

GENERAL ORIENTATION

MODULE # 1

INTRODUCTION TO FIRST CALL HOSPICE
AKA: HOW WE DO STUFF AROUND HERE

Our Mission Statement

- The mission of First Call Hospice, a locally owned agency founded in 1993, is to provide individualized quality hospice care to meet the unique needs of patients with a limited life expectancy. The primary goal of First Call Hospice is to enhance the quality of life when the quantity of life is limited. This is achieved through palliative care and supportive services designed to meet the physical, psychosocial and spiritual needs of the patient, the patient's family and the caregivers.

Objectives

Part 1 will be considered successful when the employee has:

1. Provided copies of required documents.
2. Reviewed and signed the employment forms.
3. Reviewed and signed security and safety forms.
4. Reviewed and signed policy and procedure forms.
5. Reviewed the personnel handbook and signed related forms.
6. Reviewed and signed the job description.
7. Completed the related TEST.

Instructions

1. This Module should take about 2-3 hours to complete.
2. Refer to your binder it follow the power point and contains the required signature documents.
3. Find and complete the quiz. (last page in the binder)
4. When finished review with the HR department.
5. The completed packet will be upload into your personnel file.

Required Documents

We need copies of the following documents. We will help you make the copies.



We need copies of the following:

All Staff

- Social Security Card
- Driver's License
- Proof of Insurance
- Please give us your originals and we will copy one document per page.

Clinical Staff

- CPR Card
- Professional License
- MSW's: Copy of your degree

2 Employment Forms

Please review and
sign the documents
found in your
binder..



EMPLOYMENT FORMS

In your binder; find, review, and sign:

- New Employee Registration
 - When directed you will add your own contact information to your HR file.
 - You will be able to edit and update your personal contact information as needed.
- Job Description
- W-4
- Employment Eligibility Verification (I-9)

SECURITY

Please review and
sign the following
documents found in
your binder.



SECURITY AND SAFETY

In your binder; find, review, and sign:

1. Vehicle Inspection
 - Thomas will conduct the inspection
2. Hepatitis B Vaccine Information
3. HIPAA/HIPAA Agreement
4. Internet Policies
 - CMS Signature Requirements
 - SMS Text Messaging Policy
 - Non-Disclosure Agreement
 - Mobile Device Agreement
5. Child Abuse Reporting Requirement
6. Dependent Adult Reporting Requirement
7. Sexual Harassment
8. Record of Offer of Hepatitis B Vaccination

POLICIES

Review and sign the
corresponding
documents found in
your binder.



POLICIES AND PROCEDURES

In your binder; find, review, and sign:

1. Standards of Conduct
2. Internet/Intranet Use
3. Internet/Intranet Agreement Form
4. Code of Compliance Program (separate binder)
5. Emergency Preparedness Plan (separate binder)
6. Employment Expectations

POLICIES AND PROCEDURES

1. Employment Expectations and Agreements

- Review the:
 - Following 5 slides
 - The handout in your orientation handbook-
“Employment Expectations and Agreements”



Next 5 slides

Clinical Performance and Expectations

Employment Status (Full Time, Part Time etc.) is determined at time of hire.

Full Time RN Case Manager: In order to maintain the status of full time the Case Manager must:

- Perform 20-25 visits per week (approx. 12-15 patients).
- Paperwork is submitted the day the visit was performed.

Case loads will vary depending on acuity and availability of new referrals.



I AGREE TO:

- Start my day at 8:30 and complete visits by 3:00. This gives me two hours to complete my documentation, before the end of the day.
- Start and complete my documentation during or immediately following each visit and submit according to policies.
- I will end my day at 5:00 pm, unless otherwise arranged with my clinical supervisor.



I AGREE TO:

- Be available for orientation and work assignments according to my employment agreements.
- Keep the Contact Clinical Coordinators updated regarding changes in my schedule and availability.



I AGREE TO:

- Be available and flexible and accept new patients and visits in order to maintain my agreed upon visit census.
- Work outside my preferred geographic area, when requested by the clinical coordinator or supervisor. I know an effort will be made to keep me within my preferred neighborhood, but at times this may not be possible.
- Arrive on time and attend all meetings and in-services.



I AGREE TO:

- Follow and work within the First Call Hospice clinical guidelines and practices. If I have previous hospice experience and prefer guidelines and practices established elsewhere, I am expected to follow First Call Hospice's guidelines, practices, policies and procedures.
- Avoid requesting time-off during the 90 day introductory period.
- Represent myself and the company professionally and ethically.

