOINT COMMISSION

The Joint Commission is an independent, not-for-profit organization that accredits and certifies more than 15,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To contact The Joint Commission, you can call 630-792-5000 or visit their website at www.jointcommission.org where you can find valuable information regarding National Patient Safety Goals, Performance Measures, Filing a Complaint, and Standards in Healthcare. For the National Patient Safety Goals, please visit: www.jointcommission.org/patientsafety/nationalpatientsafetygoals/.

GENERAL EMPLOYMENT INFORMATION

- Employment is based on successful completion of the Intrastaff employment process, which includes:
 - ▶ Interview
 - ▶ Occupational Health Screening, including urine drug screen
 - ▶ Criminal Background Check
 - ▶ Professional References (2)
 - ▶ Medication/Practice tests (if applicable)
 - ▶ Completion of self-learning modules
 - ▶ Verification of licensure/certification/CPR (if applicable)
 - ▶ Verification of education (if applicable)

Intrastaff is a temporary staffing service. All placements offered are temporary and hours are not guaranteed.

We are an equal opportunity employer and do not discriminate on the basis of race, color, sex, religion, age, marital status, sexual orientation, national or ethnic origin, physical and/or mental disability, or veteran status.

For continued employment with Intrastaff, it is the responsibility of the employee to keep their personnel file complete with current information. This includes change of name, address, telephone number, evidence of current licensure/certification/CPR, email address, and annual updates as required. Should your assignment end, it is your responsibility to request another assignment. Should you not do so or refuse assignments offered to you, you may jeopardize your eligibility for unemployment entitlement.

INCLEMENT WEATHER

The Johns Hopkins Medicine (JHM) hospitals and clinical areas maintain patient care responsibilities and DO NOT CLOSE during a weather emergency. Unless it is announced by JHM that outpatient clinics will close, all School of Medicine clinics will remain open, and all administrative offices need to support these clinic areas remain open that supporting services are available. All inclement weather guidelines are in the JHH Corporate and Administrative manual, which is available online at: www.insidehopkinsmedicine.org/operations_integration.

PERFORMANCE REVIEW

After you have completed an assignment, a Performance Review Form will be sent out to the supervisor for comments. The Review evaluates your attendance, punctuality, reliability, skill proficiency, cooperation, appearance (as it relates to dress code), and professional behavior. Performance Reviews are kept in your personnel file and may be reviewed on request.

GENERAL SCHEDULING/COMMUNICATION

All scheduling must be communicated through the INTRASTAFF office. Intrastaff must be made aware of shifts taken and/or assignments accepted.

Intrastaff recognizes a regular workday to consist of 8, 10, or 12 consecutive hours, exclusive of

meal breaks. Immediate supervisors on the assignment schedule rest periods when staff and/or patient care permits. Intrastaff employees may be scheduled by their supervisor to take two 15-minute paid breaks and one 30 minute unpaid meal break, according to the number of scheduled work hours. Employees are eligible for a 15-minute rest period after six (6) hours of work. Should it not be feasible for the assignment supervisor to grant a meal break due to staffing shortages or patient care issues, it is the responsibility of the employee to notify their supervisor for time modification. It is not acceptable for an Intrastaff employee to take a rest period or meal break without proper approval from their supervisor. Should an Intrastaff employee take an unauthorized break, it will be considered a rule violation and the employee will be disciplined.

Per provisions of the nursing contract with JHHS, Intrastaff is not able to offer overtime to nurses. Any overtime worked must be pre-approved by Intrastaff.

No employee is to accept an assignment or change an assignment without contacting the Intrastaff Staffing Coordinator first.

It is expected that employees call the staffing coordinator regularly to keep in touch, update availability or notify Intrastaff of any schedule changes that need to be made. Employees available for assignment should contact the staffing coordinator and leave a telephone number where they can be reached.

All personnel must call the staffing coordinator with any problems related to their assigned areas.

CRITICAL HOUR LIMITS

Intrastaff has set forth the following standards for consecutive hours worked (critical hour limits) for all clinical positions:

- No more than 80 hours within any 7 day period
- No more than 16 hours per day
- No more than 40 hours over three (3) consecutive days

NOTE: Work hour limits are at the discretion of Intrastaff. Individuals who have attendance management or performance issues may have different limits imposed by Intrastaff. Limits may also be more restrictive than the above guidelines.

PATIENT CARE ASSISTANT SCHEDULING INFORMATION

- You must call and notify the staffing coordinator on-call:
 - If during your shift your patient is being discharged or your assignment is canceled;
 - If you arrive at your assignment and you are not needed.
- Do not leave your assigned area until you have spoken to the coordinator and they have given you instruction as to your next assigned area.
- An employee can be transferred from his/her assignment at any time, so that the staffing coordinator may provide adequate staff for the institution.
- If your assignment has been canceled and you are scheduled to work additional shifts, your shifts will automatically be moved to the next available patient.

NOTE: THIS MEANS THAT YOU ARE STILL SCHEDULED TO WORK.

BENEFITS

Intrastaff offers the following general benefits to employees (Benefits package can be found at www.hopkinsmedicine.org/intrastaff/employees):

- **Professional Liability Insurance** – provided for all Intrastaff employees in clinical practice. Employees in non-clinical practice are covered under General Liability.
- **Johns Hopkins Federal Credit Union** – all Intrastaff employees may join The Johns Hopkins Federal Credit Union and enjoy all the benefits provided for members. Services that members may choose include free checking, statement savings accounts, ATM machines, telephone banking, interest-bearing checking accounts, money market and certificate accounts, and IRA's. ATM and Visa check cards, first mortgages, home equity loans, and new and used car loans also available.
- **Direct Deposit** - all Intrastaff employees are offered the convenience of direct deposit. If the direct deposit option is selected, a form must be submitted with a voided check or deposit slip. Please note that it takes 3 pay cycles until direct deposit is effective.
- **Medical and Dental Insurance** – Intrastaff offers subsidized medical and dental benefits from Johns Hopkins Employer Health Programs (“EHP”) to employees who work an average of thirty six hours per week. Open enrollment period is annually in the Fall and effective January 1. Benefits begin on the first day of the month following date of hire. The insurance premiums are deducted weekly by Intrastaff on a **pre-tax** basis. Please note: should the hourly average of hours worked not meet the criteria of 36 hours per week, the insurance benefit will be cancelled. Status of insurance **cannot** be changed during the calendar year and can only be changed (to enroll in or to cancel) during the annual open enrollment period. Upon separation, insurance may be purchased through COBRA for a total of 18 months. For more information, please contact the Intrastaff Payroll and Benefits Coordinator.
- **Tax Deferred Annuity – 401K Retirement Plan** – Intrastaff is pleased to offer a retirement plan with Lincoln Alliance Program to employees. Benefits begin immediately following employment, should the plan be elected. There is not an hours worked requirement nor is there a length of service requirement in order to qualify. The amount selected is deducted weekly by Intrastaff on a **pre-tax** basis in amount YOU select (percentage of earnings). The advantage of pre-tax contributions, which lowers the tax taken out of your paycheck, while at the same time builds your retirement account.
- **Short-Term and Long-Term Disability Insurance** – Intrastaff offers both short-term and long-term disability insurance coverage to active employees working a minimum of 24 hours per week within their first sixty days of employment. You must enroll within the first 31 days of employment otherwise you must complete the Evidence of Insurability form and process. After the first sixty days, employees must continue to work at least 24 hours per week measured over each quarter to remain eligible.
- **LearnShare** – LearnShare is a web-based interactive, multimedia e-learning system that allows staff to complete educational modules, online, using any computer with internet access. Intrastaff provides LearnShare to all active employees at no cost to you. Please note that instructor-led or other courses with fees are not authorized by Intrastaff for employee use.

Should you be enrolled in insurance coverage and your average hours decrease, making you ineligible for coverage, your coverage will be cancelled and therefore your premiums will not be

deducted. Since Intrastaff prepays insurance premiums on behalf of its employees, you may owe Intrastaff for past premiums due. In the event this situation occurs, you will be contacted by the Intrastaff Office to make payment arrangements.

PARKING

Parking costs at each of the facilities are the responsibility of each employee. The information listed below was current at the time of the revision.

The Johns Hopkins Hospital: Parking is free weekdays after 4 p.m. until 8:00 a.m. the following morning, weekends starting at 4:00 p.m. on Fridays until Monday morning at 8:00 a.m., and holidays (see holiday observance). You must swipe your Intrastaff ID badge in order to enter and exit the parking facility.

Parking fees at all other times are the rates listed on the signs posted. ID badges do not work for free parking until 4:00 p.m.

If Intrastaff employees are interested in on-campus/satellite parking, proceed to the Parking Office (Nelson/Harvey Building, 1st floor, Room 108, Parking and ID Badge Office).

JHH is accessible by the Metro Subway. JHH is the last stop on the line. Call the Metro Subway for hours of operation.

