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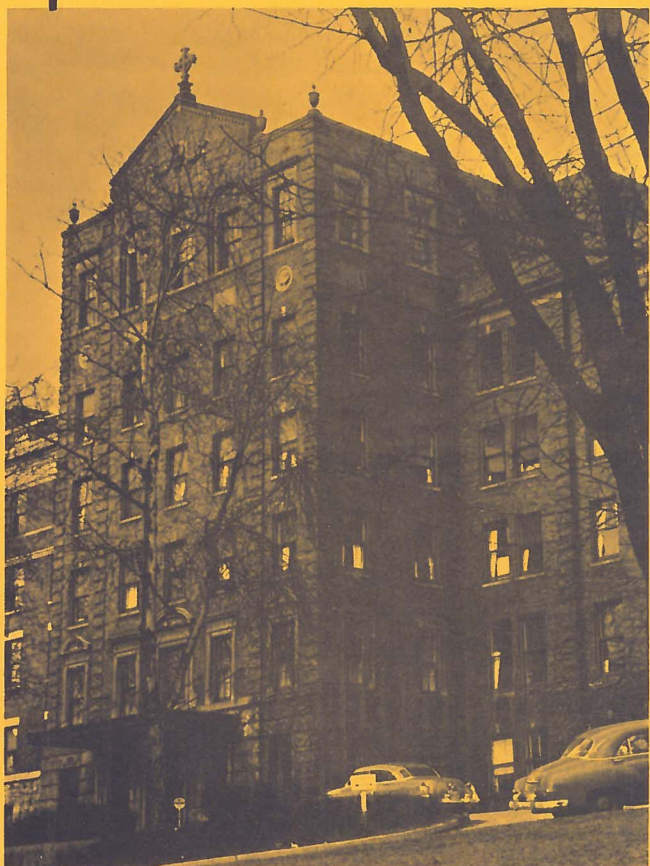
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WORKING
TOGETHER

at

*Lutheran Hospital
of Milwaukee, Inc.*



LUTHERAN HOSPITAL

EMPLOYEE HANDBOOK

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Executive Director
Lutheran Hospital

Introduction

Welcome to Lutheran Hospital . . .

It is a pleasure to welcome you, as a new member of Lutheran Hospital, on behalf of our more than 700 employees and 215 members of the medical staff.

As you become more familiar with your new work and with your fellow employees, you'll find that every one of the men and women who make up our organization has an important part to play. Some of them render service directly to the patient; many of them never see the patient—but all of them are necessary, working as a team, to provide the finest patient care available today.

It is the desire of the Administration of Lutheran Hospital to offer its employees personnel policies which are both fair and equitable.

Any questions concerning these policies must be interpreted from the standpoint of the overall welfare of the hospital and the well-being of the patients, for whose care we all share responsibility.

Cordially,

Stanley W. Martin

Purpose of Manual

This handbook is designed to inform you about our policies, practices, and benefits. We hope these pages will serve to help you, as a new member of our family, to feel at home and to understand our mutual responsibilities. With the loyal support of all, the ideals expressed in these policies will be upheld and continued, and we will work together with one common interest.

In addition to this handbook a monthly orientation meeting is held to explain the hospital's history, philosophy and ethics to new employees. You will also be given an opportunity to tour the hospital. This is done to give you knowledge of the work being done in departments other than your own and to show you how your work fits into our overall operations.

YOUR HOSPITAL

The History of Lutheran Hospital of Milwaukee, Inc.



On August 3, 1863, our hospital opened its doors to its first patient. At that time, the hospital was known as "The Passavant", in honor of its founder, the Reverend Mr. William A. Passavant, D.D., a Lutheran pastor from Pennsylvania.

The hospital incorporated with the Lutheran Deaconesses—prominent citizens and Protestant churches joined in providing funds—and a new building was dedicated in 1884, listing on its roster of physicians the world famous surgeon, Dr. Nicholas Senn.