POLICIES AND PROCEDURES

- Company Policies: The following slides will give you the necessary information you will need re:
 - Time Off Policies (Vacation, Sick, Holidays, Illness notification)
 - Meal Period Agreement
 - Rest Period Agreement
 - Time off Requests
 - Preparation for Time Off
 - Overtime
 - Personal Calls and Cell Phones
 - Office Hours
 - Scheduling (Daily, Weekly Visits)
 - Medicare Week
 - Route sheets
 - Visit codes
 - Mileage calculations
- ❖ Corresponding documents are contained in your binder

Company Policies and Procedures

- The policies presented are selected because of their universal application to all First Call employees.
- This selection of policies is not meant to represent the only policies you will need to know and understand.
- Over the course of your orientation we will introduce you to other policies that you will need to know and understand.

MEAL PERIOD

The California Labor Laws require you to take your meal period within 5 hours of the beginning of your shift.

- Example: Start time = 8:30, Lunch must be taken by 1:30 or before.
- The meal period is 30 minutes and is not reimbursed
- If you are scheduled to work 6 hours or less a meal period is not required.
- Meal period and will be dependent upon the office activity

MEAL PERIOD

- Always notify your supervisor if you will be unable to take your meal period within the parameters identified.
- You must notify your supervisor when your lunch begins and when your lunch has ended.
- If you leave the office, you must notify your supervisor when you leave and when you return.

FYI

➤ Office: Lunch begins at 12:00 and ends at 1:30.

MEAL PERIOD

- Office Staff:
- The Lunch period at First Call begins at 12:00pm and ends by 1:30pm. We are a small office and frequently very busy, therefore it may not be possible to overlap our lunch periods.
- It is understood that it is not always possible to walk away from your responsibilities exactly at your appointed lunch hour. Please make a reasonable attempt to leave for lunch at the agreed upon time. If your duties prevent this from happening, you will need to contact your supervisor to rearrange your lunch time .

MEAL PERIOD

- OFFICE AND CLINICAL STAFF:
- Due to the computer equipment we request that you take lunches and breaks in designated break areas. The areas designated for your meal periods and breaks are the conference room and kitchen.

BREAK PERIODS

For every 4 hours worked you are eligible for a 10 minute break.

The company recognizes the importance of breaks and will provide time during the day . If you feel that on any given day the company has failed to provide time for a break, just let your supervisor know, during the 4 hours in question, so that break time may be provided. It will be assumed that you have been able to take breaks and comply with company policy unless you state otherwise.

- Office Staff:
- Breaks begin by 10:00 and completed by 11:00.
- Please coordinator your meal period and breaks with your supervisor.
- Notify them when you leave and when you return.
- First Call policy is that breaks are conducted on-sight.



OVERTIME

OFFICE STAFF

- Overtime is allowed only when requested by your supervisor.
- The office will help provide additional help or assistance with scheduling to reduce or eliminate overtime.
- If unable to avoid, all overtime must be pre-approved.



OVERTIME

Clinical Staff

- Please try to avoid working overtime.
- The office will help provide additional help or assistance to reduce or eliminate overtime.
- You schedule visits to insure that all patient related activities are completed within an 8 hour period.
Please review the average time spent in your visits and plan accordingly.

Overtime

PRE-APPROVAL

Clinical Staff

- **If you anticipate overtime will be needed, please contact your supervisor for pre-approved.**
- **All weekend, holiday or after hour work must be on your schedule and preapproved by management**

CONTACTING FIELD STAFF

The Clinical Coordinators are the only ones who contact the clinical staff

- Office Staff: Please review your needs with the clinical coordinator, prior to paging, in order to determine, who will initiate the page.

Requests for Time Off

POLICY

- All Time off will be coordinated to accommodate the employee's needs and the needs of patient's and the company.

PROCEDURE

- All time off requests are made in writing and submitted at least two weeks prior to your request.
- Every effort will be made to give employees the time off requested, however time off request must be coordinated with all other staff and must not interfere with the Company's ability to provide quality services.
- All time off must be approved by their Supervisor and will not be considered granted until the employee receives a copy of the time off request form signed by their Supervisor.
- Duplication of vacation requests will be decided upon seniority, date of request and previous time off requests.