Johns Hopkins Bayview Medical Center: All employees working on the Bayview campus, will be required to park off-site on the Monument Street lot. Shuttle service will be provided to take employees to and from this lot. On your first day, report to the Bayview Human Resources/Employment Services Office in the Administrative Services Building (ASC) and receive a parking coupon for the parking garage to cover your first day. Once you get to your department, your supervisor will send you to the Parking Office to arrange for parking on the Monument Street lot.

For week nights between 11:00pm-6:00am and for weekends Friday night 11:00pm-Monday morning 6:00am, parking in the Bayview garage is FREE.

CONFIDENTIALITY

- The Privacy Regulations under the Health Insurance Portability and Accountability Act (“HIPAA”) is a federal law that requires covered entities to protect the privacy of individuals’ health information. Most Hopkins entities are covered under the Regulations. To protect privacy, the Regulations require Hopkins (among other things) to give privacy notices to patients, safeguard their information, disclose their information only to certain people, keep track of these disclosures and allow individuals to access their medical records. As part of the employment process, you are required to sign a confidentiality statement that will remain as part of your permanent employment file.
- Never discuss a patient outside of the context of a professional conversation relevant to the patient’s condition and plan of care or in the presence of non-involved individuals.
- Any information that pertains to the patient should be considered strictly confidential and not to be communicated in any form outside of your work area.

- A breach of confidentiality may warrant in automatic dismissal.

AFFILIATE POLICIES/PROCEDURES

- Each Intrastaff employee is responsible for knowing and abiding by the individual policies and procedures of the facilities at which you are providing care and services. Intrastaff is a subsidiary of the Johns Hopkins Health System (JHHS) and all employees are responsible for knowing and abiding by the policies and procedures of the Health System. In addition to this orientation manual, a current listing of JHHS policies and procedures can be found on-line at www.insidehopkinsmedicine.org.
- You are responsible for obtaining the fire and safety procedures of each facility in which you are staffed. This includes all emergency numbers. Please request this information on the first day of assignment if at a new campus.

JOB DESCRIPTIONS

When an assignment is offered to you verbally, please note that it is a brief description of your proposed responsibilities. The verbal job description may not necessarily state every detail and task that will be asked of you while on the job. You are entitled to a written job description. Anytime you change assignment positions, you should receive the job description that corresponds with your new assignment position. You can obtain this information from your Staffing Coordinator. Each time a change occurs, you are required to sign and return the “Job Description Acknowledgement Form” to Intrastaff; it is a Joint Commission requirement that we have them on file. This form can be obtained from your Staffing Coordinator at the Intrastaff Office or on the Intrastaff website (www.hopkinsmedicine.org/intrastaff). At any time, you may call the Intrastaff office and ask for a copy. It is advisable to review the job description prior to your starting the assignment.

PAYROLL AND SWIPING GUIDELINES

- Intrastaff is a temporary staffing service. All time paid is for actual time worked only.
- All employees will swipe at a WFM/Lawson or KRONOS system (see attachment).
- Weekends are considered Friday 11:00 p.m. through Monday 7:30 a.m.
- In order to receive shift differential, you must work 6 hours into the off shift.
- If an error has been made in an employee’s pay, Intrastaff will make the appropriate corrections; it is the employee’s responsibility to check for and immediately report errors to the Intrastaff Payroll and Benefits Coordinator
- All adjustments will be added to your next paycheck.
- Paychecks are issued on a weekly basis on Friday;
- ADP iPay Service is available at no cost. Paperless pay vouchers are available through this service whereas you receive your pay vouchers by secured email on a weekly basis.
- Paychecks are directly deposited to your account (direct deposit form needs to be completed, provide a voided check and allow 2-3 weeks for the process to begin).
- If direct deposit is not elected, paychecks are available for pick up at the Intrastaff Office on Friday between 8:00 a.m. – 5:00 p.m. Proper photo identification is required.

TIME COLLECTION POLICY

1. All employees must have a Johns Hopkins issued badge or your JHEDID/Lawson password to clock in and clock out.
2. All employees should start clocking in and clocking out effective immediately. On 7/1/11, these clock times will be used to calculate all employees' pay.
3. Employees that clock in 1 minute after the scheduled start time will be considered late.
4. Employees that clock in later than 7 minutes from the scheduled start time will be docked 15 minutes.
5. Employees clocking out earlier than 7 minutes before the scheduled end time will be docked 15 minutes.
6. Employees should not clock in earlier than 7 minutes before the scheduled start time unless approved.
7. Employees may clock out at the earliest 5 minutes prior to end of the shift. Clocking out earlier than 5 minutes will be considered early departure.
8. Employees are NOT required to clock in out and for breaks.
9. Major Rule Violations which will result in termination:
 - a. Never clock another employee in or out
 - b. Tampering with or destroying the computer system
 - c. Falsification of records or any fraudulent activities

ATTENDANCE

It is expected that you will report to your assigned area(s) on time. Your attendance and punctuality will be tracked and may affect future assignments.

- **Tardiness:**
 - Late arrival to an assignment is not an acceptable practice;
 - It is necessary to notify the Intrastaff office that you will late;
 - Actual arrival time should be recorded on the employee time card;
 - Repeated tardiness will result in disciplinary action, and/or termination of assignment.
- **Employee Cancellation:**
 - If it is necessary to cancel an assignment, a three (3) hour notification is required to the staffing coordinator;
 - Intrastaff tracks the number of times an employee cancels a shift;
 - If an employee cancels more than 3 times in a three-month time period, the employee will be counseled;
 - If an employee cancels more than 5 times in a three-month time period, the employee will be placed on probation;
 - If an employee cancels while on probation, the employee will be terminated.
 - Department/Unit Managers reserve the right to end an Intrastaff employee's assignment at any time for attendance or other unacceptable practices.

- **Intrastaff/Shift Cancellation:**
 - Shifts can be cancelled by Intrastaff up to 2 hours before the start of the scheduled shift.
 - You can be cancelled at any time during the shift and will be paid for the time you actually worked.
 - Intrastaff reserves the right to 15 minutes to communicate cancellations to its employees.
- **Failure-to-Report:**
 - Employees who do not notify the Intrastaff office of their intention not to report to an assignment will be terminated unless a true and verifiable emergency exists.
- **On-the-Job Illness:**
 - If an employee is ill and cannot complete the shift, the employee must notify Intrastaff immediately.

DISCIPLINARY ACTION

- **Cause for Disciplinary Action:**
 - Any violation of Intrastaff policies and procedures;
 - Any documented violation of institutional policies and procedures.
- **Levels of Disciplinary Action:**
 - Counseling
 - Probation
 - Termination

REPORT OF INCIDENT

- All incidents that take place during the course of the day shall be reported to Intrastaff within twenty-four (24) hours of the incident.
- Any Intrastaff employee-related injury, obtain an “Employee Report of Incident” form from your immediate supervisor at the job site, completely filled out and have it signed. If treatment is needed, report to the JHH Occupational Injury Clinic in Blalock 139.
- Any patient-related incident caused by a medication and/or practice error must be reported to Intrastaff IMMEDIATELY to the staffing coordinator or on-call coordinator if during non-office hours.
- Written documentation is required on all incidences regarding medication or practice errors.
- If an employee is uncertain whether or not they should report an incident, it should be reported.
- All patient-related incidents are reviewed on a case-by-case basis by Intrastaff.

DUAL EMPLOYMENT

- Employees who work for Intrastaff and another Johns Hopkins affiliate such as The Johns Hopkins Hospital, the Johns Hopkins Health System, Johns Hopkins Bayview Medical Center, Howard County General Hospital, Johns Hopkins Community Physicians, or Johns Hopkins Home Care Group, are considered dual employees. When this situation occurs, employees will need to inform their supervisor and fill out a Dual Employment Form (HR104). For more information, please see the JHHS HR policy at www.hopkinsmedicine.org/jhhr/PoliciesProcedures/HR104 or contact the JHHS Office of Career Services at 410-955-6575.
- Intrastaff must receive the completed and signed dual employment application initially and then the dual attendance record weekly in order to process your pay. You should NOT swipe in/out for your Intrastaff assignment if you are a dual employee.

DRESS CODE

- The Intrastaff ID badge and name tag must be worn and visible at all times within any of the client facilities while going to or from and during an assignment.
- The following factors have been taken into consideration in defining the dress code:
 - Patient safety;
 - Staff safety;
 - Public safety;
 - Standard Precautions;
 - Professional image.
- The Intrastaff employee's image should instill confidence in the patient and their family. No aspect of the employee's dress should embarrass or offend the patient and co-workers. Unacceptable, but not all inclusive are: low cut necklines, tight pants, short skirts, midriff cut tops, and strapless tops.
- When working at JHH, employees in clinical areas are required to wear the following colors:
 - Certified Nursing Assistants – red scrubs
 - Patient Companions – yellow scrubs
 - RN's and LPN's – navy scrubs
 - Clinical Associates – olive scrubs
 - CCSR's – tan pants, light blue shirt/blouse, navy vest

For complete listing of colors, please see attachment at end of handbook

- Clothing should not restrict movement - bending, kneeling, reaching.
- Hair, beards, and moustaches should be clean and well groomed at all times. The style of any of the above should not interfere with the ability of the employee's to maintain standard precautions or sterile technique. Hair style and accessories should be worn so as to avoid contact with the patient. The employee should take into consideration any adornments or decorations on their clothing, person, or nails that could be easily dislodged and present a safety and infection control hazard to patients and the public. Unacceptable examples are: sequins, glitter, beads, etc. on hair, nails or clothing.

