



The Johns Hopkins Hospital

2010 Manager's Survival Guide



JOHNS HOPKINS
MEDICINE

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Manager's Survival Guide Developed by
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Baltimore, MD 21287
410-614-0277 (Phone)
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Manager Orientation Checklist

Hospital managers created this self-checklist to guide new managers. Use this guide to help orient yourself to your position, department, and the hospital. It will also help identify materials and facts to gather, relationships to begin, and expectations to meet. Best of luck!

- Department orientation – what’s on paper; what’s expected of you
- Department organization charts
- Main external customers identified
- Results of external customer surveys over the last three years
- Departments we interact with who relate to our main external customers
 - o Names and titles of people to a develop relationship with
- Main internal customers identified
 - o Names and titles of people to develop a relationship with
- Results of internal customer surveys over the last three years
- Up-to-date policy and procedure manuals
 - o Human Resources
 - o Clinical
 - o Department
- Reporting relationships – to whom for what
- Legal contracts currently in effect
 - o Obligation of department and vendor
 - o Obligation of people – me, identified others
- Computer access – user ID, network access
 - o Contact your JHED Administrator
 - JHED ID
 - Outlook Account
 - WIN Account
 - o Contact your LAN Administrator
 - Get added to All departmental Distribution lists
- Computer training
 - o What applications do I need to know
 - o Where do I get training
- Name of buddy / mentor/ guide
- Finance processes – budget, payroll, purchasing, A/P
- Hospital, SOM, JHM, JHHS Goals affecting the department
- Goals and expectations:
 - o For the department – 5 years, this year
 - o For me for the first year
 - o For me for the 90 day probationary period
- People to meet:
 - o Staff
 - o Colleagues
 - o Committees

Important Numbers

Issue	Specific Issue to Address	Contact Information
Compliance	Compliance Line	1-877-WE COMPLY (932-6675)
Computer Issues	Training: BDM – Rx TFC EPR Order Net PATS (By request) Public Workstation	4-0958 Registration http://jhmcis.med.jhu.edu
	Ordering: PCs, Accessories, Problems	5-1044 http://jhmcis.med.jhu.edu
	System Support: ACENET, EPIC, EPR, Outlook, OCIS, SMS	Help Desk 5-HELP Your LAN Administrator
CPR Team Training	CPR Team Training	550 Building Room 102 5-9343; ER Care 5-4444
Disaster	What to do during a disaster	www.hopkins-cepar.org
Emergency	Air evacuation outage Electric power outage Natural gas Structure failure Telephone outage Water failure Water pressure	Facilities Department: 5-8300
	Fire Medical	Pull Alarm; Dial 5-4444
Employee Medical Issues	Illness Non-Voluntary Drug/Alcohol Testing Medical Restrictions	Occupational Health Services Phipps Building 3 rd floor Church Home 4 th floor 5-6211 Monday – Friday 7:30am – 4:00pm
Employee Personal Issues	Assessments: (Family, Personal, Self-Management) Counseling: Employees & Managers Critical Incident Stress Services Management consultation Referrals Risk assessment Voluntary Drug/Alcohol Treatment Workplace Violence	Faculty & Staff Assistance Program (FASAP) East Baltimore Campus 5-1220 Eastern High School 443-997-3800 www.fasap.org

Important Numbers

Issue	Specific Issue to Address	Contact Information
Employee Safety	Exposure to infectious diseases Screenings and medical evaluations Vaccinations (Hepatitis B, tetanus, rubella, MMR, varicella) Pre-employment assessments Return to duty clearance HIV testing Referrals to FASAP	Occupational Health Services Church Home, 4 th Floor 5-6211 Monday – Friday 7:30am – 4:00pm
	Splashes: Exposure to blood-borne pathogens Sticks: Exposure to blood-borne pathogens	5-STIX (Baltimore Campus Only)
Equipment Issues	Spills – chemotherapy Spills – mercury Medical waste removal Trash & junk removal	Carnegie 150 5-5714
Equipment Repair	Bio-medical equipment Life safety systems Utilities systems	B-120 Billings Administration 5-5770 (Ph); 2-6924 (Fax)
Facilities	Broken or damaged building Equipment Exterior grounds Painting Repairs Utility outage	Administration Basement 5-5770
Hazard	Access to hazardous toxic substance act, “The Employee Right to Know Law”	Policy HSE 701.....7-01-01
HIPAA	(Health Insurance Portability and Accountability Act) Information On-Line Classes	www.insidehopkinsmedicine.org/hipaa
	Reporting Privacy Complaints by Department of Health and Human Services or Office of Civil Rights	JHHS Sr. HIPAA Counsel 443-287-3579
	Reporting Privacy Complaints by Patients	Hopkins Privacy Office 2-7983

Important Numbers

Issue	Specific Issue to Address	Contact Information
Home Care Issues	Home Health Hospice Infusion Medical equipment Pediatrics-at-home Pharmacy Equipment Physical Therapy Respiratory therapy Skilled Nursing Social Workers, etc.	Johns Hopkins Home Care Group 410-288-8100
HopkinsOne	Main Information	Help Desk: 410-735-4500 http://www.jhu.edu/hopkinsone/index.htm
Human Resources	Human Resources Service Center/ Benefits	600 North Wolfe Street Phipps 4 th Floor, Room 455 5-6208 http://www.hopkinsmedicine.org/jhr
	Compensation	Phipps, Room 454 5-6780
	Career Services Hiring	5-6529, Church Building
	Employee Work-Related Problems: Appeals Attendance Discipline Grievances Hostility/Threats Mediation Performance Management Unemployment	HR Consulting and Labor Relations 5-6783
	Discrimination Harassment Medical Accommodation	EEO/AA Officer Beverly White-Seals 5-3516
	Organization Development & Training	4-0277
ISR	Main Information ISR Request Process	http://www.hopkinsmedicine.org/jhr/Compensation/ISRCentral
KRONOS	Kronos	http://finance.jhmi.edu/FinanceSystems/KRONOS_Training.html

