

# Leader News

joe figg <joebigg@hotmail.com>

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To:joe figg <joebigg@hotmail.com>;

This is an example of the corporate leader newsletter I worked on while at INHS. This went out to Directors and C level employees.

INHS Leader News: November 2016

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Leader News provides one-stop information on upcoming initiatives. Thank you for your dedication to employees and to INHS. Have a story for inclusion? Email us at [pr@inhs.org](mailto:pr@inhs.org).

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## Financial Update

I want to provide you with an update regarding my **Nov. 7** message about the difficult step Providence and INHS is taking to address financial challenges facing our industry and our organization by implementing targeted job reductions.

I am sharing additional details with you now because all affected employees have been notified. I did not provide these details Monday, Nov. 7 out of respect for the colleagues who were not notified until later in the week. I want you to know that:

- Most of the jobs impacted were administrative positions.
- The total number of impacted positions throughout Providence Health Care and INHS is small – a result of the hard work your teams have done in the past few years to manage expenses.



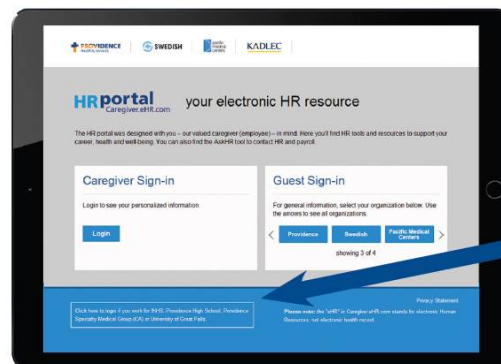
- Positions were also eliminated in Providence Strategic Management Services. This is Providence's shared services group that includes information services, revenue cycle and human resources, for example. Although PSMS employees/caregivers report to leaders in Renton, many live and work in Spokane and Stevens counties.

Please use this [discussion guide](#) when holding team discussions about departments impacted by reduction in positions at St. Luke's, PHC and throughout Providence.

I appreciate your leadership during these challenging times. Please provide this update to staff at your next team meeting.

## Open enrollment has started: Remind your team to take action

Open enrollment for 2017 benefits has started and runs through **Friday, Nov. 18**. Please remind caregivers (employees) about this one-time opportunity to enroll in the new Providence benefits.



You must take action by **Nov. 18** to have the coverage you need

Go to the **HR portal** at **Caregiver.eHR.com**

Click the link in the lower-left corner for INHS caregivers.

→ Access from your computer, smartphone or tablet

### Key things to know for open enrollment:

- Go to the **HR portal**. Click the link in the lower-left corner for INHS caregivers. Review your online benefits guide and explore the rest of the portal to learn about your benefits. Then click the **BenefitConnect** button to enroll and make your selections.
- Caregivers must take action by **11:59 p.m. Pacific time on Friday, Nov. 18**.
- Caregiver benefits will go into effect on Jan. 1, 2017 and remain in effect for the year.
- Prepare yourself with this [open enrollment guide](#), [talking points](#), [presentation](#) and [FAQs](#). It will help you answer questions and provide key information to caregivers.

### Have open enrollment questions?

Call the Benefits Service Center at **888-615-6481**. Translation services are available for a variety of languages. You can also submit an AskHR ticket through the [HR portal](#).

## Pay periods affected by upcoming holidays

**Thanksgiving** week will affect timing of our pay cycle. Payday will be a normal Friday payday, but due to bank closures on Thursday, INHS will process payroll early in order for the direct deposits to be available on Friday. **Please complete as much of your timesheets on Friday, November 18**, as you can and finish up with any last minute changes on Monday morning by 9 a.m., Monday, November 21.

**Action:** All timesheets must have appropriate approvals. Anyone that approves

timesheets that will not be here must have a backup assigned to handle this process. Please plan ahead to make sure that this process is covered. Please call payroll at 252-6768 or 252-6769 if you have any questions.



## New leadership training available through PH&S

Over the next several months, Talent Management & Learning will be rolling out new leadership training geared towards our frontline leaders. As you may know, one of our top priorities is to Inspire and develop our people, and as the healthcare climate continues to remain challenging, it's more important than ever for our frontline and core leaders to have strong leadership skills.



The new leadership training will be rolled out within three focused learning bundles:

- **Leading People:** Building key interpersonal skills for inspiring and engaging caregivers.
- **Leading Performance:** Learning how to support caregiver's work through clarifying goals and expectations, ensuring caregivers have the right skills, and coaching them to peak performance.
- **Leading Productivity:** Building healthcare operations and financial acumen skills to drive performance improvements, productivity and affordability.

Already rolled out are the first two courses within the leading people bundle will be available for open-enrollment. These courses are geared towards frontline leaders, but all core leaders are welcome to attend:

- **Communicating for Leadership Success**
  - This course teaches leaders essential communication skills for handling a variety of leadership challenges and opportunities, and introduces a straightforward feedback model for recognizing great performance and redirecting subpar performance.
- **Engaging and Retaining Talent**
  - This course equips leaders to determine what really motivates each Caregiver, and provides methods for proactive Caregiver engagement and retention.

Note: *Communicating for Leadership Success* is a PREREQUISITE for ALL OTHER Frontline Leadership Courses, with the exception of *Engaging and Retaining Talent*, which does not have a pre-requisite.

More courses within the Leading People bundle will become available towards the end of 2016 and into 2017, as well as the first courses in the Performance and Productivity bundles.