- If makeup is worn, it should be worn in moderation.
- The length of fingernails should allow the employee to practice acceptable handwashing and sterile technique, maintain standard precautions and wear protective gloves if appropriate.
- ***For All Facilities - artificial fingernails/extendors CANNOT be worn in the following clinical areas: Peri-OP, all Women's and Children's, ICU, CCU, CICU, CDCR, Cath Lab and Interventional Radiology. Should any nurse report to one of these areas wearing artificial fingernails/extendors, they will be sent off duty.***
- Considerations should be used in the applications of perfume, cologne and after shave lotion. Frequently these products have adverse effects on patients and other employees.
- Jewelry should allow the nursing staff to practice acceptable handwashing and sterile technique and maintain standard precautions. Jewelry should not pose a safety hazard to the patient and/or staff, i.e. rings and earrings. A safety hazard can be defined as the potential to scratch patients or tear gloves. Earrings, necklaces and body piercings that have the potential to be grabbed by patients or caught on equipment should be avoided.
- Footwear should allow for the safe transport of patients and/or equipment or the use of good body mechanics. Footwear should allow the quick response to patient emergencies. Sandals and open-toed/heeled shoes are unacceptable for direct care providers due to the potential safety hazard. To maintain professional image, hosiery must be worn with skirts or dresses.
- Wearing clothing and badges that promote political causes, products and non-professional organizations is not in keeping with the professional image of Intrastaff employees.
- If an Intrastaff employee is required to wear JHH scrubwear, he/she must follow JHH policy on wearing scrubwear issued by the institution.
- No hand held TV's, headphones, or electronic games are to be used while working.
- Nursing Personnel:
 - A nursing uniform or scrubs must be worn at all times;
 - Designer scrubwear purchased by the staff is permissible as defined by the individual functional units;
 - The Marburg Pavilion requires white uniforms and white shoes. Pants cannot be gathered at the ankle. A blue lab coat is also required, the unit may be able to provide the lab coat if needed.
 - Are required to bring a stethoscope to work;
- Non-Nursing Personnel:
 - Professional attire appropriate for the position (i.e., lab coat, tie/dress pants, scrubwear)

If an employee reports to an assignment without proper attire, that employee may be sent home

(without pay) to change and is expected to return to work the same day by the immediate supervisor or Intrastaff Coordinator.

IDENTIFICATION BADGES

As the final part of the employment process, you will be required to go to the ID Office to obtain an Intrastaff identification (ID) badge. The ID office is located with the Parking Office at the Johns Hopkins Hospital facility, on the first floor of the Nelson/Harvey Building, Room 108. In order to receive your ID badge, you will be asked to show 2 proofs of ID.

All Intrastaff ID badges expire annually at the end of March. It is the responsibility of each employee to renew your ID Badge prior to the expiration date.

An Intrastaff ID badge* is required to be worn and visible at all times when on an assignment for Intrastaff, this includes entering and departing the facility.

*If you are also a Johns Hopkins employee, you will not be issued a separate Intrastaff badge. You must, however, wear your Johns Hopkins badge when working for Intrastaff at any other Johns Hopkins facility.

Should your badge be lost or stolen, the JHMI ID Badge Office will charge a fee to reissue your badge.

TELEPHONE USAGE

- No incoming or outgoing personal calls are allowed at your work site. If you need to make a call, please use your break or lunch time to do so away from your assigned work area.
- For purposes of emergency information, please provide Intrastaff's telephone number (410) 583-2950. We will forward any emergency messages to you immediately. Abuse of phones shall be cause for disciplinary action and may result in the end of an assignment(s).

TEAMWORK AND TEAM BUILDING

Working in a healthcare setting means working as part of a healthcare team. It is only by working collaboratively that we can meet the needs of all of our customers. Whether you are working directly with patients or working behind the scenes, each employee's role in the team is important. Teamwork and communication are also critical to building a culture of safety.

Definitions

- Team – “a group of people who go out of their way to make each other look good.”
- An energetic group of people who are committed to achieving common objectives.
- “Teams are collections of people who must rely on group collaboration if each member is to experience the optimum of success and goal achievement.”
- “Teams are groups of individuals with a clear purpose and agreed-upon processes and outputs who display respect for each other, air, and resolve differences and learn from the experience to grow and take greater calculated risks.”

- “Together Everyone Achieves More.”

Team Norms

Norms are rules or expectations which guide the relationships and interactions of the team.

Norms must be:

- Clearly defined (e.g. respect means different things to different people)
- Agreed to by all, mutual
- Communicated to all team members
- Behaviors team members are held accountable for

How Teams Work

Teams have some common elements:

- ❖ Purpose
 - A team’s goal is connected to department and JHM goals
 - Roles and short-term goals are revised as projects and tasks change
 - A team questions assignments which do not contribute to its long-term goals
- ❖ Process
 - Teams have a process to deal with conflict within our group
 - Teams have steps for solving problems or implementing new ideas
 - Newsprint, blackboards, schedules, or planners are used during meetings
- ❖ Communication
 - Contributions of all team members are encouraged
 - Teams meet as planned and communicate to members not present
 - Teams know why they are meeting and what they are supposed to accomplish
- ❖ Commitment
 - Teams meet their deadlines
 - Teams honor their agreements with other departments
 - Teams know the difference between *what’s best for me vs. what’s best for our team*
- ❖ Trust
 - Team members are honest with one another
 - Team members avoid talking behind one another’s back
 - Team members give one another the benefit of the doubt; no one is perfect

Team Development

All teams go through 4 stages of development:

- Stage 1=Orientation (members are eager, lots of “getting to know you,” anxiety, cautious commitment, goals and tasks unclear, leader-dependent)
- Stage 2=Dissatisfaction (discrepancy about initial hopes and realist, resistance, power struggles, frustration, chaos, choosing sides, arguing)
- Stage 3=Resolution (learning to work together, making progress, confidence and cohesion developing, goals getting clearer, constructive disagreement)
- Stage 4=Productivity (positive feelings about one another and about work, team spirit, synergy, “whole is more than the sum of its parts)

When new members join a team or the task of the team changes, it is not unusual for even an established team to go back to Stage 1 for a time.

Helpful Team Behaviors

Being a good team member means:

- Being on time/be prepared
- Engaging in open communication, saying what you think
- Listening to understand and speaking to be understood
- Sticking to the agenda
- Being optimistic/positive about the team
- Critiquing ideas without criticizing team members
- Performing promised follow-up
- Taking problems seriously
- Being courteous, honest, trusting
- Practicing innovative thinking and taking risks
- Using “we” expressions and thoughts
- Supporting each other
- Displaying a sense of humor
- Setting realistic goals/time frames
- Establishing clearly defined roles
- Understanding, agreeing with and committing to department and organizational goals
- Maintaining a customer focus
- Anticipating needs of others
- Accepting and practicing personal responsibility
- Pursuing quality
- Seeking help and giving help without taking back responsibility
- Being open to suggestions
- Committing to continued learning, growth and improvement

QUALITY IMPROVEMENT

Dimensions of Quality Improvement

Improving the quality of our products, services and outcomes is an important part of our mission, our values and our service standards. All employees are involved in quality improvement (QI) activities. The Department of QI and Utilization Management works with all departments to guide QI projects that improve the dimensions of performance:

- Effectiveness
- Efficiency
- Continuity
- Availability
- Safety
- Respect and Caring
- Timeliness

We measure performance in these 4 areas:

- Clinical (outcomes, patient safety, clinical effectiveness)
- Service (workplace quality, patient satisfaction)
- Fiscal (financial performance)
- Infrastructure (access)

Our Quality Improvement Model

The Hopkins model for improvement is a four step process called PDSA:

- **Plan** – what process needs improvement, what data needs to be collected and from where, what is the current process, what small change can we make in the process
- **Do** – what happens when we make a change
- **Study** – what does the data show, did the change do what we thought it would, what have we learned
- **Act** – if the change worked how will we continue, if the change didn't work what was the source of failure, what is the next change

Teamwork is a key ingredient to the success of our quality improvement model and in any improvement efforts. Quality improvement projects often involve many people, representing many departments and perspectives, in order to create real change in a process or practice.

What You Can Do

Here's what you can do to support quality improvement:

- Volunteer to be on a quality improvement committee in your department or for the organization
- Look for ways to improve your job and talk honestly about processes that don't meet customer's needs
- Gather information and data about how the job gets done

For more information about performance improvement activities in the Hospital, contact the Office of Quality Improvement/Utilization Management at 410-955-6476.