Important Numbers

Issue	Specific Issue to Address	Contact Information
Legal Issues	Claims: External from lawyers Contracts Risk Issues Patient Incidents Adverse patient outcomes Incidents involving visitors Medical device damage Property damage	Legal Office: For JHU Staff: Eastern High School 5-7949 For JHHS Staff:
Parking	Garages Sites for Parking	Parking and Transportation Office Nelson 108, 5-5333
Patient / Visitor Services	Accommodations/Travel Services	Nelson/Harvey Building, Ste 136 4-1859 or (800) 255-2201
	Complaint resolution (patients, family, visitors)	Carnegie 100 5-2273 (5-Care)
	Guest Services Representative	Nelson Lobby 5-5100
	Library services	Patient / Staff Library Carnegie 173 5-6742
Patient/Visitor Services	<u>Pharmacy</u> Discharge medication processing Over-the-counter medications Specialty medications Standard medications	Sydney Kimmel Comprehensive Cancer Center 5-5747 (Main Lobby)
	Sign language interpreter: Coordination & TDD equipment	Hearing and Speech Agency. Notify Patient and Visitor Services of arrangements made directly. On evenings and weekends, call 234-3800.
	Visually impaired services	Low Vision Clinic Resource Center 5-9653 Tape players/ Braille books 5-6742
	Volunteer Services Department	Volunteer Services Office Carnegie 173 5-5924

Important Numbers

Issue	Specific Issue to Address	Contact Information
Patient/Visitor Services (International)	24/7 call center for JHM Clerical Staff Cultural in-services for JHM Staff On-site/telephone interpretive services Patient education materials in areas/ languages	JHI Office & Reception JHOC1080 5-8032 / 5-0269 www.jhintl.net E-mail: jhis@jhmi.edu Call Center: JHOC 1080 4-INTL (4-4685 – Internal) Multi-lingual materials online: http:// www.insidehopkinsmedicine.org/ nursing/pe/International/TOC.html
Payroll	Payroll Department	0-7201
Pharmacies	Bayview JHOC Monument St Moore Weinberg	0-0961 5-3733 2-5735 4-5611 5-5747
Policies	Access to organization policies	www.hopkinsmedicine.org
Purchasing	Purchasing Department	0-3300
Report Workplace Problems	Criminal offences, Illegal behavior, Non-compliance with laws, regulations and policies, Safety concerns, Unethical behavior	Compliance Line 1-877-WE COMPLY (932-6675)
Safety Issues	Biohazards, Ergonomic Studies, Indoor air quality, Job analysis for Medical Restrictions, Life & Safety evaluation, Lifting, Material safety data sheets, Regulatory compliance training, Safety requirements for JCAHO	Heath Safety and Environment 2024 E. Monument Street 5-5918
Safety Issues	Exposure and outbreaks Infections and disease	Hospital Epidemiology and Infection Control, Osler 425 5-8384 (Main Number) 283-3855 (Pager) www.hopkins-heic.org
	Radioactive material (Procurement, use and disposal)	Radiation Control Unit 2024 E. Monument Street 5-3712
Safety Medical Devices	Clinical Engineering – medical devices	Brady 114 5-5639, call 4-SAFE

Important Numbers

Issue	Specific Issue to Address	Contact Information
SAP	Training On-site SAP Coaching	5801 Smith Avenue, Ste 3200 410-735-7065 saptraining@jhmi.edu http://www.hopkinsmedicine.org/jhr/Organization/sap/index.html
Security	Badges	I.D. Badge Office 5-5325
	Crime Prevention	4-3473
	Information Hotline (to report any kind of security related information) Lost and Found	Harvey/Nelson 109 5-5588
	Investigations	5-9140
	Parking	Nelson 108 5-5333
	Transportation: Shuttles & Garages	3700 East Monument 2-6880 (On-call shuttles for off hours 2-6880) www.hopkinsmedicine.org/security
	Security Center Main Line Escorts (24 hours/day)	5-5585
	Security Training	3700 East Monument 2-2725
Telephone	Attendant Services Disaster and Safety dispatching Installation Ordering Project Management (New construction services website includes policies, links and forms) Repair (telephones, voicemail, wireless equipment) *For Hospital or Departmental outage please see Facilities*	JHMI Telecommunication Services: Department is responsible for providing telecommunication services to JHU, JHMI at East Baltimore and Bayview Medical Center Campus & other locations in and around Baltimore. Website: http://it.jhmi.edu/telecom/eb/ http://it.jhmi.edu/telecom/homewood/

Important Numbers

Issue	Specific Issue to Address	Contact Information
Transportation	Shuttle Bus Schedule	http://www.hopkinsmedicine.org/security/Transportation/Routes/rteindex.htm
	Carpooling	Parking and Transportation Office Nelson 108, 5-5333
	MTA Bus Passes	Human Resources Service Center 5-6208, Phipps 455

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Human Resources FAQ's: Career Services

Q1: How long does it take for someone to go through the hiring process?

A1: Certain factors, such as background and reference checks, verification of education and licensure, and health screens, can delay the process. But typically, the process takes a minimum of 2 weeks once a candidate had been identified.

Q2: When should I contact my Career Specialist when I have a vacancy?

A2: For the best service, you should contact your Specialist as soon as you know a vacancy will exist.

Q3: Does Career Specialist need to know about or see everyone that I interview?

A3: Yes. There are no exceptions as there are legal ramifications to the interview process.

Q4: Who determines the salary and makes the job offer?

A4: Your Specialist will work in conjunction with you to determine the appropriate salary based on guidelines issued by the Office of Compensation.

Q5: What assessments are available for screening applicants?

A5: A wide array of administrative skills evaluations and general knowledge screenings are available. Your Specialist can help you to determine the appropriate tools for your vacancy.

Other references to answer your queries can be found in the HR Manual. These include:

- Employment Policy and Procedure – contains definitions (eg. probation, regular, full time, etc.), procedures (eg. filling vacancies, new hires, etc.), and forms and formats (eg. personnel requisition form (for hiring), paperlite or a personnel action form (for any changes to an employee's current information or status), and other forms.
- Promotional Opportunity Program
- Inter-affiliate Transfer Policy

For any information, please call our office at 5-6575.

Human Resources FAQ's: Compensation

Q1: How often are salaries reviewed?

A1: Salaries are reviewed on an annual basis. The Human Resources Compensation office conducts an extensive market analysis using published salary surveys. Market data is compiled from various local, regional, and national surveys. Recommendations for pay adjustments are based on the results of the market analysis.

Q2: Who is responsible for writing the job descriptions?

A2: It is the responsibility of the manager to complete the job description. The Human Resources Compensation Office will review the final draft to determine the FLSA status, assign a pay grade and salary range, along with reviewing the job competencies. The Compensation Office keeps the original copy on file.

Q3: What are the guidelines for promotional increases?

A3: Promotional increases are granted when an employee is promoted to a job in a higher pay grade. The promotional increase should bring the employee's base rate to the minimum of the pay grade. When an employee's current base rate is greater than the minimum of the pay grade, a promotional guideline of 5% is used.