Vacation

- If you are full time you will accrue vacation during your first year, however you will not be able to use vacation time until the beginning of your second year.
- You can certainly request time off however your vacation will not be available to be used.
- If you leave the company, within, the first year, your occurred vacation will be paid to you.
- **AS A NEW EMPLOYEE WE WOULD PREFER THAT YOU AVOID TIME OFF DURING THE FIRST YEAR.**

Preparation for Time Off

POLICY

- In order to appropriately prepare for your time off we will need your assistance in the following:

PROCEDURE

- Arrange a meeting with the Clinical Coordinators to discuss patient care issues, scheduling issues or any problems that need to be addressed. We will work with you to determine which staff will provide support and follow-up.
- Take time to personally meet with or phone contact all newly assigned staff, to provide report and insure continuity of care.
- Turn in all paperwork prior to leaving.
- Review status of Benefit Renewal dates and meet with Clinical Coordinators to complete Benefit Renewal process, prior to your vacation, as appropriate.
- Announce dates of your time off at the IDG.
- Upon your return, check in with the office for report on events, during your absence.

CALLING IN SICK

Call (telephone) your supervisor to report your inability to come to work. Texting, voice messages, and / or reporting to co-workers is not considered an approved method of reporting your absence. If you engage in a style of communication that does not involve a telephone, you will be considered absent without notice and could result in further disciplinary action up to and including termination.

- Office Staff: It's best to call, your supervisor 1-2 hours before the office opens. Your supervisor will have time to cover for your absence if needed.
- ❖ Clinical Staff: Call the Clinical Coordinators when the office opens to report your need for time off. Be prepared to review the visits for the day or week and coordinate a plan to cover visits or reschedule if appropriate.

CALLING IN SICK

DO NOT

- Call the On-call nurse.
- Text your supervisor
- Call the Answering Service.
- Notify Us by Fax, friend or relative.
- Leave a Message with Someone, Other than your supervisor.

You have a right to be sick and your supervisor has a right to hear it directly from you

You have a right to be sick and also a responsibility to report it to your supervisor in person.

➤ Dress Code Office Staff

ACCEPTABLE

Office attire: business semi-professional.

Women

- Full length slacks
- Blouses, skirts and sweaters
- Jackets are optional
- Shoes with secured heels

Men

- Slacks, shirts, sweaters
- Jackets and ties are optional
- Shoes with secured heels

UNACCEPTABLE

Shorts

Halter tops

Casual Blue Jeans

❖ Dress Code Field Staff

ACCEPTABLE

Street Clothes or Scrubs

Women

- Full length slacks
- Blouses, skirts and sweaters
- Jackets are optional
- Shoes with secured heels

Men

- Slacks, shirts, sweaters
- Jackets and ties are optional
- Shoes with secured heels

UNACCEPTABLE

Shorts

Halter tops

Casual Blue Jeans

Blue Denim Jackets

- Camp shorts are acceptable
- Dress Jeans are acceptable

OFFICE HOURS (office staff)

- The office opens at 8:30 and closes at 5:00.
- Office Staff must be prepared to start work at 8:30.
- You may want to arrive 5 - 10 min. early in order to prepare for your shift. (Hang up your coat, get coffee, etc.)
- If you arrive on time but are not at your desk and ready to work until 8:45 your time card should reflect 8:45 and your time out is 5:00.
- If you are going to be late, please call your supervisor (do not leave a message with a co-worker) and let them know your approximate time of arrival. Being late for work may occasionally be unavoidable; however excessive tardiness will not be tolerated and may result in further disciplinary action up to and including termination. If you arrive late your time card needs to reflect the time you checked in with your supervisor.

OFFICE HOURS (office staff)

- It is not our policy to provide “flex” time. You cannot make up your time by staying late at the end of the day.
- Accurately recording your work hours is your responsibility. Lack of accuracy may be considered falsification of your time card and could result in disciplinary action up to and including termination.
- Again: If you need time to settle in.....get coffee, use the restroom, grab your breakfast, catch up on your co-workers night, etc. etc. etc. then you may want to arrive 5 - 10 min. early.

OFFICE HOURS (office staff)

Being a considerate team member means remembering
HOW IMPORTANT IT IS TO BE ON TIME:

- ✘ We have an agreement with our patients to be available for business at 8:30.
- ✘ The on-call nurse is counting on the office staff to take over promptly at 8:30.
- ✘ Your co-workers have arrived on time and need your help and support.