TERMINATION AND SEPARATION

- Termination will automatically occur after more than one probation.
- Termination will occur IMMEDIATELY for any one of the following major violations, this listing is not inclusive:
 - Leaving an assignment without notifying Intrastaff;
 - Failure to report to an assignment without a true verifiable emergency;
 - Use of alcohol or drugs while on duty;
 - Sleeping on duty;
 - Smoking;
 - Use of profanity;
 - Falsification of records (patient medical records or payroll/employment records);
 - Theft of facility or patient belongings;
 - Display of violence;
 - Drug diversion events; Medication or practice errors*;
 - A criminal complaint, arrest, indictment, or conviction of an employee for alleged unlawful activity may result in a termination, depending upon the seriousness of the act, the job-relatedness, and the evidence supporting the allegation(s).**

Any violation of Intrastaff or institutional policies or procedures may be deemed reason for

termination at the discretion of the director.

In the event an employee is terminated for fraud and/or criminal acts, Intrastaff retains the right to seek legal action, up to and including prosecution. In addition, licensed individuals will be reported to their respective boards where indicated.

*Incidents involving medication and/or practice errors are reviewed on a case by case basis.

**It is the employee's responsibility to inform Intrastaff of any criminal complaint(s), arrest(s), indictment(s), or conviction(s) that occur after the date of hire. Failure to do so may result in termination.

ELIGIBILITY FOR REHIRE

Employees who have resigned in good standing and have given notice in accordance with institutional policy will be eligible for rehire. Any employee who is terminated for disciplinary reasons (other than job performance) will be ineligible for rehire at Intrastaff or at any Johns Hopkins Health System facility.

An employee who has abandoned his job, or who and has failed to return keys, ID badge, or other Hopkins property shall be ineligible for rehire. EXCEPTION: If an employee is discharged for job performance only, the employee may be considered for re-employment by Intrastaff provided the employee is qualified for the position and re-employment is approved by the Director or his/her designee.

PATIENT SAFETY

- To report a safety concern to The Joint Commission call 1-800-994-6610 or email complaint@jcaho.org.
- Any Intrastaff employee who has concerns about safety or quality of care may report them to The Joint Commission.
- Intrastaff will not take disciplinary action because of an employee reporting a concern to The Joint Commission.

Remember, patient safety begins with you!

JOHNS HOPKINS ENTERPRISE DIRECTORY (JHED)

JHED is the directory built by the Enterprise Services Group at Hopkins to provide information about staff within the Johns Hopkins organization. All Intrastaff employees will be given a JHED account at their time of hire. The JHED account is used by departments to grant accesses to various computer systems such as POE, EPR, Nightingale, etc. Intrastaff sponsors JHED accounts for all active employees. Depending on your assignment's computer requirements, it is the department's responsibility to sponsor you to get specific computer accesses. Please see the "What is JHED?" insert in your orientation folder for logging in the first time and other valuable information.

INTRASTAFF'S WEBSITE

Intrastaff's website (www.hopkinsmedicine.org/intrastaff) contains up-to-date valuable information to you as an employee. Please note that it is your responsibility to visit the website regularly to stay informed of pertinent information to you. You can find the following information readily available:

- Intrastaff Benefits Package
- The Intrastaff SOAP Notes newsletters (current and prior volumes)
- The latest Orientation Manual/Employee Handbook
- Direct Deposit forms
- Employment Tax forms (W4 and MW507)
- Name Change forms (must also submit pertinent documentation)
- Address Change forms

Intrastaff provides this Orientation Manual/Employee Handbook for your general education and assistance. Please keep it available at all times and review it in the event of any future questions. When further information is needed, please consult an Intrastaff Administrative Staff Member. We are happy to assist you.

Again, welcome to Intrastaff!



EMPLOYEE PERFORMANCE EVALUATION

Please complete the following evaluation for: _____
(Employee Name) ASSIGNMENT ID: _____

Assignment Dates: _____

- RN
- LPN
- CNA
- Administrative
- Tech

	EXCELLENT	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE
FOR ALL LEVELS OF STAFF				
Attendance/Punctuality				
Adjusts to new situations/flexibility				
Clear, concise and timely verbal and written communication skills				
Collaboration with peers and multi-disciplinary team				
Documentation skills				
Technical skills				
Response to supervision				
Overall quality of work				
Dress Code/Attire				
FOR RNs/LPNs ONLY				
Monitoring patient status				
Management of patient/assignment/establishing patient care priorities				
Clinical judgment/patient assessment				
Serves as a patient advocate				
Ability to effectively delegate				
INTRASTAFF'S ABILITY TO MEET YOUR NEEDS				
Filled request within mutually agreed upon timeframe				
Intrastaff staff was responsive and professional				

WOULD YOU REQUEST THE EMPLOYEE AGAIN FOR AN ASSIGNMENT? YES NO

Additional Comments:

Signature _____ Title: _____ Unit: _____ Date: _____

PLEASE FAX EVALUATION TO 410-847-3659


For Intrastaff Office Use Only:

Reviewed by: _____

Date: _____

Entered into Scheduling System by: _____

Date: _____

	The Johns Hopkins Hospital Nursing Practice and Organization Manual Vol I: Administrative Personnel Activities	Version 5.0	
		<i>Policy Number</i>	ACT201
		<i>Effective Date</i>	07/01/2010
		<i>Approval Date</i>	05/21/2010
		<i>Page</i>	1 of 4
<i>Subject</i> Nursing Dress Code/Image		<i>Supercedes</i>	07/20/2009

Keywords: Dress code, nursing image

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I. OBJECTIVE

The purpose of the professional code of dress for employees in the Department of Nursing is to promote the following:


- Patient Safety
- Staff Safety
- Infection Control Policies
- Professional Image

II. INDICATIONS FOR USE

- A. When an employee is on duty at the Johns Hopkins Hospital, he/she is acting as an agent of the hospital and is expected to adhere to both hospital and departmental image standards.
- B. All nursing personnel in the Department of Nursing that report to a Director of Nursing, which includes clinical and non-clinical staff.

III. RESPONSIBILITY

- A. Managers/Supervisors are expected to:
 1. Communicate process, rationale, standards and consequences to staff
 2. Clarify process for addressing violations
 3. Monitor and enforce standards
- B. Employees are expected to:
 1. Be knowledgeable of hospital and department-specific standards

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2. Adhere to standards of your unit
3. Communicate to your managers any challenges in meeting standards and work cooperatively to address problems.

NOTE: Should religious beliefs/practices or medical conditions necessitate conflict with this policy, reasonable accommodations will be made for employees as long as the accommodation does not pose a safety hazard.


IV. PROCEDURE

A. Clinical Clothing

1. Clothing should be appropriate to a professional setting and respectful of internal and external customers. Outerwear fit, style and cut should be appropriate to the work activities and not compromise the employee's ability to function safely. All clothing for direct care providers must be uniform or scrub wear. Clothing must be clean, neat, pressed, not "worn" or faded and free from holes or tears. Clothing that promotes political causes, products or non-professional organizations are not acceptable. The apparel standards for the Department of Nursing will be relaxed only for defined "special events" days, as determined by the Nurse Manager.
 - a. Uniform dresses, skirts and full length pants are acceptable as are solid color scrub pants. Denim scrubs are not acceptable.
 - b. Scrubs that promote/advertise other institutions or hospitals should not be worn.
 - c. Skirt length must be no higher than 1 inch above the knee.
 - d. Coordinating tops can be solid or conservative print.
 - e. Scrub jackets and lab coats are acceptable.
 - f. Solid color, coordinating turtlenecks or T-shirt worn under scrub tops are acceptable. T-shirts and thermal undergarments must be covered and tucked in. Hopkins issued, polo style shirts with the Hopkins logo are acceptable.
 - g. Sweaters and fleece wear may not be worn as they pose a risk for contamination and infection.
 - h. Sweatshirts, sweat jackets and sweatpants are not acceptable for working in a clinical setting.
 - i. Skorts and capris are not acceptable.
 - j. Undergarments (of non-contrasting colors and patterns) must be worn and should not be visible through clothing.
 - k. White/neutral color hosiery must be worn with skirts and dresses. Hosiery/socks must be worn with pants.
2. Only ICU's, the ED and procedural area nurses and technicians may wear hospital-issued scrubs. No other area may wear jade green or blue hospital-issued scrubs.
3. Clerical Associates must follow the Department of Nursing Career Apparel Guidelines.
 - a. Clerical Associates are to wear hospital issued career apparel. Substitutions must be authorized.
 - b. White or neutral colored camisole under the blouse is recommended.
 - c. Black, white or neutral hose must be worn at all times with skirts or dresses. No socks with skirts.
 - d. Black, white or neutral socks or hose should be worn under slacks.
 - e. Clerical Associates must wear appropriate business apparel until hospital-issued apparel is available.
4. Support Associates are to wear hospital-issued uniforms.