Q4: What are the guidelines for advancement increases?

A4: Only positions that are in established career ladders qualify for advancement increases. Career ladders typically contain levels of positions within the same job family.

Q5: Who would be eligible for overtime?

A5: Exempt employees, including supervisors and managers, do not qualify for overtime due to their exemption status as defined by the Fair Labor Standards Act.

Non-exempt employees earn overtime for any worked hours over 40 per week. Worked hours include holiday and jury duty hours. PTO is excluded from this calculation.

The Compensation Office uses the job description to determine exemption status, as outlined by the Fair Labor Standards Act.

Human Resources FAQ's: Compensation

Q6: How is overtime calculated?

A6: The overtime rate is to be equal to one and one-half times the employee's average, regular hourly rate for the workweek. The regular hourly rate includes the 'base rate', plus additional payments earned in the form of shift differentials, charge differentials, on-call pay, etc. Thus, an employee's regular hourly rate for any given week may be higher than his/her base hourly rate. In addition, jury duty and holiday pay are included in the calculation of overtime. *However, PTO and leaves of absence are not included in the calculation of overtime. There should be no duplication, or pyramiding, in the computation of over-time and other premium wages. If more than one premium rate is applicable to any hours worked, the employee shall be paid at the highest rate applicable, not both. *See policy HR300 to determine appropriate calculation for hours worked on holidays.

Q7: I feel that an employee is not being paid fairly – how would I go about seeking an adjustment to the employee's pay?

A7: Contact the Human Resources Compensation Office and provide the experience base for the employee in question, as well as others in that position (or comparable positions). Compensation will review market rates for the position, as well as the information you provide related to knowledge, skills, and abilities. Compensation will recommend an individual equity adjustment that is based on market rates as well as maintaining internal equity.

Q8: What is "compression"?

A8: Compression occurs when current employee pay rates become similar to employees with less experience. This can occur when salary ranges are increased and new employees are hired in at pay rates close to employees with more experience. Salaries of less experienced employees become similar to more experienced employees. To correct this, Compensation works with the department to gather data regarding employees' experience base. Compensation will analyze the employees' experience in conjunction with market pay rates to determine the appropriate individual adjustment.

Human Resources FAQ's: Compensation

Q9: How do I submit Human Resources transactions to be updated in SAP?

A9: Complete an ISR Lite form, which can be found at <http://www.hopkinsmedicine.org/jhr/Compensation/ISRCentral>. Forms are then forwarded to ISR Central via email at ISRCentral@jhmi.edu. ISR Central will use the form provided to submit an electronic ISR to Shared Services. Shared Services keys all increases into SAP.

Q10: What is the comp time policy?

A10: JHHS does not allow compensatory time off for either non-exempt or exempt employees in lieu of pay and wages.

Human Resources FAQ's: Compensation

JHH

JHHS

Deborah Aversa

410-614-3771

International Services

Avisa Hwang

410-502-3955

Performance Improvement

Rehab Med (PM&R)

Finance & Accounting

Legal

Operations Integration/JHHS Admin

Planning & Marketing

Workers Comp

Jeremy Zuck

410-502-7129

Anesthesia/CCM

Central Stores

Emergency Medicine

General Services

GYN/OB

JHOPC/Patient Services

Infection Control

Medical Affairs

Medical Records

Nutrition

Pathology

Pediatrics

Physician Svcs/Med Transport

Psychiatry

Social Work

Substance Abuse

Surgery

Access Services

EMH

JHCP

Patient Accts/JHOPC Admin

Material Mgmt/Corp Purchasing

Occupational Health & Safety

Human Resources FAQ's: Compensation

	JHH	JHHS
Jessie Swedberg 410-502-5033	Communication Services Corporate Security/Parking Dermatology Hopkins One JHMCIS Medical Management Group Medicine Neuroscience Ophthalmology Pharmacy Radiation Oncology Oncology Radiology Women's Board	JHHC Facilities Management
Cheryl Miller 410-614-1067	Admitting & Registration Nursing Nursing Administration	
Sharon Kemp 410-614-3726	Executive VP/COO President's Office	Human Resources Intrastaff
Joyce Love Staff Assistant 410-955-6781		
Sandra Reed Compensation Coordinator 410-955-6780		

Human Resources FAQ's: EEO/Workforce Diversity

Q1: How can I demonstrate my commitment to the principles of Equal Employment Opportunity and Diversity?

A1: Supporting and having requisite knowledge of the Hospital's EEO and Complaint Procedures Policy (EEO 501); becoming familiar with the manager's role in EEO.

Develop a culture of respect in your department and reinforce that respect through leadership and personal behavior.

Ensure your employees know they can report EEO violations without fear of retaliation and that you take all complaints seriously.

Do not rely upon the employee manual containing the harassment policy; reinforce through proactive training in prevention of harassment training.

Recognize there will be fine lines and a vast gray zone of behavior that might be interpreted as harassment. Contact the Director for Equal Employment Opportunity for any questions regarding employee EEO complaints.

Encourage internal resolution of complaints.

Be cognizant of differences and encourage open discussions among your employees fostering climate of mutual appreciation of differences.

Be consistent in your application of discipline for violations of policy.

Support with active participation the Hospital's Diversity and Inclusion initiatives.

Resources:

Managers Role in EEO

Diversity and Workplace Respect Training provided by EEO Officer

EEO and Complaint Procedures (501) Policy

Employee Handbook

EEO Officer and HR Consultants

Contact Information:

Beverly White-Seals
Director of Diversity/EEO/AA
410-955-3516

Rhodora Osborn
EEO Analyst
410-955-3516

Human Resources FAQ's: HR Consulting & Labor Relations

Q1: Does Johns Hopkins recognize a grace period for lateness?

A1: JHHS does not recognize a grace period, system wide. Grace period for lateness is determined by each department.

Q2: Is a documented counseling considered a disciplinary action?

A2: No, it is not considered a disciplinary action. It is a corrective discussion between the employee and the supervisor. During this discussion, an attempt is made to identify that cause of the problem and prevent recurrence of the undesirable behavior. Documentation of the counseling permanently becomes part of the employee's file.

Q3: What constitutes job abandonment?

A3: Three (3) consecutive shifts of "no call/no show" constitutes job abandonment.

Q4: How long is a disciplinary action active?

A4: A disciplinary action is active for one year from the date it is *issued*.

Q5: How does JHHS monitor attendance?

