

**TRI-CITY HEALTHCARE DISTRICT  
AGENDA FOR A REGULAR MEETING  
OF THE HUMAN RESOURCES COMMITTEE  
OF THE BOARD OF DIRECTORS**  
Tuesday, April 12, 2016 – 12:30 p.m. – Assembly Room 1  
Tri-City Medical Center, 4002 Vista Way, Oceanside, CA 92056

**The Committee may make recommendations  
to the Board on any of the items listed below,  
unless the item is specifically labeled “Informational Only”**

	Agenda Item	Time Allotted	Requestor/ Presenter
1.	Call To Order/Opening Remarks	1 min.	Chair Kellett
2.	Approval of Agenda	1 min.	Chair Kellett
3.	Public Comments – Announcement Comments may be made at this time by members of the public on any item on the Agenda before the Committee’s consideration of the item or on any matter within the jurisdiction of the Committee. NOTE: During the Committee’s consideration of any Agenda item, members of the public also have the right to address the Committee at that time regarding that item.	2 min.	Chair Kellett
4.	Ratification of minutes	1 min.	Chair Kellett
5.	Old Business		
	a. Telecommuting Policy clarification – <b>Discussion/Action</b>	5 min.	Esther Beverly
	b. Update on Lincoln Record Keeping Services – <b>Discussion/Action</b>	10 min.	Esther Beverly
6.	New Business		
	a. B.O.D Dashboard- “Stakeholder Experience” – <b>Informational Only</b>	5 min.	Chair Kellett
	b. Review Training & Education Topics – <b>Informational Only</b>	5 min.	Esther Beverly
	c. Key Grievance/ ER-LR Data – <b>Informational Only</b>	5 min.	Esther Beverly
	d. Fair Treatment Process – <b>Informational Only</b>	5 min.	Director Reno
7.	2016 Work Plan	1 min.	Chair Kellett
8.	Committee Communications	3 min.	Chair Kellett
9.	Date of Next Meeting – <b>5/10/2016</b>	1 min.	Chair Kellett
10.	Adjournment	1 min.	Chair Kellett
	<b>Total Time Budgeted for Meeting</b>	<b>2 hrs.</b>	

*Note: Any writings or documents provided to a majority of the members of Tri-City Healthcare District regarding any item on this Agenda will be made available for public inspection in the Administration Department located at 4002 Vista Way, Oceanside, CA 92056 during normal business hours.*

*Note: If you have a disability, please notify us at 760-940-3348 at least 48 hours prior to the meeting so that we may provide reasonable accommodations.*

**TRI-CITY MEDICAL CENTER  
HUMAN RESOURCES COMMITTEE  
OF THE BOARD OF DIRECTORS  
March 8, 2016**

<b>Voting Members Present:</b>	Chair Cyril Kellett, Director Rosemarie Reno, Director Laura Mitchell, Dr. Gene Ma, Dr. Martin Nielsen Dr. Hamid Movahedian, Virginia Carson, Joe Quince, Gwen Sanders, Salvador Pilar
<b>Non-Voting Members Present:</b>	Kapua Conley, COO; Sharon Schultz, CNE; Esther Beverly, VP of HR;
<b>Others Present:</b>	Quinn Abler, Frances Carbajal
<b>Members Absent:</b>	Tim Moran, CEO; Cheryle Bernard-Shaw, CCO

Topic	Discussion	Action Follow-up	Person(s) Responsible
1. Call To Order	Chair Kellett called the meeting to order at 12:35 p.m.		Chair Kellett
2. Approval of the agenda	Chair Kellett called for a motion to approve the agenda of March 8, 2016. Ginny Carson moved and Director Reno seconded the motion. The motion was carried unanimously.		Chair Kellett
3. Comments from members of the public	Chair Kellett read the paragraph regarding comments from members of the public.		Chair Kellett
4. Ratification of Minutes	Chair Kellett called for a motion to approve the minutes of the February 9, 2016 meeting. Director Reno moved and Dr. Gene Ma seconded the motion.		Chair Kellett