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- a. Support Associates must wear solid scrubs until hospital uniforms are available.
5. Maternity uniforms are to be worn as appropriate.
- B. Non-Clinical Clothing
 1. Staff members are to wear professional apparel and adhere to the clothing guidelines for dress/skirt length, slacks, etc. This is to include staff in the hospital performing non-clinical duties or attending unit functions, classes, or workshops. Professional apparel is defined as: suits, dresses, pantsuits, blouses, dress slacks and dress capris. Professional apparel is expected to be pressed or ironed and non-tight fitting. Jeans/dress jeans are not acceptable.
 - a. Hosiery must be worn with skirts and dresses when working on the clinical unit.
 - b. Lab coats are required to be worn over professional attire when appropriate for direct patient care.
- C. Accessories
 1. Jewelry should allow nursing staff to practice acceptable hand washing and sterile technique and maintain standard precautions. Jewelry should not pose a safety hazard to the patient and/or staff (i.e. rings and earrings). A safety hazard can be defined as the potential to scratch patients or tear gloves. Earrings and necklaces that have the potential to be grabbed by patients or caught on equipment should be avoided.
 2. Hospital IDs and/or Personnel locator devices must be worn above waist at all times. Name tag badges may also be worn per unit standard.
 - a. Wearing badges or lanyards that promote political causes, products and non-professional organizations are not in keeping with the professional image of the nursing staff at The Johns Hopkins Hospital.
 - b. Lanyards should be of cloth material, clean, unadorned, washable and breakaway due to a potential safety hazard and infection control issue.
 3. Jewelry may include:
 - a. Watch
 - b. One visible necklace, up to 18 inches in length.
 - c. Rings, no more than three.
 - d. Piercings (e.g., posts, studs, loops) are permissible only on the ear and are limited to two per ear. No eyebrow rings, nose rings, lip rings, chin studs, tongue studs or other facial piercings are to be worn while on duty.
 - e. Earrings should be small (no larger than the size of a quarter) and not dangle below the jaw line. Ear gauges (open hole in lobes) are not acceptable.
 - f. All offensive tattoos must be covered.
 - g. Only hospital issued or hospital approved communication devices should be visible.
- D. Hair
 1. Hairstyle and accessories are to be appropriate so that they do not interfere with the ability of the employee to maintain standard precautions or sterile techniques. Hairstyles and accessories shall be worn so as to avoid contact with the patient.
 2. Hair is to be well groomed, clean, free of glitter/ornaments, and of a natural hair color, which is defined as a color a human being can be born with. Bright hues such as green, reds and purple are not acceptable as a base color or as streaks/highlights.
 3. While on duty, hair beyond shoulder length is to be worn up or pulled back and secured. Hair should be worn out of the eyes.

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<i>Subject</i>		<i>Supercedes</i>	07/20/2009
Nursing Dress Code/Image			

4. Facial hair must be well groomed and short. Mustaches and beards are to be kept neat and trimmed.
 5. Hats, scarves/bandanas, and other head-coverings are not permitted unless required as part of clinical duty. Acceptable hair accessories include: barrettes, ponytail holders and headbands (3 in. wide or less).
- E. Fingernails/Makeup/Perfume/Cologne
1. Makeup, if worn, must be applied in moderation to enhance the natural features and create a professional image. Glitter, sequins and false eye lashes are prohibited.
 2. Fingernails are to be clean and no longer than ¼ inch beyond fingertips.
 3. Fingernails are to be free of ornaments. Fingernail polish is to be free of chips.
 4. Artificial fingernails or nail enhancements are not allowed to be worn by direct caregivers. (See Hand Hygiene & Skin Antisepsis, ICPM, IFC001)
 5. For patient and staff health and comfort, the use of perfume, cologne or after-shave scents are prohibited as they have adverse affects on patients, visitors and other employees.
- F. Footwear
1. Footwear should be appropriate and safe for the individual and work environment. Shoes should promote safe transport of patients and equipment and support good body mechanics.
 2. Open-toed shoes are not to be worn in the clinical area due to potential safety hazards and infection control issues.
 3. Shoes and shoe laces (nursing and athletic) must be clean.
 4. Colored clogs without holes may be worn.
 5. Clerical Associates and non-clinical staff footwear should be professional, clean and coordinated with business attire.

V. REPORTABLE CONDITIONS

Notify the Nurse Manger or designee when an employee fails to meet the image standards.

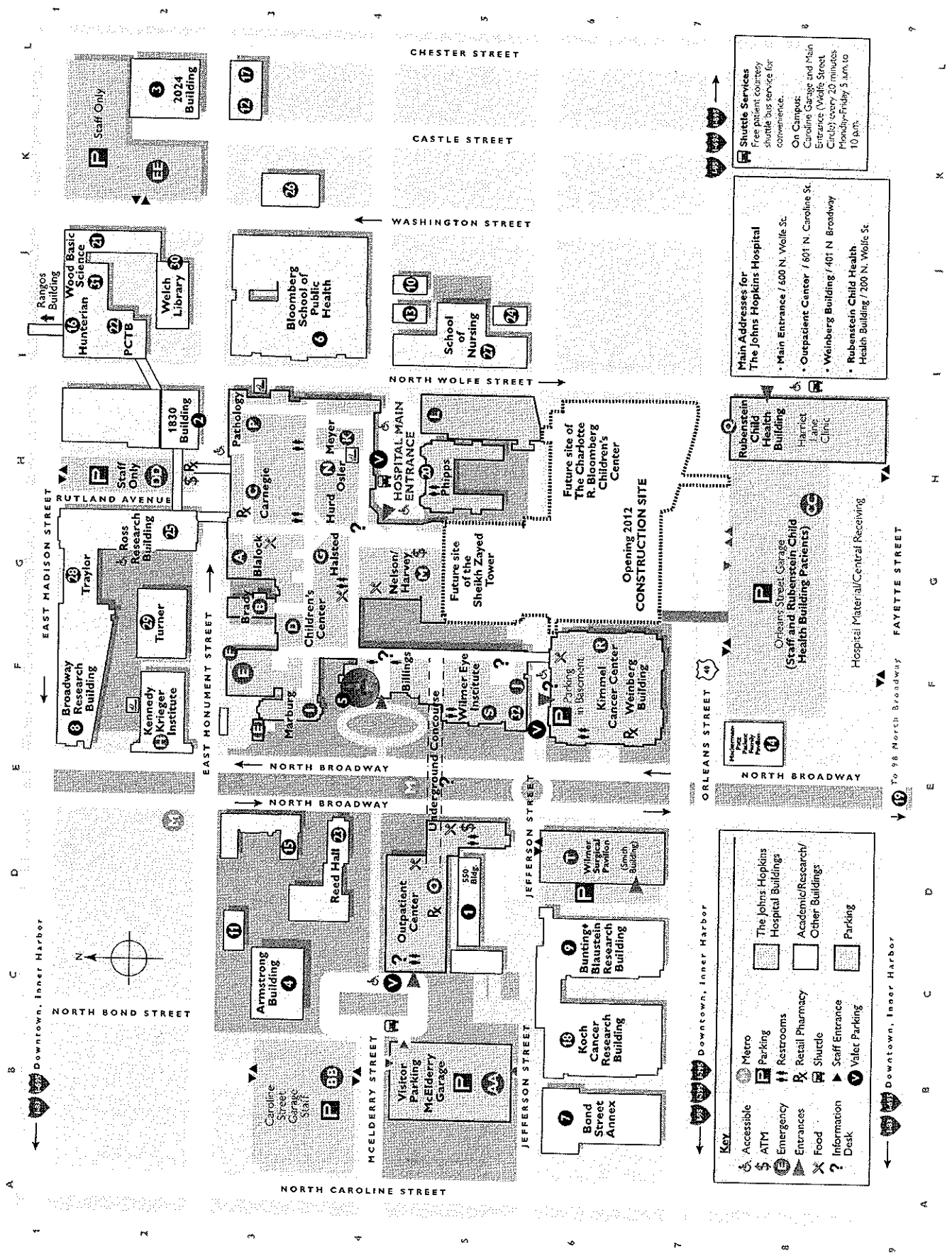
VI. SUPPORTIVE INFORMATION

- The Johns Hopkins Hospital Employee Handbook Appearance Standards.
- The Johns Hopkins Hospital, Interdisciplinary Clinical Practice Manual
 - PAT009 Surgical Attire Policy



JOHNS HOPKINS MEDICINE

Johns Hopkins Medical Campus



Key

- ♿ Accessible
- 🏠 Metro
- 🚗 Visitor Parking
- 🚗 The Johns Hopkins Hospital Buildings
- 🚗 Academic/Research/Other Buildings
- 🚗 Restrooms
- 🚗 Retail Pharmacy
- 🚗 Shuttle
- 🚗 Food
- 🚗 Information Desk
- 🚗 Staff Entrance
- 🚗 Valet Parking
- 🚗 Parking

Main Addresses for The Johns Hopkins Hospital

- Main Entrance / 600 N. Wolfe St.
- Outpatient Center / 601 N. Caroline St.
- Weinberg Building / 401 N. Broadway
- Rubenstein Child Health Health Building / 200 N. Wolfe St.

Rubenstein Child Health Building

Harriet Lane Clinic

Orleans Street Garage (Staff and Rubenstein Child Health Building Patients)

Hospital Maternal/Central Receiving

Shuttle Services

Free patient courtesy shuttle bus service for convenience.