A5: JHHS monitors attendance on a Rolling Twelve (12) Month Period. A rolling twelve (12) month period will be considered by beginning with the most recent unscheduled absence and counting twelve (12) consecutive months backwards to the *day* of the last occurrence.

Q6: What is the difference between a union delegate and a union representative?

A6: A delegate is a Johns Hopkins employee. Their role is to represent the employee with regard to the grievance process. A representative is employed by the *union*. The role of the representative is to organize new members, promoting the union philosophy and activities, and also represent the JHHS employee with regard to the grievance process.

Q7: My employee is unhappy with her performance evaluation rating score. Can he/she file an appeal on it?

A7: The employee cannot appeal the actual rating score. They can only appeal the process (the method on how the score was determined).

Q8: I have had to terminate a bargaining unit employee for not meeting standards during his/her probationary period. The employee feels it is unfair and wants to file a grievance. Is the employee within their rights to do so?

A8: No. Bargaining unit employees are subject to the same rules as non-bargaining unit employees. Employees do not have grievance/appeal rights during their probationary period.

Human Resources FAQ's: HR Consulting & Labor Relations

Department Client List

Peter Tollini Director Office: 410-955-6783 Pager: 410-283-8225	Human Resources President's Office Nursing Administration Law Office	
Terry Olauger (temp) HR Consultant Office: 410-502-0838	Community Physicians Corporate Communications Finance <i>-Financial Planning, Case Mix, Collections, Customer Service, Patient Financial Services</i> Government Relations Greenspring Station	Health & Safety <i>-Worker's Comp, OHS, Employee Assistance</i> Medical Records Radiology Strategic Planning & Marketing Women's Board
James Abrams HR Consultant Office: 410-955-6778 Pager: 410-283-6555	Admitting Emergency Medicine <i>-Life Line, HAL, Air & Ground Medical Transport, Referring Physician Services, Central Physicians Directory</i> Facilities JHMCIS/IT <i>-Telecommunications</i> Oncology	Ophthalmology <i>-Wilmer, Greenspring Station</i> Patient/Visitor Services <i>-Patient Relations, Volunteer Svcs</i> Pathology <i>-Greenspring Station, Baltimore Medical Services, Community Physicians, Bayview, Howard County</i>

Human Resources FAQ's: HR Consulting & Labor Relations

Department Client List

Monica Compel	Access Services	Psychiatry
HR Consultant	Dermatology	-Substance Abuse Clinic, E.B.M.P.,
Office: 410-502-2963	Executive Vice President	Social Work
Pager: 410-283-1467	-Operations Integration	Physical Medicine & Rehab
	JHH Health Care (EHP)	QIUM
	-Priority Partners	Radiology Oncology
	JHOC	
	Medical Affairs	
	-Staff Offices, Pastoral Care,	
	Infection Control	
	Pharmacy	
	-ACTG, Carnegie, GOR, IDS,	
	Greenspring, JHOC, Meyer,	
	Osler 2, Pediatric Central,	
	Weinberg IP & OP, Wilmer	
Jackie Quackenbush	Community Health & Affairs	Neurosciences
HR Consultant	-Child Life, Head Start,	-Meyer 6, 7, 8, & 9
Office: 410-614-4328	Martin Luther King Center	Pediatrics
Pager: 410-283-7129	EMH	-CMSC 3, 4, 6, & 9,
	GYN/OB	Pediatrics Oncology,
	International Services	Pediatrics Social Work
	-JH USA	
	Medicine	
	-JHOPC 7, Nelson 3, MICU,	
	CVDL, Blalock 4, Endoscopy,	
	Halsted 5 & 8, Osler 4, 5, & 8,	
	Carnegie 2 (Moore Clinic)	

Human Resources FAQ's: HR Consulting & Labor Relations

Department Client List

Zina R. Brown

HR Consultant Staff Assistant

Office: 410-955-6783

Fax: 410-614-8282

Pager: 410-283-1227

Constance (Connie) Lewis

HR Consultants Coordinator

Office: 410-614-5164

Pager: 410-283-8043

Human Resources FAQ's: HR Service Center

Q1: My employee wants a new medical I.D. card?

A1: Have your employee call EHP directly at (410) 424-4450 to order cards or access the website at www.ehp.org.

Q2: My employee worked a Holiday, how do I pay the employee?

A2: The seven fixed Holidays are; New Years Day, Martin Luther King's Birthday, Memorial Day, Independence day, Labor Day, Thanksgiving and Christmas. If the employee works the holiday, they would get paid for that holiday (HOL) and another day off to be used within 120 days of the holiday. Part Time employees would get the holiday pro-rated to the hours that they are scheduled to work.

Q3: My employee's child is graduating from college. What do they need to do about his/her child's medical coverage?

A3: Full Time Students are covered until the end of the calendar year that they graduate. Coverage is then terminated and COBRA benefits are offered.

Q4: My employee's just got married. How do they add his/her spouse to their coverage?

A4: The employee will need to give us a copy of the marriage certificate and complete a new enrollment form within 30 days of the event (pick up from the Benefits Office, Phipps 455).

Q5: My employee needs to select a new PCP. How can they do that?

A5: The employee chooses a new doctor from the provider directory and then call EHP to have the doctor be placed on the card or update information on the website at www.ehp.org. The new PCP will become effective the first of the following month of the change. A new card will be sent to the employee.

Q6: I have an employee that has been out for three (3) days. What should I do?

A6: If it is for a serious illness or you are not sure, please send them a Family Medical Leave form (FMLA) that can be picked up in the Benefits Office, Phipps 455 or on-line at <http://www.hopkinsmedicine.org/jhhr/Forms/FMLApp.pdf>. Kay Arrington, Benefits Coordinator may be contacted with further questions pertaining to FML benefits at 410-614-3724.

Q7: When will my employee's coverage go into effect?

A7: Coverage will go into effect first of the month following date of hire or status change date. For example: Employee is hired 6/5/2010- The eligible benefit coverage would take effect 7/1/2010.

Human Resources FAQ's: Organization Development & Training

Q1: What type of training/development does your office offer?

A1: Our office provides training to all Hospital and Health System employees. The content of our courses cover a variety of topics that aids in the professional and personal development of employees. We also offer assessment of staff, group or process performance problems, conflict resolution with staff, and management coaching. We are here to help you manage and improve the performance of your staff. For more information regarding training, please contact Emily Walls, at 4-0277 or by e-mail, ewalls2@jhmi.edu.

Our office also offers an opportunity to get an Associates of Arts degree in General Studies in partnership with BCCC. For information regarding BCCC, please contact Kelly Greene at 5-6748 or kgreeneb@jhmi.edu.