Topic	Discussion	Action Follow-up	Person(s) Responsible
5. Old Business	The motion was carried unanimously.		
a. Update on TCHD Observed Holidays	The Committee discussed observed TCHD, state and federal holidays. The committee addressed other community hospitals practice and decided to continue with our current practice without any change.		Esther Beverly
b. Update on Lincoln Record Keeping Services	The Committee discussed Lincoln's counter proposal for the recordkeeping services proposed fee increase. Chair Kellelt called for a motion to approve since the new proposed rate is within market for other service providers. Director Reno moved and Ginny Carson seconded the motion. The motion was carried unanimously.		Esther Beverly
c. Policy Discussion/Action Policy 8610-400 Telecommuting Policy	The Committee reviewed the revamped Telecommuting Policy. Chair Kellelt called for a motion to approve the Telecommuting Policy with minimal edits. Director Reno moved and Director Mitchell seconded the motion. The motion was carried unanimously.		Esther Beverly
6. New Business			
d. B.O.D Dashboard- Stakeholder Experience	The Stakeholder Experience pillar- Employee Satisfaction rates were reviewed & discussed.	Vacancy rates and benchmarking data to be added for comparison.	Chair Kellelt
e. Review HR Metrics	Quinn Abler, HR Director presented the quarterly metrics. Quarterly headcount and annual turnover rates by each union & overall. TCHD turnover rates are overall low & within national benchmarks and fluctuate throughout the year but stay consistent overall.	Generational to be added at next update.	Esther Beverly
7. Work Plan	The work plan was reviewed.		Chair Kellelt
8. Committee Communications	None		Chair Kellelt
9. Date of next meeting	<b>April 12, 2016</b>		Chair Kellelt
10. Adjournment	Chair Kellelt adjourned the meeting at 1:30 p.m.		Chair Kellelt

**Administrative Policy Manual**  
**Human Resources**

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**SUBJECT:** Telecommuting **POLICY NUMBER:** 8610-484

**ISSUE DATE:** 03/16  
**REVISION DATE(S):**

**Human Resources Department Approval Date(s):** 02/16  
**Human Resources Committee Approval Date(s):** 03/16  
**Board of Directors Approval Date(s):** 03/16

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**A. DEFINITION(S):**

1. Telecommuting: Working at a location other than the traditional office on a regular basis. Not all provisions of this procedure will apply for employees who only occasionally work from an off-site location.

**B. POLICY:**

1. Allow the flexibility to better meet TCHD's business goals and to be competitive in the market to recruit and retain qualified candidates.
2. Telecommuting is not a formal, universal employee benefit. Management has the right to refuse to make Telecommuting available to an employee and to terminate a Telecommuting arrangement at any time.

**C. PROCEDURE:**

1. TCHD will allow eligible employees to accomplish some work at off-site locations, including an employee's home, for the mutual benefit of TCHD and the employee. Telecommuting is a management option, not an employee benefit or entitlement.
2. Eligibility
  - a. Employees will be selected based on the suitability of their jobs. Upon acceptance to the program, the employee will be expected to complete a Telecommuters agreement.
  - b. In addition to the above, all business requirements must be reviewed and approved to take into consideration compliance, risk, etc. Individuals working with medical information will need a more controlled environment such as locking files, etc.
3. Compensation and Work Hours
  - a. The employee's compensation, benefits, work status and work responsibilities will not change due to participation in the Telecommuting program. The amount of time the employee is expected to work per day or pay period will not change as a result of participation in the Telecommuting program.
4. Guidelines
  - a. A telecommuting arrangement may be initiated upon formal written request by the employee and must be approved by the employee's Manager/Director and Human Resources
  - b. The employee and Manager/Director must complete all assessments, agreements, and obtain signatures before an employee may begin a telecommuting arrangement:
  - c. By signing the agreement, the employee certifies that he/she has reviewed, understands, and agrees to abide by the provisions of TCHD's policies and procedures as well as the Telecommuting Agreement form (including Ergonomic guidelines, meal and rest periods, and overtime regulations). Copies of all of the forms are sent to the Human Resources department for permanent record in the Employee file.