On Campus:

- Caroline Garage and Main Entrance (Wolfe Street Circle) every 20 minutes Monday-Friday 5 am to 10 pm.

St. Louis

1000 N. Broadway

St. Louis

1000 N. Broadway

St. Louis

1000 N. Broadway

St. Louis

1000 N. Broadway

A B C D E F G H I J K L

1 2 3 4 5 6 7 8 9

← Downtown, Inner Harbor

← To 98 North Broadway

← FAYETTE STREET

The Johns Hopkins Hospital Buildings

- A Blalock Building 3G
- B Brady Building 3G
- C Carnegie Building 3H
- D Children's Center 4G
- E Emergency (Adult) - Park Building 3E
- F Emergency (Pediatric) - Park Building 3F
- G Halsted Building 4G
- H Kennedy Krieger Institute 2E
- I Brady Urological Institute - Marburg Building 3F
- J Maumenee Building 5F
- K Psychiatry and the Neurosciences - Meyer Building 4H
- L MRI Building 5H
- M Nelson/Harvey Tower 5G
- N Osler Building 3H
- O Outpatient Center (JHOC) 5D
- P Pathology Building 3H
- Q Rubenstein - Child Health Building H8
- R Kimmel Cancer Center - Weinberg Building 6F
- S Wilmer Eye Institute 5F
- T Wilmer Surgical Pavilion 6D

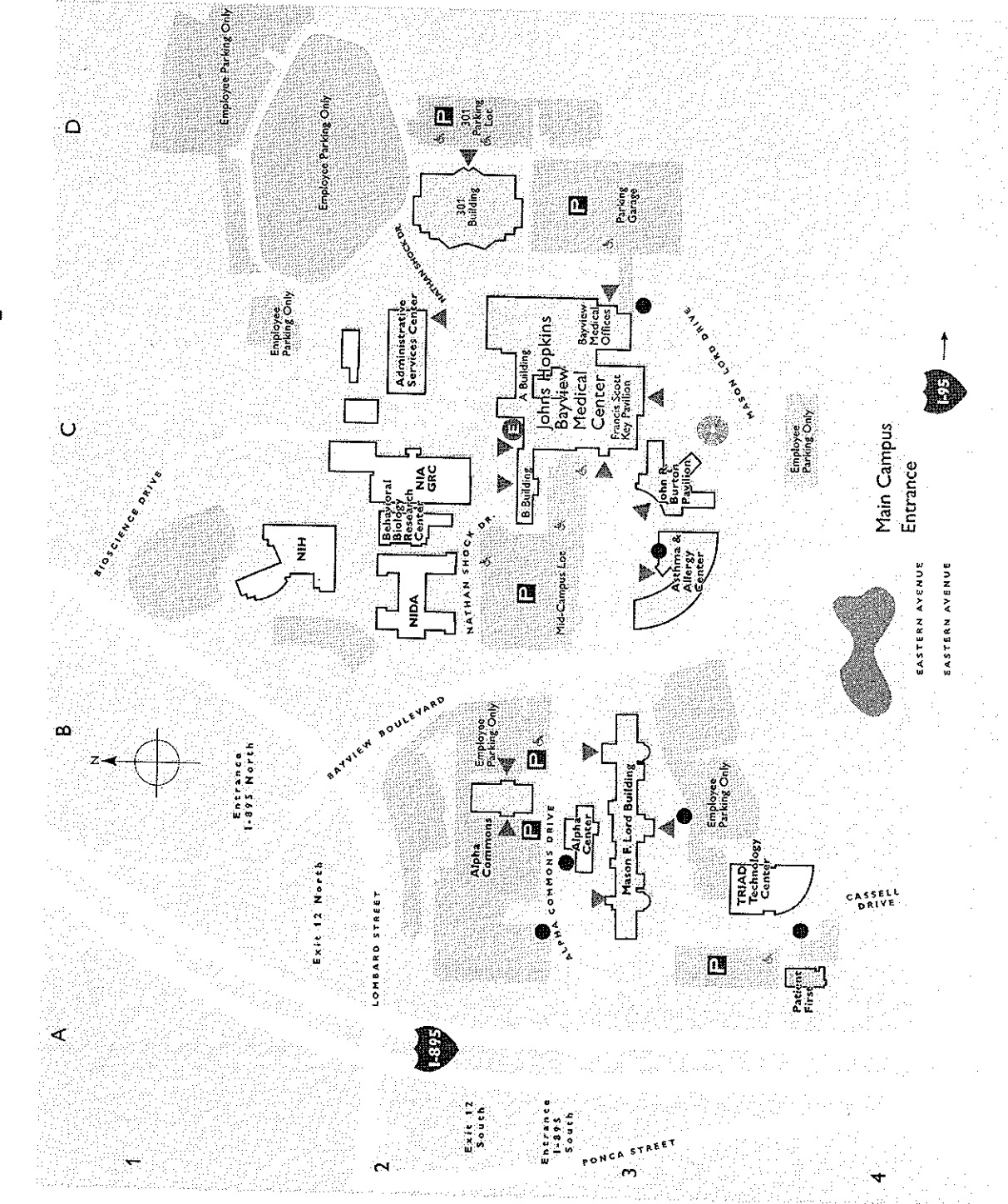
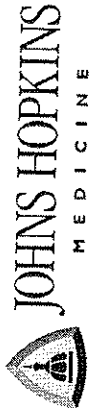
Parking

- AA Visitor Parking McElderry Garage 5B
- BB Caroline Street Outpatient Parking Garage Staff/Visitor 3B
- CC Orleans Street Garage G8
- DD Rutland Parking Garage (East Madison St.) Staff Only 1H
- EE Washington St. Garage Staff Only 2K

Academic/Research/Other Buildings

- 1 550 Building 5D
- 2 1830 Building 2H
- 3 2024 Building 2L
- 4 Armstrong Building 3C
- 5 Billings Administration Building 4F
- 6 Bloomberg School of Public Health 3I
- 7 Bond Street Annex 6B
- 8 Broadway Research Building 1E
- 9 Bunting♦Blaustein Research Building - Kimmel Cancer Center 6D
- 10 Children's House 4J
- 11 Cooley Center 3D
- 12 Credit Union 3K
- 13 Hackerman-Patz House 5J
- 14 Hackerman-Patz Patient Family Pavilion 8E
- 15 Hampton House 3D
- 16 Hunterian Building 1I
- 17 Immunogenetics Laboratories 3L
- 18 Koch Cancer Research Building II 6C
- 19 New Employees HR (98 North Broadway) 9E
- 20 Phipps Building 5H
- 21 Physiology-Biophysics Building 1J
- 22 Preclinical Teaching Building PCTB 2I
- 23 Reed Hall 4D
- 24 Rockwell House 5J
- 25 Ross Research Building 2G
- 26 School of Public Health, Satellite Offices 4K
- 27 School of Nursing, Pinkard Building 5I
- 28 Traylor Research Building 1G
- 29 Turner Auditorium 2G
- 30 Welch Medical Library 2J
- 31 Wood Basic Science Building 1J
- 32 Woods Research Building (Wilmer) 5F

Johns Hopkins Bayview Medical Center Campus



HOSPITAL BUILDINGS

- 301 Building **D2**
- A Building **C3**
- Administrative Services Center **C2**
- Alpha Commons **B3**
- Asthma & Allergy Center **C3**
- B Building **C3**
- Bayview Medical Offices **C3**
- Francis Scott Key Pavilion **C3**
- John R. Burton Pavilion **C3**
- Mason F. Lord Building **B3**