Q2: Is there a cost for training?

A2: There is not cost for the majority of our courses. There is a “no show” fee of \$25.00 if a confirmed registration does not attend or calls to cancel 1 day prior to the start of the course. The Management, Supervisor and Lead Cohorts also have a fee.

Q3: How often does your catalog come out? How can I get on the mailing list?

A3: Our catalog comes out twice a year in November and May. Please e-mail Emily Walls at ewalls2@jhmi.edu for a copy.

Q4: Does your office provide customized training or other kinds of help (team building, conflict resolution, questions about employee performance, problems with my staff not getting along, etc.)?

A4: We offer help with finding out the causes and developing solutions when employees are having conflict, when they aren't performing well, or if you need some coaching or guidance on how to handle a employee(s) problems before they go into discipline.

If there is a training topic that you need and is not listed in our catalog, you can contact our office, 5-6748, to speak with an OD Specialist about custom training.

Q5: Who can I contact if I need extra assistance?

A5: Our office hours are Monday – Friday, 8:00am – 5:00pm. You can contact Emily Walls at 4-0277 or send an e-mail to ewalls2@jhmi.edu. Your call will be returned within 24 hours.

Human Resources FAQ's: Pension

Q1: Do I have retirement benefits? If so, do I have to enroll to be eligible for benefits?

A1: Yes. JHH/JHHS actually has two retirement programs. The first program known as the "Pension Plan", and it is completely paid for by JHH/JHHS. The Pension Plan provides for a majority of your retirement needs. You do not have to enroll in the Pension Plan. Employees are automatically enrolled when they've completed one year of service with 1,000 hours.

The second program is known as the "403(b) Plan". The 403(b) Plan allows employees to save for their retirement. Enrollment in this program is not automatic. Employees must complete the necessary steps to begin their participation in this program.

Q2: What are my retirement benefits and where do I go to find out about the value of my benefits?

A2: Information about retirement benefits are sent annually to employees via the Total Compensation Statement. Employees may also contact the Pension Office for more information.

Q3: What does "vested" mean? When will I be vested?

A3: The term "Vested" means that you are assured that you will receive the employer provided portion of the JHH/JHHS retirement programs. In order to become vested, you must have 5 years of service during which you have worked at least 1,000 hours.

Q4: What is a 403(b) Plan and what do I have to do to sign up? Does Hopkins have a match?

A4: A "403(b) Plan" allow employees to save for their retirement. The Federal Government does not tax any money saved through this program. To sign up for the 403(b) Plan, you should contact our Lincoln Representative. They have offices in Phipps 491 or call them at 5-5828.

Currently, JHH/JHHS has a matching program for only for the Non-union employees that participate in the 403(b) Plan. JHH/JHHS will match 50% of up to 2% of your gross salary. In other words, as long as you contribute at least 2% of your salary, the Hospital will contribute a maximum of 1%. Please remember that the match is intended to be an incentive to get employees to take advantage of the 403(b) Plan. The Pension Plan is the "main" retirement plan.

Q5: I'm thinking of retiring, what do I have to do to start the process?

A5: Contact the Pension Office in Phipps 460.

Human Resources FAQ's: Project REACH

Q1: How do I find out about hospital-sponsored job training opportunities for employees, and what occupational training programs are offered?

A1: Periodically, there are job training programs for critical skill shortage positions at Johns Hopkins. They include, but not limited to Registered Nurse, Pharmacy Tech, Surgical Tech, Respiratory Technician, and/or Radiology Technician. These training programs are developed with the assistance of the departments that need positions filled. Employees interested in these trainings may be eligible to receive salary release support, but must meet certain program criteria. Please call Project REACH at 2-2200 for information or current offerings.

Q2: How do I request a summer intern, how many hours do they work, and what do I pay them?

A2: The summer jobs program is a 6-week, work-based learning experience for high school students. Students new to the summer jobs program work 30 hours per week at the current minimum wage rate. Returning students receive \$0.50/hr above their previous year's hourly wage.

The Undergraduate Summer Internship Program is an 8-week, work-based learning opportunity for college students to gain work experience in their chosen field of study. You may request an intern by contacting Yariela Kerr-Donovan, or Tiffany Waters at 5-1488.

Q3: How do I become a youth mentor? What do I need to do as a mentor, and how much time is involved?

A3: There is an application process that includes a criminal background check and attendance at a two-hour mentor-training workshop. Mentors are matched with students based on career and/or special interests. In addition to being a friend and confidant to the student, mentors are encouraged to act as career guides, providing information on careers in the health professions as well as in other industries. We encourage mentors to participate in job shadowing events and other activities as scheduled by the coordinator. Time Commitment: Twice per month face-to-face contact and twice per month phone contact.

Q4: Are there other volunteer opportunities for community outreach activities that target youth?

A4: Yes. Adopt A Class Program at the elementary school level. Non-paid Internships for high school students during the school year. Volunteer to speak to students about your career choice.

Human Resources FAQ's: Skills Enhancement Program

Q1: Who is eligible to attend courses offered through this program?

A1: Any JHHSC/JHH employee is eligible to take one or more courses with the Program. In addition, JHU employees may take skills classes such as GED Prep or Medical Terminology. Students who successfully complete a course(s) in a given semester will receive a certificate, and are welcome to continue taking future classes with the Program.

Q2: What is The Skills Enhancement Program?

A2: The JHH Skills Enhancement Program is an instructional program funded by the Johns Hopkins Health System Corporation, and offered through the Human Resources Office of Organization Development and Training. We offer courses in Basic Skills Review, GED Preparation, College Entrance Prep, Medical Terminology, English as a Second Language, Keyboarding, Microsoft Word and Excel.

Q3: Where are the classes held?

A3: Classes are held on-site at the main East Baltimore campus of The Johns Hopkins Hospital. Most classes meet in the Phipps Building.

Q4: When will the classes be held?

A4: Many classes meet daytime and evenings to accommodate the schedules of interested employees. Classes usually meet two hours twice per week; however, accelerated GED classes meet more frequently. Employees usually take classes on their own time; however JHHS/JHH General Services employees in GED classes may receive some release time for classes. There are two core semesters. Spring classes generally being in February/March, and fall classes start in the August/September timeframe. An abbreviated session is offered during the semester.

Q5: How does an employee register for the offered classes?

A5: Most courses require skills assessment for accurate class placement. Students who were previously assess for a class recently need not to be retested. Please call **Barbara Edwards** for testing or placement at **(410) 614-0723**.