Personal Calls And Cell Phones (clinical staff)

- Consider blocking your cell phone. Patients and families should not be able to contact you personally. Encourage families to call the office, we will triage the call and contact you as necessary. This is particularly important for nurses. Patients may mistakenly expect you to be available to them over the weekend or holiday.
- Remember to put your cell phones on vibrate, while in the office, or when attending meetings and in-services.
- *Do not use or your cell phone, for any reason while driving. Do not call us or answer our calls while driving.*

TIME FOR A BREAK....!?!

Coffee, Water, Restroom?

It's optional

Frequency of Visits

How do we know how often to visit patients?

Determining Frequency

Patient status and acuity determine how often.

- Nurses visit patients 2-3 times, up to 7 visits per week, but no less than 1 visit per week.
- Hospice aides can be scheduled 1-7 visits per week.
- Social Workers and Chaplains visit 1-3 times per week.

Documenting Frequency

The Case Manager is Responsible for frequencies

- Every visit made requires a physician's order.
- Medicare has an approved style:
 - Nursing to make 3 visit per week
 - Hospice Aide to make 5 visit per week
 - If we change the frequency we need another order
- A week is considered Monday through Sunday.

Weekly Schedules

How do we keep track of weekly activity

Scheduling Visits

- In Hospice we like to coordinate our visits with patient's and families.

BEST PRACTICE:

- Call the night before or the morning of to remind them of your visit time and date.

Scheduling

HELPFUL HINTS

- Give a range for time of arrival: between 1:00 and 2:00 or between 9:00 and 10:00.
- Call the office if you anticipate your visit will be delayed and you need help rescheduling.
- Tell patients to call the office if they need to reschedule or cancel

Weekly Schedules

Our EMR provides a module where you can schedule your week and make changes as indicated.

PROCEDURE

- Complete next weeks schedule by Friday at 4:30.
- Keep your scheduled updated as changes occur.

Types of visits

VSOC Visit Start of Care

- The registered nurse admits a patient to Hospice.
- The date of admission is also known as the Start of Care (SOC). This is a very important date because it:
 - Begins our billing cycle.
 - Establishes the beginning and end of the benefit period.
 - Launches all services including on-call.

VI Visit Initial

- A VI is performed by the Social Worker and Chaplain.
- The VI admits the patient to that particular discipline.
- It is not the SOC.
- The VI must be made within 5 days of the SOC.

V 15 Visit 15-day

- A V-15 visit is performed by the registered nurse.
- It is performed every 15 days and documents a new baseline for patient status.
 - Patient scales are repeated

VR Visit Regular

Performed by All Disciplines

- Visit scheduled and performed Monday through Friday, between the hours of 8:30 and 5:00.

VOC Visit On Call

Performed by nurses (RN/LVN)

- Visits performed while you were assigned to be on-call.

IDG Meeting

- Use when you attend the team meeting.
- Your time card should reflect the time you entered the meeting and the time you left the meeting.

Mileage Calculations

General Rule

- Generally we are not paid for mileage or time spend driving to and from work.
- Some Exceptions:
 - One Visit:
 - Part Time employees scheduled for only one visit will be reimbursed for their round trip mileage.
 - On-Call:
 - On-Call staff are reimbursed for round trip mileage.

Other Travel

- Mileage recorded between destinations following your first activity (office/visit) qualify for mileage reimbursement.
- Patient/company related business examples:
 - Dropping off lab specimens
 - Trips to patient's physicians
 - Pharmacy pick-ups.

Time Card (Route Sheet)

Non-Clinical Staff

- Easy Peasy:
- We will demo for you

Clinical Staff

NEVER USE YOUR ROUTE SHEET TO LOG IN VISIT TIMES

- **Completing the visit note automatically updates the route sheet**
- **Lunches, meetings, and in-services must be entered directly into the Route Sheet. (but not routine visits)**



Route Sheets

- The route sheet provides the information we need for payroll and billing.
- Complete your Route Sheets daily.
- Visits posted after midnight on Sunday may not be able to processed until the next payroll.

HANDBOOK

Please review and sign
as indicated



PERSONNEL HANDBOOK

Take the next 30-40 minutes to review the Personnel Manual and sign the related documents.

1. Employee Confidential Information and Invention Agreement
2. Policies and Procedures Agreement
3. Policy Against Harassment Agreement
4. Dress and Grooming Standards Agreement

COMPLETE THE TEST

1. The last page of this module is the quiz. Please find and complete. You may use the power point to assist you in completing the quiz.

Instructions

- **As soon as you have completed the General Orientation, review your packet with HR.**
- The documents will be used to complete the onboarding process and allow us to process payroll.
- The completed packet will be upload into your personnel file.

the end