Now, over 100 years later, the hospital has been rebuilt twice, added six wings or units, and grown to become a modern, functional monument to faith and service. On March 8, 1966, one more milestone was passed with the legal adoption of a new name. "Lutheran Hospital of Milwaukee Inc.", rich in tradition, is nurtured by its constant effort to attain the goal of bringing to the community not competence, but excellence.



Organization and Financial Structure

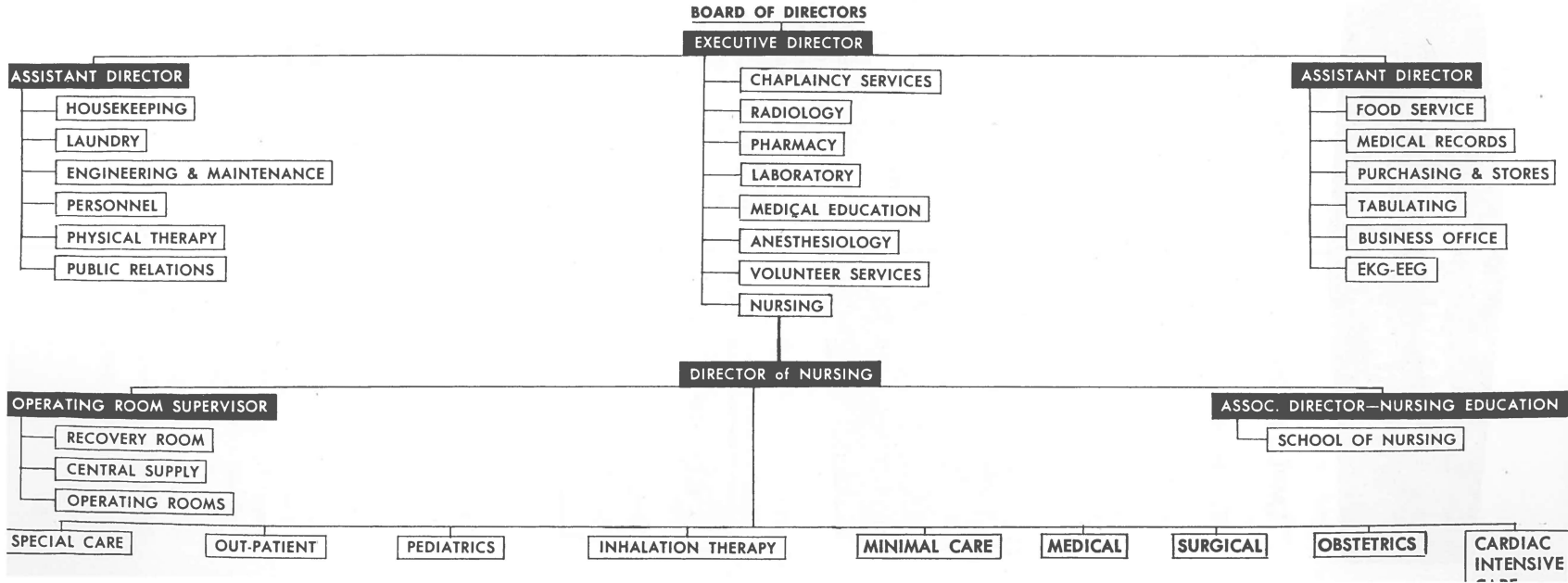
No individual or organization derives any monetary profit from the hospital's operation—Lutheran hospital is a voluntary, non-profit organization. It must pay salaries and bills out of income derived from patients' payments. Voluntary gifts of individuals, trusts and legacies are used for special and specified purposes. Should there be a cash balance at the end of a fiscal year, such funds are used for the extension and improvement of hospital services and facilities. The hospital's Board of Directors serve voluntarily.

The Executive Director is appointed by the Board of Directors and he, in turn, appoints his Assistants and the Department Heads.