Q6: Why is it beneficial to take these classes?

A6: Many employees want to change and grow in their positions and need to refresh skills, take medical terminology, or word-processing in order to qualify. Others need or want to earn a GED/high school diploma. Employees interested in taking college entrance exams or job-specific training programs often brush up skills to prepare. Still others find certain aspects of their jobs challenging due to math, reading comprehension, or grammar/writing challenges. Because this program has small classes taught by caring instructors dedicated to helping participants meet their personal education/career goals, many employees take advantage of this excellent opportunity provided by the hospital.

Human Resources FAQ's: Skills Enhancement Program

Upgrade your skills with “**Class**”

- ◆ Assessment, counseling and instructional services for:
 - § Class placement
 - § Educational support
 - § Job growth

- ◆ GED (Levels I, II, III)

- ◆ Medical Terminology (Basic and College Level)

- ◆ Basic Math & Basic Reading/Grammar/Writing

- ◆ Algebra prep for college readiness

- ◆ English as a Second Language

- ◆ Keyboarding & Microsoft Word and Excel

- ◆ Customized classes for JHH and JHBMC to assist departments with training needs

On the Radar - Front-line Spanish in 2009...more to come!!!

Human Resources FAQ's: Transitional Duty Pool

What You Should Know:

- The most effective way to reduce workers' compensation costs is to prevent the occurrence of workplace injuries and illnesses.
- In the event an injury is not prevented, it has been shown that keeping the individual as active as possible prevents further deterioration of their productivity.
- **The development of the JHHSC/JHH Transitional Duty Pool helps to increase productivity and also reduce our workers' compensation expenses.**
- Safe and meaningful work can be provided to employees recovering from a work-related injury. Offering transitional duty to injured employees will not only keep the employee productive and working in some capacity, but will also keep up their morale and self-esteem.

What You Should Do:

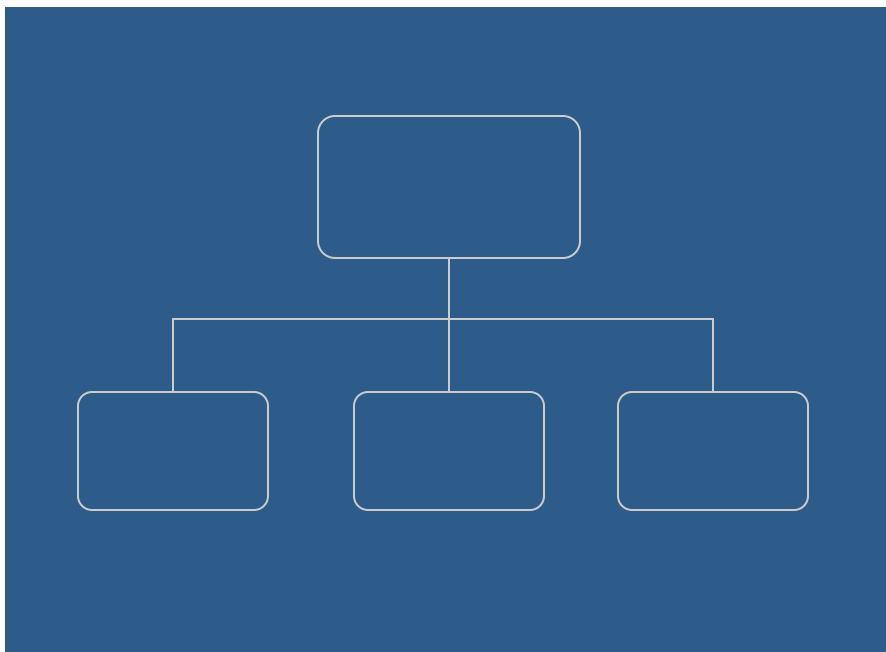
- The home unit should ideally accommodate the JHHSC/JHH employee who has been injured on the job and has been cleared to return to work with restrictions that are expected to be short-term in nature (days or weeks).
- If this is not possible, the employee will be referred by the Occupational Injury Clinic to the Disability Case Manager for temporary assignment in the Transitional Duty Pool.
- If the employee is not accommodated in the home department, the department providing the temporary assignment will not be charged for the employee's salary and the employee's home department will be charged 50% of the salary and the Workers' Compensation Fund will pay the other half of the salary.

If you would like additional information, please call the Disability Case Manager at 410-614-0306.

Important Website Addresses

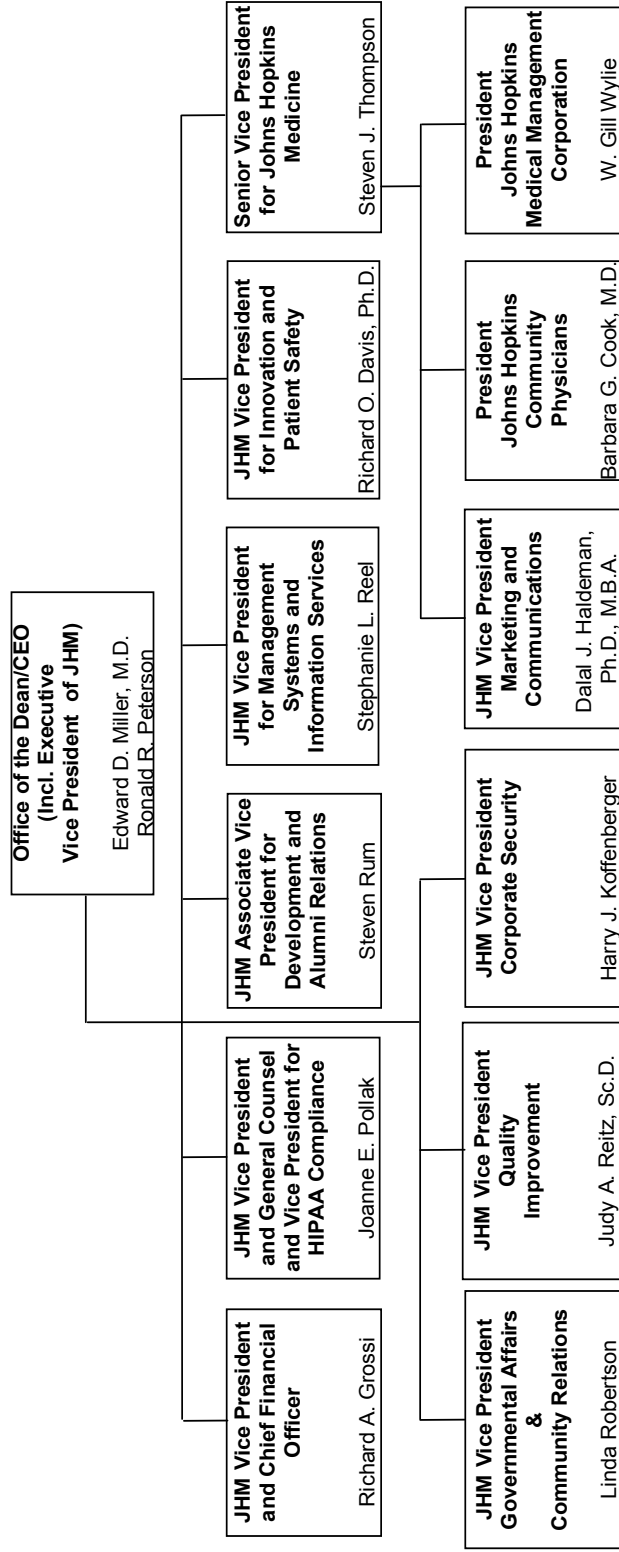
Topic	Website Address
Human Resources	http://hopkinsmedicine.org/jhhr
Kronos	http://finance.jhmi.edu/FinanceSystems/KRONOS_Training.html
Hopkins One	http://www.jhu.edu/hopkinsone/Public/index.htm
JHM Intranet	www.insidehopkinsmedicine.org
Information Technology	Http://www.it.jhu.edu/
Johns Hopkins Science Calendar	http://www.hopkinsmedicine.org/scical/
Johns Hopkins Enterprise Directory	https://my.johnshopkins.edu/uPortal/render.userLayoutRootNode.uP
JHM Podcasts	http://www.hopkinsmedicine.org/medial/Podcastsinstructions.html
JH Federal Credit Union	https://www.jhfcu.org/
Nursing	http://www.hopkinsnursing.org/
The Johns Hopkins Hospital & Health System	http://www.hopkinshospital.org/
Johns Hopkins Medicine Departments	http://hopkinsmedicine.org/departments.html
Johns Hopkins University	http://www.jhu.edu/
Johns Hopkins University School of Medicine	http://www.hopkinsmedicine.org/som/index.html