OTHER PATIENT CARE BUILDING

- Patient First **A4**

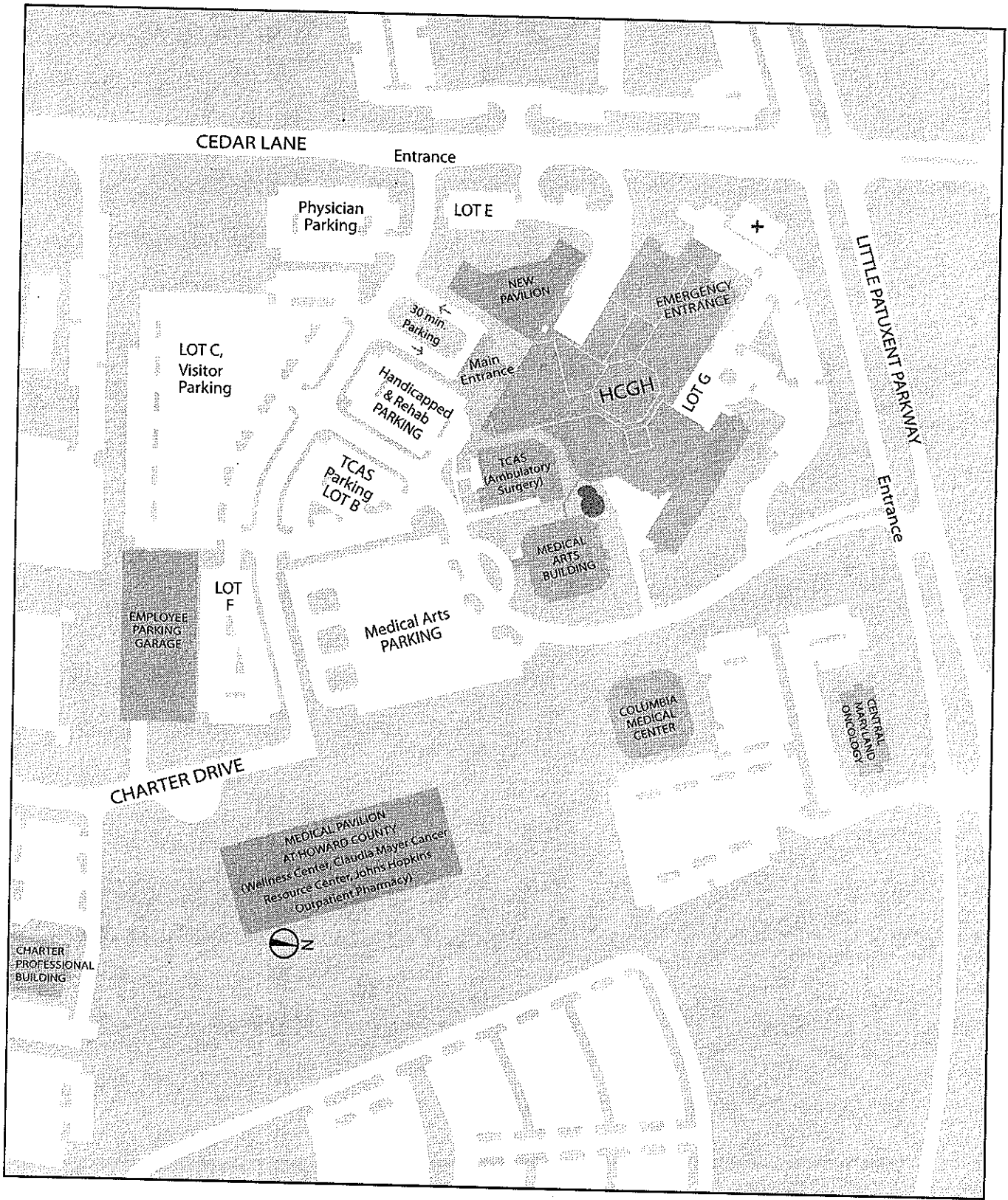
RESEARCH BUILDINGS

- Alpha Center **B3**
- Behavioral Biology Research Center **C2**
- NIA/GRC **C2**
- NIDA **B2**
- NIH **C2**
- TRIAD Technology Center **B4**

KEY

- Building Entrance
- Accessible
- Emergency
- Shuttle Bus Stop
- Parking Garage
- Administrative Services Center
- Bayview Medical Offices
- Francis Scott Key Pavilion
- 301 Parking Lot
- Mid-Campus Lot
- Alpha Commons
- Asthma & Allergy Center
- B Building
- John R. Burton Pavilion
- Mason F. Lord Building
- Labyrinth

Campus Map
Howard County General Hospital
5755 Cedar Lane
Columbia, MD 21044



Single Sign-on is Here!

Who is the sponsor of this project?

Information Technology @ Johns Hopkins (IT@JH)

What is Single Sign-on?




Single Sign-on (ESSO) is an application that permits you to enter your JHED ID and password just once to access multiple applications. You do not have to remember multiple user IDs and passwords. *Simply put, one user ID, one password, entered once to access multiple applications.*

How does Single Sign-on work?

IT@JH will install a small application to run in the background on your computer. The application will remember your user ID and password to the applications on your desktop. The first time you log on to an application, Single Sign-on will learn your application credentials. [Click here to view an example](#)

What features are available in Single Sign-on?

Along with automatically entering your ID and password into multiple applications, ESSO also allows you to:

1. Retrieve a forgotten application password – [view video](#)
2. Reset your JHED password – [view video](#)
3. Workstation secures automatically to protect your session
4. Ability to manually secure your workstation
 - a. *Clinical workstation* - press the windows key  and the L key simultaneously
 - b. *Private workstation* - press the windows key  and the L key simultaneously
 - c. *Virtual Desktop* – double click on the lock icon  on the desktop
5. Biometric authentication (not available on all computers) – [view video](#)


How do I set up Single Sign-on?

The first time Single Sign-on runs you will be asked to answer five secret questions. The answers to these questions can later be used to reset your own password. [Click here to view an instructional video.](#)

When can I setup my secret questions and answers?

You can answer your five questions and answers early or after ESSO has been installed. To answer your questions early please view [this document](#) for instructions.

Where can I learn more about ESSO or submit a suggestion?

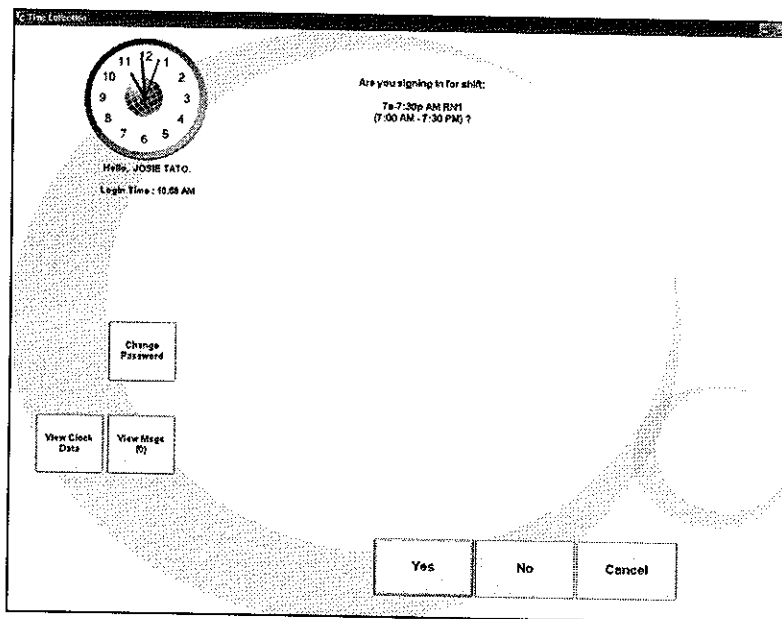
Training and additional Single Sign-on information is available on the Single Sign-on Web site <https://my.johnshopkins.edu>. Log into the site and click the ESSO icon  on the left hand tool bar.

Endnote: the Standardized Apparel Program includes the following:

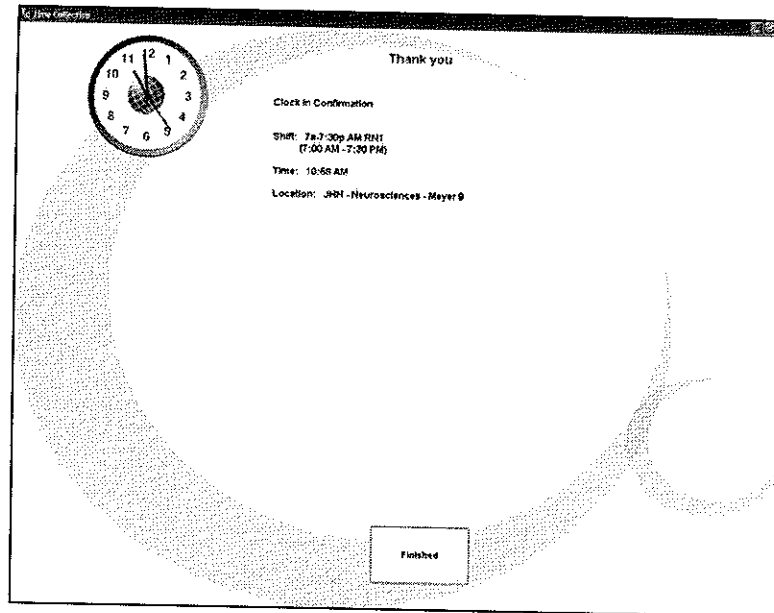
Color Selection	Title	Logo		
		Johns Hopkins Nursing	Johns Hopkins Medicine	Johns Hopkins Children's
Navy	Registered Nurse <i>(Nurse Clinicians PACE and non-PACE currently required to wear a uniform, shift coordinators)</i>	X		X
	Licensed Practical Nurse	X		X
Olive	Clinical Support <i>(Clinical Associates, Clinical Techs, Clinical Nursing Externs, Monitor Techs, IV Therapy Techs, EMU Techs)</i>	X		X
Ceil	Nurse Practitioner <i>(IF currently required to wear scrubs)</i>		X	X
	Physician Assistant <i>(IF currently required to wear scrubs)</i>		X	X
Gray	Imaging Assistants		X	
Gray top with black bottom	Sonographer		X	
	NM Technologist		X	
	PET Technologist		X	
	CT Technologist		X	
	MRI Technologist		X	
	EEG Technologist		X	
	Mammography Specialist		X	
	Diagnostic Technologist		X	X
	Cardiology Technologist		X	
Radiation Therapist		X		
Caribbean blue	Respiratory Therapist		X	X
	Respiratory Care Support Technician		X	
Wine	Rehabilitation Technician		X	X
	Occupational Therapy		X	X
	Physical Therapy		X	X
	Speech Language Pathology		X	
	Recreation Therapy		X	
Black	Pharmacy Technician		X	X
Hunter	Pharmacist		X	X
New Eggplant	Phlebotomist - Lab Technician		X	
	Clinical Laboratory Scientist		X	
	Cytotechnologist		X	

Clocking In

1. Swipe your badge through the card reader.
 - a. If you are unable to swipe:
 - i. Restart the application – navigate to Start – Programs – Lawson – double click on Time Collection.
 - ii. Once the Time Collection program is open, you can sign in by typing in your JHED username and your Lawson password, which is 'changeme' (unless you have already changed it to something else).
2. The clock-in screen will display with the shift you are scheduled for that day.
3. Check to make sure the right shift is selected. If the shift is correct, select the 'Yes' button.