- d. If a telecommuting arrangement or request to renew an arrangement is denied, the employee will be notified as to what the circumstances are or timing of when a new request can be submitted.
  - e. The employee remains obligated to comply with all TCHD rules policies, practices, and instructions that would apply if the employee were working at the regular worksite.
  - f. Work products developed or produced by the employee while telecommuting are the property of TCHD.
  - g. Benefits, salaries, compensation, and time-off scheduling will not be changed as a result of participating in a telecommuting schedule and will continue to be governed by applicable TCHD policies and procedures.
  - h. Requests to work overtime must be approved, in writing, in advance by the employee's Manager/Director. If sick or unable to work due to personal needs while telecommuting, the telecommuter will contact his/her Manager/Director and will take paid time off (scheduled or unscheduled).
  - i. The employee's telecommuting hours will conform to a schedule agreed upon by the employee and his/her Manager/Director. The schedule and methods for communication between the telecommuter and Manager/Director will be mutually agreed upon and included in the Telecommuting Agreement.
  - j. Prior to the approval of telecommuting the Manager/Director informs the employee as to the appropriate method of recording time (including start of shift, start of meal period, end of meal period, end of shift) for the hours worked while telecommuting, either: 1) directly into the electronic timekeeping system through remote network access completing the Kronos log. Employees must comply with all wage and hour policies and regulations, including meal and rest period and overtime policies. Non-exempt employees who telecommute 100% of the time would be on a 40 hour/week schedule and not an 8/80 schedule.
  - k. If the employee is unable to meet work obligations due to equipment issues, the employee agrees to notify his/her Manager/Director immediately and may be required to travel to the workplace to perform his/her job functions until the issue has been resolved. Failure to report to work as directed may jeopardize the employee's participation in the telecommuting program and be subject to disciplinary action in accordance with TCHD attendance and other policies and procedures.
5. Employee Telecommuting Participation and Renewal Criteria
- a. The employee's continued participation in a telecommuting program is contingent upon acceptable performance standards as determined by their Manager/Director. The Manager/Director may conduct periodic reviews of the employee's telecommuting performance. Participation in a telecommuting program may be terminated by the employee or Manager/Director with reasonable notice or participation may be terminated immediately if required for the employee to meet his/her work obligations. Every effort will be made to come to a mutually agreed upon time period to start and/or terminate the program with the final decision being the responsibility of the C-Suite/Manager/Director.
  - b. Failure to comply with any employee telecommuting policies, participation criteria, TCHD rules or practices may result in the termination of the employee's participation in the telecommuting program.
  - c. Telecommuting is not a substitute for any home-care arrangements (infant care, eldercare, etc.) that require the employee to provide a significant amount of time away from his/her primary work duties. The employee must contact Employee Health to take an approved leave of absence under TCHD leave of absence policies if the employee must act as a primary caregiver on scheduled work time.
  - d. The telecommuter's participation may be revoked by TCHD due to new or modified job tasks, workload needs, or other TCHD business requirements/needs.
  - e. The employee's Manager/Director has the right to modify the telecommuting agreement based on need due to holidays, vacations, business need or other special circumstances.
  - f. The feasibility of providing proper equipment and supplies necessary to the job assignment at a reasonable cost must be demonstrated. Office supplies will be provided

- by TCHD as needed. Out-of-pocket expenses for other supplies will not be reimbursed unless by prior approval of the employee's manager.
- g. The length of an approved term of agreement for telecommuting is established by the Manager/Director. If the employee wishes to renew an agreement, he/she will formally request renewal in writing. Renewal of the agreement is subject to review and approval by the Manager/Director.
6. Equipment, Maintenance, Supplies
    - a. TCHD agrees to provide specific tools/equipment for the employee to perform his/her current duties. This may include computer hardware, computer software, email, connectivity to host applications, and other applicable equipment as deemed necessary. Information technology must scan and modify computer equipment to ensure that no patient/employee confidential equipment is on the equipment and that appropriate safeguards are set on the computers. This must be completed prior to work beginning at home. IT requires that the remote connection supports download speeds of 10 Megabits per second (Mbps) and upload speeds of 2 Mbps (cable modem or DSL).
    - b. Any use of equipment, software and data supplies that may be provided by TCHD for use at the remote work location is limited to authorized persons and for purposes relating to TCHD business. TCHD will provide for repairs to TCHD equipment. When the employee uses her/his own equipment, the employee is responsible for maintenance and repair of equipment.
    - c. TCHD resources and electronic equipment must be used primarily for TCHD business as governed by TCHD guidelines. The inappropriate use of TCHD resources may result in the revocation of the employee's telecommuting program at management's discretion.
    - d. The employee agrees to take reasonable steps to protect any TCHD property from theft, damage, or misuse. The employee agrees to report to his/her Manager/Director instances of loss or damage to TCHD property, or known unauthorized access, at the earliest reasonable opportunity. Depending on the circumstances, the employee may be responsible for any damage of, or loss of, TCHD property.
    - e. The employee will return TCHD equipment, records, and materials, upon request and/or termination of this agreement. The employee may be responsible for any costs necessary to return, repair, or replace TCHD property due to negligence or misuse at the discretion of TCHD management.
    - f. TCHD is not liable for loss, destruction, or injury that may occur in or to the employee's home. This includes family members, visitors, or others that may become injured within or around the employee's home.
  7. Communication
    - a. Employees must be available by phone and email during core hours. All in-person client interactions will be conducted on a client or TCHD site and cannot be transacted at the employee's home. Participants will still be available for work-site staff meetings, and other meetings deemed necessary by management. TCHD will reimburse work-related voice and data communication charges for dedicated lines for TCHD use only. TCHD will not reimburse for telephone or data communication lines that are also available for the employee's personal use. Isolated charges on a personal phone line (such as for documented long-distance calls) may be reimbursed on a case-by-case basis.
  8. Telecommuting Site Safety and Ergonomics
    - a. The employee agrees to maintain a safe and ergonomically correct workstation (see Home Office Ergonomics and Safety Guidelines). If employee fails to maintain a safe and ergonomically correct workstation, the Telecommuting Agreement may be terminated.
    - b. The employee may be covered by workers' compensation for job-related injuries that occur in the course and scope of his/her employment while telecommuting. Any travel to and from work to drop off or pick up work or items is not covered under workers' compensation and is at the employee's own risk. Travel to and from work is considered part of a normal commute and therefore not covered for workers' compensation purposes. The employee is responsible to report work-related injuries to his/her Manager/Director