Johns Hopkins Medicine Organizational Structure



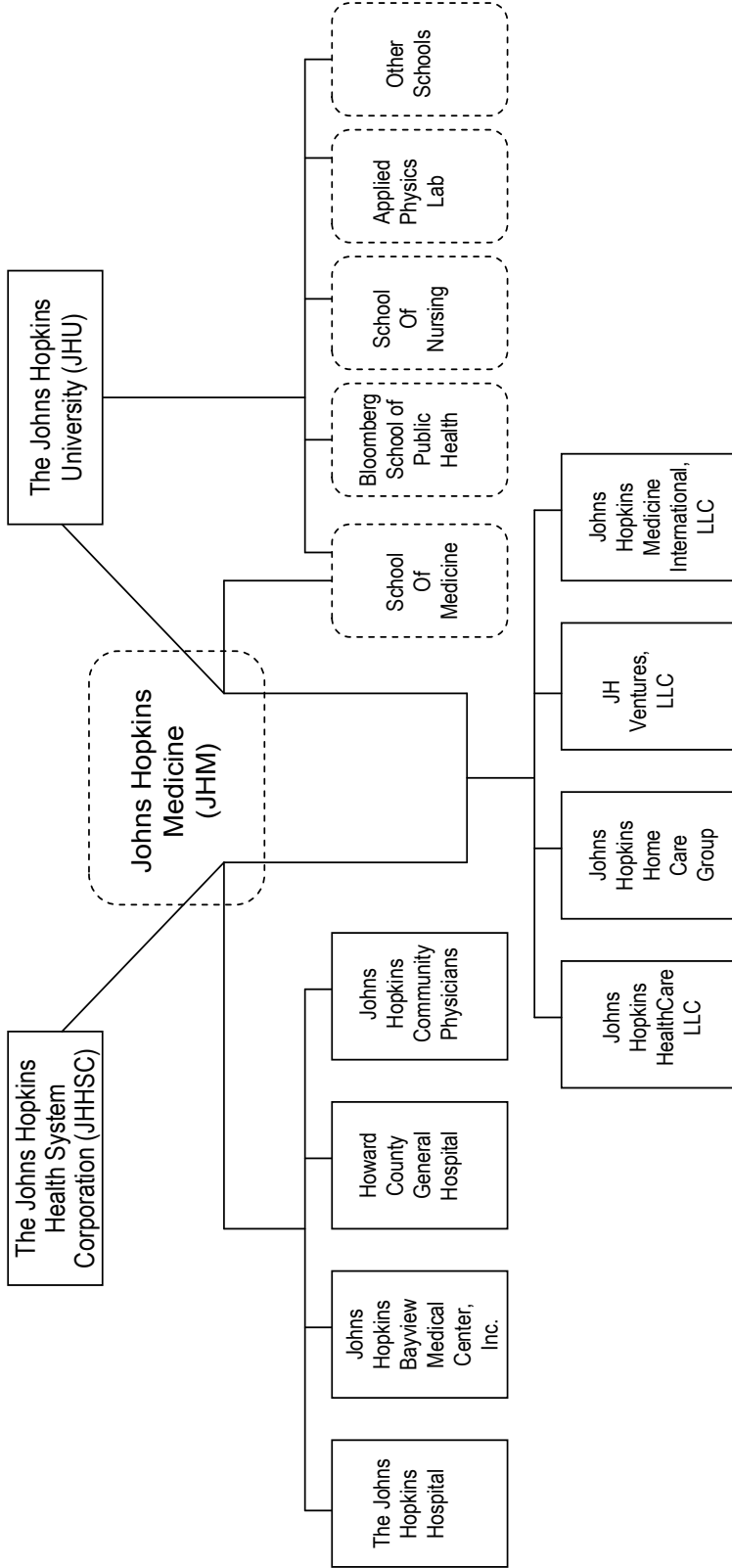
Johns Hopkins Medicine

OFFICERS*



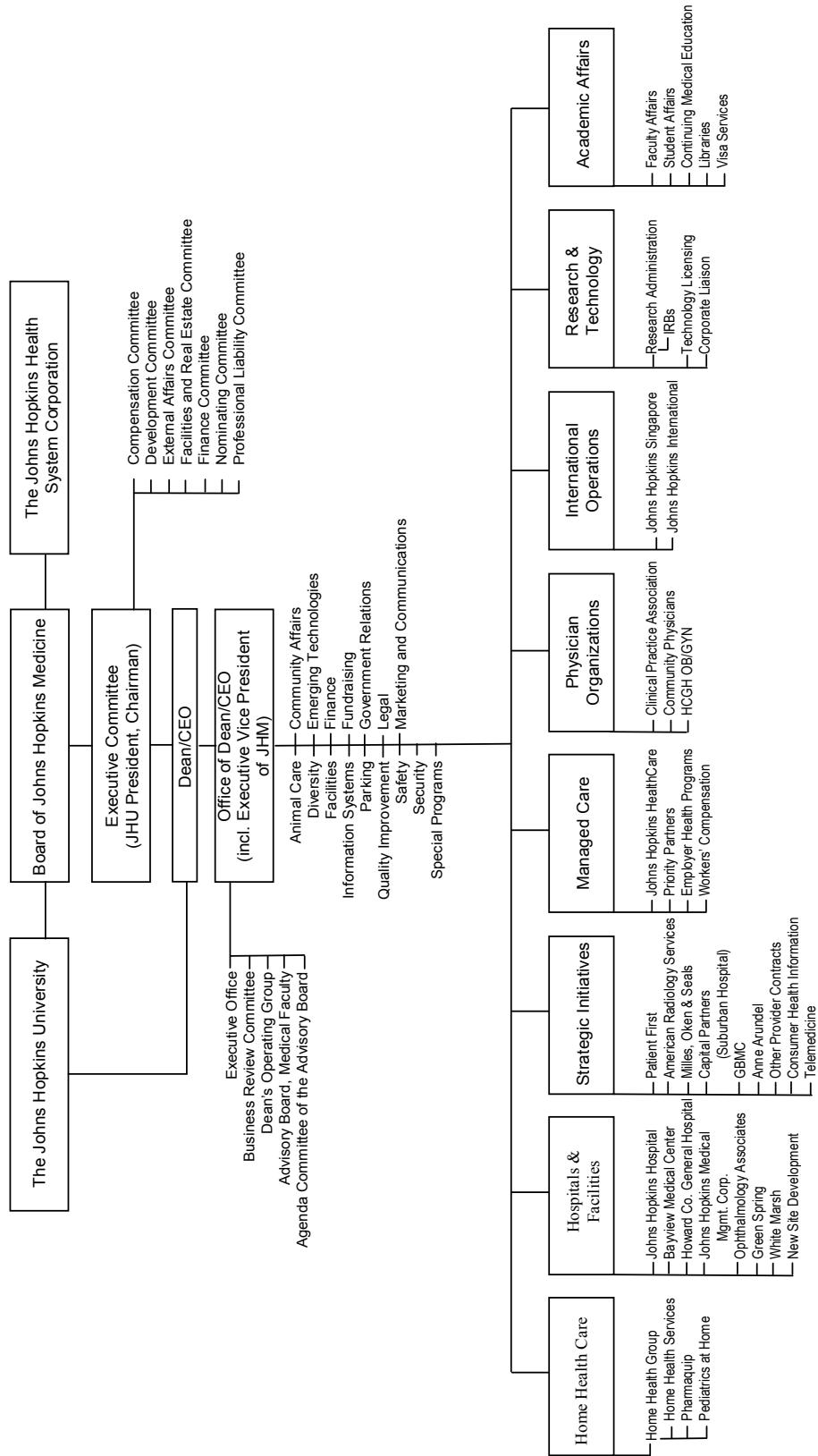
* Also:
Secretary: G. Daniel Shealer, Jr.

Johns Hopkins Medicine Organizational Structure



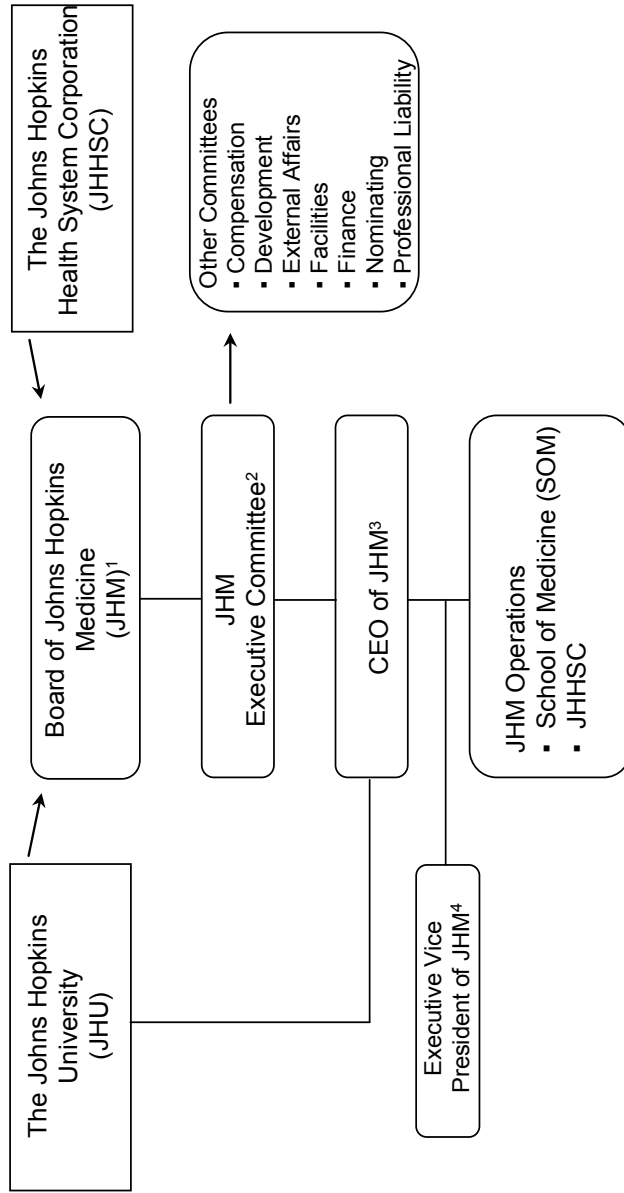
NOTE: A solid box indicates a legal entity; a dotted box indicates an unincorporated board or division. Johns Hopkins Medicine is an unincorporated board with delegated powers from JHU and JHHSC. Various trusts supporting JHU and JHHSC are not shown separately.

Johns Hopkins Medicine Executive Structure



Johns Hopkins Medicine

Governance/Operational Structure



¹Lay Chairman
²Chairman is President of JHU
³CEO of JHM also is Dean of SOM
⁴Ex. VP is also President of JHHSC