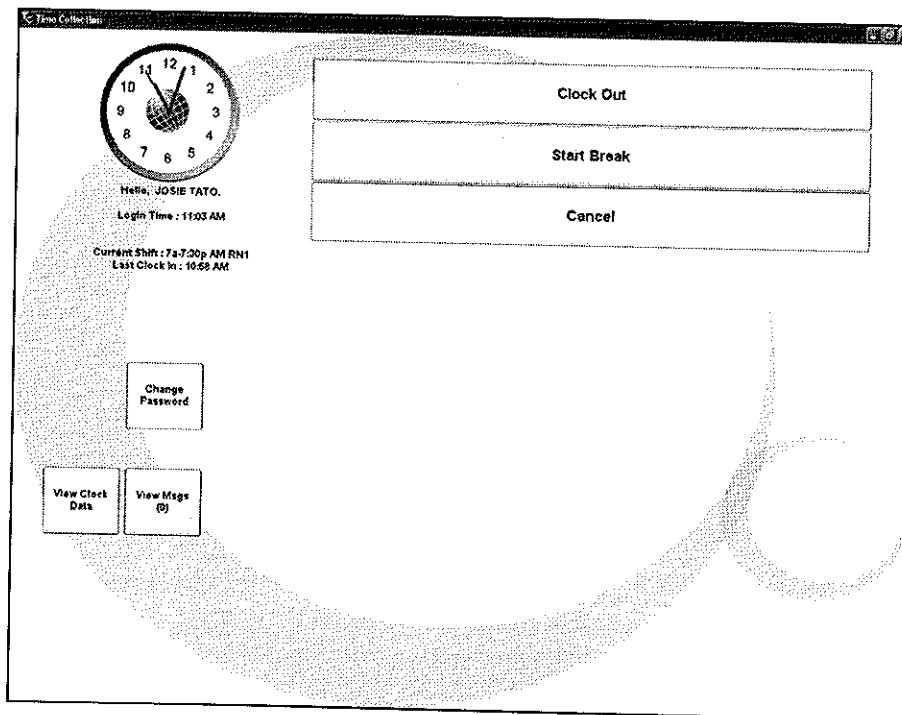


4. The screen below will appear. Select the 'Finished' button.

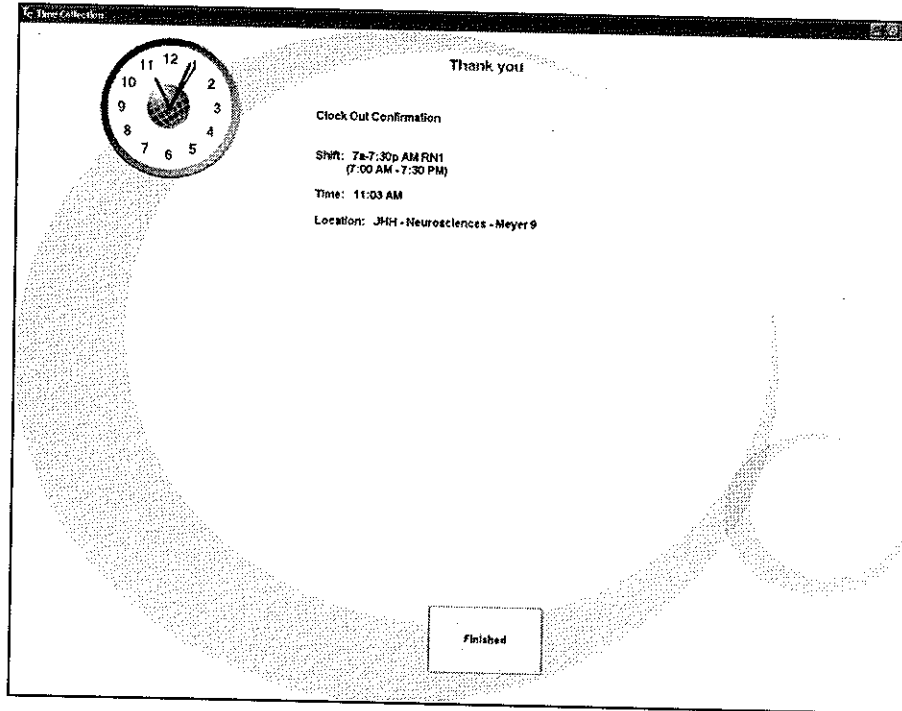


Clocking Out

1. At the end of your shift swipe your card (or log in by typing your JHED ID and password).
2. Select the 'Clock Out' button.



3. The screen below will appear, click the 'Finished' button.



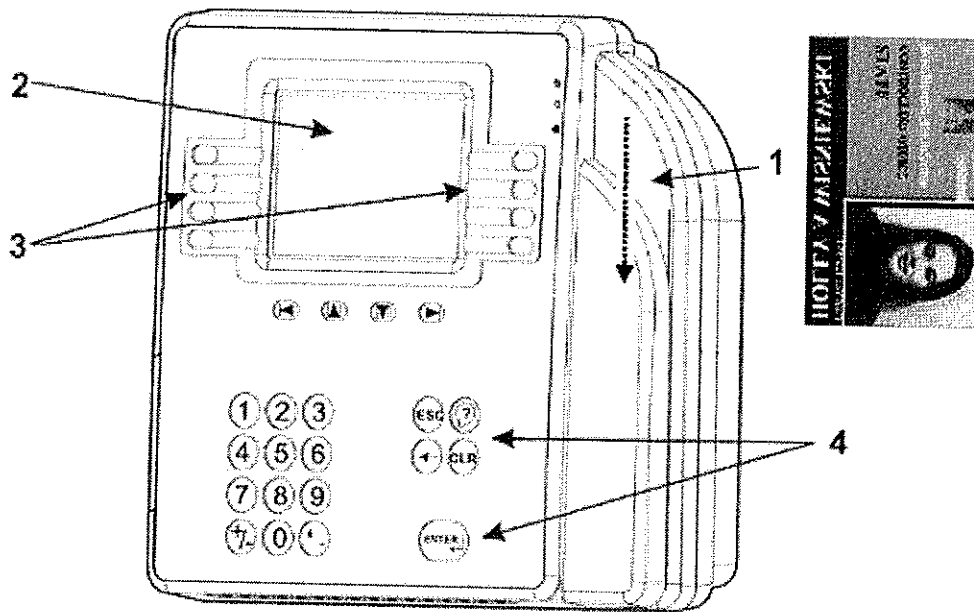


JOHNS HOPKINS WORKFORCE TIMEKEEPER
SWIPE UNIT INSTRUCTIONS

OVERVIEW:

Welcome to KRONOS. The attached unit is your vehicle to accurate timekeeping. By simply swiping your JOHNS HOPKINS issued Identification Badge through the unit as instructed you will be keeping accurate time of your hours worked. You must have a valid Hopkins ID to use the KRONOS System.

Employees – please swipe upon your arrival and when you depart for the day. (You may also be required to swipe in and out for lunch break based on your department)



Swipe Unit Key Components:

1 → SWIPE AREA: This is where you will swipe your ID card on a daily basis. Please swipe with your ID Photo facing out and the black stripe on the reverse side of the card on the back left. Swipe your ID in a downward motion until KRONOS Confirms. (As Pictured)

2 → LCD Screen: This will display confirmation of your swipe. A successful swipe will produce a Green Light on the upper right hand corner of the Swipe Unit. You will also receive a message saying **"ACCEPTED PUNCH"**. If your punch is unsuccessful, the Red Light to the upper right hand corner of the Swipe Unit will appear and the screen will say **"REJECTED PUNCH"**. In this instance you should contact your Supervisor Immediately.

Areas 3 & 4 Are For Future Use

NOTE: You cannot delete any swipes or edit any swipes in any form from this unit. Please do not attempt to do so by using the ESC or CLR buttons. These buttons will not alter your timecard. However a recording of your use of these buttons will be kept in the Audit trail within the system.