Questions can be directed to **Tim Feagan** (509-474-3183) – Director of Talent Management & Learning for eastern Washington and Montana.

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## November employment milestones

Below is the November list of INHS employees reaching the six-month and one-year milestones. Your HR team is sending congratulatory postcards to their homes, and encourage managers to celebrate your team members' milestone in your own way.



### Employees reaching six-month employment milestone for November:

- Robin Peterson, Engage Systems Analyst
- Falishia Solano, St. Luke's Medical Office Receptionist
- Elizabeth Clark, St. Luke's Speech Therapy Clinician
- Aubrey Clausen, St. Luke's Nursing Assistant, Certified
- Suzanne Hawk, St. Luke's Massage Therapist
- William Akon, St. Luke's Housekeeper
- Alyssa Bell, St. Luke's Chaplain
- Laura Raastad, St. Luke's Outpatient Therapy Clinician
- Heidi Dickinson, St. Luke's Nursing Assistant, Certified
- Pamela Lomibao, St. Luke's Nursing Assistant, Certified
- Amanda Richey, St. Luke's Nursing Assistant, Certified
- Anne Shepard, St. Luke's Registered Nurse
- Sabrina Wellman, St. Luke's Registered Nurse
- Dana Simonson, INHS Receptionist
- Moriah Trunkey, St. Luke's Therapy Aide
- Gordon Mackenzie, St. Luke's Locum Physiatrist
- Mark Varga, St. Luke's Physiatry Practice Physician

### Employees reaching one-year anniversary for November:

- Ross Beir, Community Wellness Health Educator
- Emily Budlong, St. Luke's Respiratory Therapist
- Joyce Kennedy, St. Luke's Registered Nurse
- Miranda Detore, St. Luke's Physician Assistant
- Kelly Farris, St. Luke's Therapy Aide
- Kylie Smith, St. Luke's Therapy Aide
- Shandell Bussler, St. Luke's Nursing Assistant, Certified
- Mark Beazer, Engage Help Desk Coordinator
- Mari Glass, St. Luke's Therapy Aide
- Andrea Greenfield, St. Luke's Secretary
- Meagan Chapman, Community Wellness Non-Clinical Health Educator
- Elizabeth Markel, St. Luke's Registered Nurse

**Action:** As leaders in this organization, please help us thank employees for their contributions and celebrate their reaching these milestones.

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IN CASE YOU MISSED IT...

FROM PREVIOUS NEWSLETTERS

## health@work and RedBrick to offer well-being services

Beginning in 2017, the INHS health@work program will be your local well-being champions, providing the same great programs at no additional cost for INHS employees. And membership will be free!



In addition, employees' well-being program will be powered by RedBrick

Health, a solution utilized by Providence employees and affiliates. RedBrick will provide fun ways to stay healthy and reach your personal well-being goals. The RedBrick Health website is where you will take next year's online health assessment, as well as track and complete health-related activities in 2017 to earn your 2018 health incentive.

INHS employees will continue to have the opportunity to participate in local well-being activities such as biometric screenings, lunch and learns, employee education and participation based challenges. INHS health@work will also continue to offer reduced rate programs such as chair massages and onsite fitness programs.

While INHS supports early detection of risk factors and the well-being of our employees, starting in January, we will no longer be offering quarterly incentives for biometric screenings.

**Action:** Continue to watch for more information in INHS Reconnect articles and health@work newsletters. More information about how to access and participate in RedBrick Health will be made available in Q1, 2017. In the meantime, please let team members know that payroll deductions for health@work participation will automatically end in the first pay cycle of 2017. Employees will not have to take any action for this to occur.

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## Changes to your FSA, flex and wellness dollars

As INHS transitions to health benefits under Providence Health & Services and new Affordable Care Act guidelines are set for 2017, many of you and your employees will have questions. Below is additional information to help answer questions about flexible spending accounts (FSA), flex and wellness dollars.



**Flex and wellness dollars:** Flex dollars will not be provided in 2017 as part of new Affordable Care Act (ACA) guidelines and due to Providence benefits using a different funding method; also in 2017, the twice-monthly INHS wellness dollar contributions will cease. Health incentives are handled differently in the Providence plans than in the INHS plan. INHS employees will receive their last flex and wellness dollar contributions on their **Dec. 23, 2016** paychecks. They will not receive any flex/wellness dollars in 2017.



The greatest impact of the discontinuation of flex and wellness dollars will be felt by the couple hundred employees who did not spend all of their flex/wellness dollars on benefits and who got 50 percent of the leftover dollars back as cash in their paychecks. They will not see this extra cash in their paychecks after Dec 23, 2016. HR will be communicating directly with affected employees, beginning October 6.

**Flexible spending accounts:** Based on federal requirements, employees who participate in the INHS medical Flexible Spending Account (FSA), also known as the Health Care Account, must empty their accounts by Dec. 30, 2016 to most effectively transition to the Providence Health Savings Medical Plan Account in 2017. Employees must have \$0 balance –not even a penny-- in the INHS FSA. Otherwise, they cannot receive the health plan incentives until April 2017 and cannot contribute their own money to the HSA until April 2017; they also cannot submit claims incurred between January 1 and March 31, 2017 to their HSA account.

**Action:** Ensure you team members are aware and understand the changes as these messages begin to roll out through Reconnect in the coming weeks. Please contact your HR team if you have questions: [hr@inhs.org](mailto:hr@inhs.org).

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**St. Luke's Clinical Education:** Check out the upcoming events  
**INHS Open Forum:** Postponed

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