- immediately. Failure to timely report a work-related injury may jeopardize the employee's rights to workers' compensation benefits.
- c. The employee is responsible for proving that he/she has the appropriate facilities, equipment, furniture and other specified requirements to set up a remote workspace. If the employee does not meet these requirements, his/her request to telecommute will be denied.
  - d. The employee remains liable for any and all liability and/or injuries to third parties and/or members of the employee's family on the employee's premises and associated with the use of TCHD property.
9. Legal and Tax Implications
- a. The employee is responsible for tax and legal consequences, if any, of this arrangement. It will be the employee's responsibility to determine any income tax implications of maintaining a home office area. TCHD will not provide tax guidance nor will TCHD assume any additional tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss income tax implications.
10. Dependent Care
- a. Telecommuting is not a substitute for dependent care. Telecommuters will not be available during TCHD core hours to provide dependent care.
11. Data Security
- a. TCHD's Telecommuting Remote Access Information can be accessed through the TCHD accessible through the VPN. If the employee uses a computer workstation, owned by the employee or TCHD, he/she agrees to take reasonable steps regarding data security, including:
    - i. Keeping security configurations up-to-date to protect that workstation from intrusions;
    - ii. Ensuring that TCHD data on the workstation is safe from inappropriate access and is backed up to TCHD network on a daily basis;
    - iii. Ensuring communication between the workstation and TCHD is appropriately secure.
  - b. Data security and record confidentiality must be maintained in accordance with standard TCHD procedures.
  - c. The employee will comply with all copyrights and licensing agreements for all software owned by TCHD.
  - d. The employee is responsible for maintaining the confidentiality of any hardcopy materials produced at the remote worksite or transported from a TCHD facility.
  - e. The employee is to utilize TCHD's e-mail system for business-related e-mails, not a personal e-mail account, to ensure the data is encrypted and secured.
  - f. If the employee handles patient/employee data, employees must only utilize TCHD owned equipment. Patient/Employee data should not be stored or handled on employee-owned equipment.
  - g. These requirements may change based upon business need, regulatory requirements, etc.
12. Computing Environment
- a. The employee should enable automatic security updates and install all security updates as they become available.
  - b. It is mandatory that Anti-virus software is to be installed on all TCHD computers. The software should be set to automatically update at boot-up. Encryption software should be used to encrypt patient confidential or sensitive data.
  - c. The employee agrees not to share passwords with anyone, including family members, or have passwords automatically saved and entered by the system.
13. Computer Set-up and Repair
- a. Employees who are working from a remote location and are using a TCHD computer will receive all necessary media and software which will be set up for them. IT phone support is available if help is needed loading this software.

- b. Employees who experience hardware problems on TCHD owned systems may bring them to the workplace to be repaired. Any employee working remotely who experiences computer-related problems is required to promptly return to their TCHD work location until their systems are repaired.
14. Evaluation
    - a. The employee shall agree to participate in all studies, inquiries, reports and analyses relating to this program. The employee remains obligated to comply with all TCHD rules, practices and instructions.





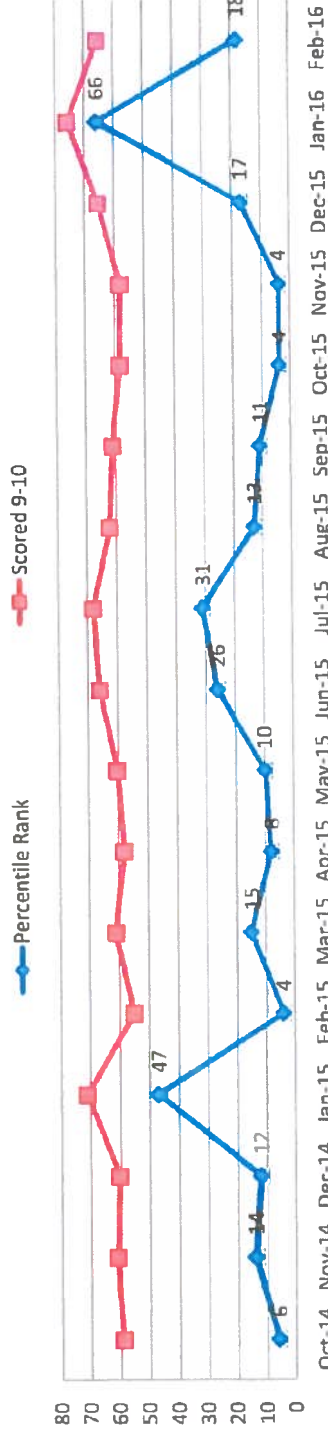
Tri-City Medical Center

ADVANCED HEALTH CARE FOR YOU

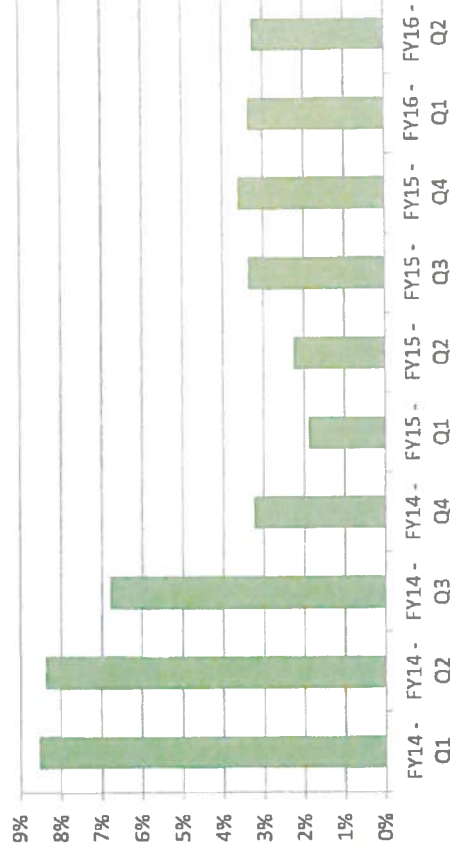
### HCAHPS (Top Box Score)

Hospital Consumer Assessment of Healthcare Providers & Systems

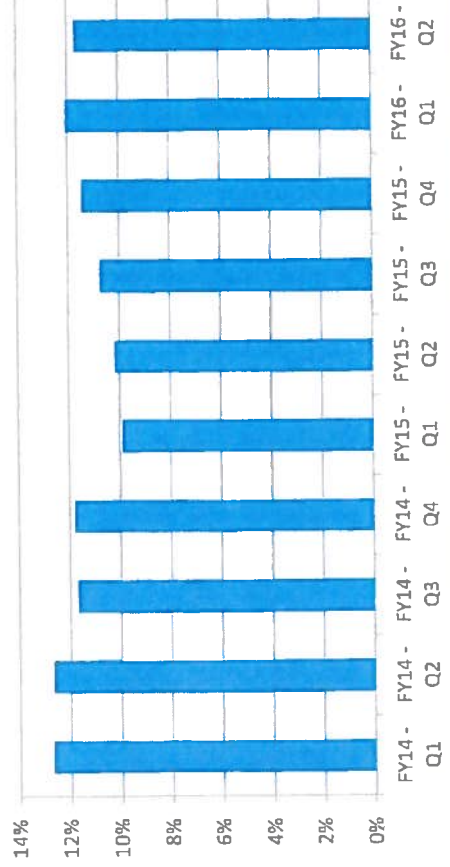
### Overall Rating of Hospital (0-10)



### Involuntary Employee Turnover Rate



### Voluntary Employee Turnover Rate



# Human Resources Committee Work Plan | 2016

ACTION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Review Committee Members up for Renewal or Replacement			❖					❖		❖		
Review HR Metrics			❖				❖					
Review HR Charter				❖								
Review HR Employee Fiduciary Retirement Subcommittee Charter				❖								
Quarterly HR Employee Fiduciary Retirement Subcommittee Update - Lincoln & Prudent	❖				❖				❖			
Review Employee Benefits- UHC									❖			
All HR Policies Reviewed (ongoing)	^ -	^ -	^ -	^ -	^ -	^ -	^ -	^ -	^ -	^ -	^ -	^ -
Workers Comp Cases Review					❖							
Review Training & Education Topics				❖						❖		
Key Grievance / ER-LR Data				❖						❖		
Review of Legal Developments/New Laws					❖							
Employee Health & Wellness/ Clinic							❖					