Lutheran Hospital is a large and complex organization, made up of many departments. The lines of authority and communication are illustrated on the organization chart shown on page 5.



LUTHERAN HOSPITAL ORGANIZATION CHART



Your Job with Lutheran Hospital

EMPLOYMENT CLASSIFICATIONS

The benefits you will receive as an employee of Lutheran Hospital will vary according to the number of hours you will work per week.

There are three employment classifications. You will be placed in one of these groups. . . .

GROUP A . . .

If you work a total of 40 or more hours per week as scheduled, you will be considered a **FULL TIME** employee.

GROUP B . . .

You will be classified as a **PART TIME** employee if you are available to work 40 or more hours per week, but are unable to work the scheduled hours, days and weekends. If you regularly work an average of 25 or more hours per week, you will also be included in this group.

GROUP C . . .

PART TIME employees working an average of less than 25 hours per week.

All temporary employees will be excluded from benefits granted to permanent employees.

If you change from full time (Group A) to part time (Group B) or (Group C), or from Group "B" to Group "C," you will be permitted to use, until exhausted, any vacation and sick leave benefits previously earned. Thereafter, your benefits will be only those regularly granted in your new classification.

PROBATIONARY PERIOD

You will be on probation during the first ninety calendar days of your employment, which will give us the opportunity to decide if you are suited to the position for which you have been employed. At the same time, you will have the opportunity to decide whether you like your new position and surroundings. During this period, you will not be eligible to receive paid sick leave. If it is evident that you are not suited to the position or you do not like the work, termination may take effect immediately.

PRE-EMPLOYMENT PHYSICAL EXAMINATION AND HEALTH PROGRAM

As a condition of employment, the hospital requires that you successfully pass a physical examination to be given by the Personnel Physician. In addition, you must be willing to undergo whatever future tests or x-rays the hospital feels are necessary. These examinations are made for the benefit of the patients, fellow employees, and yourself. There is no cost to you for this protection. Certificates from private physicians will not be acceptable.

STANDARD UNIFORMS

Particular jobs in some departments require the wearing of a standard uniform. You can purchase certain of these uniforms through the Personnel Department. You will be expected to maintain a neat and orderly appearance, wear your prescribed uniform properly, and abide by the instructions of your department head regarding jewelry, hairnets, attire, shoes, etc.

APPEARANCE

Being well groomed, according to the requirements of your position, reflects interest and pride in yourself, your job and the hospital.

Moderation and good taste in dress and grooming are desired. Careless personal hygiene can offset many other fine qualities. The way you keep your hair, your fingernails, and your teeth will create a favorable impression, and will further your progress with the Hospital. Remember, many times first impressions are lasting impressions and others judge us, to a certain extent, by our appearance.

PAYROLL COMPUTATION AND DATES OF PAYMENT

Whether you are paid by the hour or by the month, you will receive a payroll check (from your department head) every other Friday. This means that you will receive *26 pay checks each year*. Each check will include all time worked in the 14 calendar days, previous to the Sunday of the week in which the paycheck is given out. If a mistake is made on your check for any payroll period, it will be adjusted on your next regular payday.

Services Provided for You

Lockers



Employees in various departments are provided with lockers, which are assigned by the Personnel Department, upon a deposit of \$1.00 for a key or \$1.50 for a combination padlock. Certain lockers have built-in combination locks for which no deposit will be charged. If you terminate employment, the deposit will be refunded upon return of the key or combination padlock. Master keys are available for emergency use from the Personnel Office (Monday-Friday, 8:30 a.m. to 5:00 p.m.) and from the Nursing Department at all other times. If you leave our employ, remember to clean out your locker and return your key or padlock to the Personnel Department.

Parking

Due to the limited parking area, only female employees scheduled to work between the hours of 1:45 p.m. and 7:45 a.m., will be permitted to park their cars on hospital grounds. It will be necessary for you to obtain a parking permit from the Personnel Department.

Lost and Found

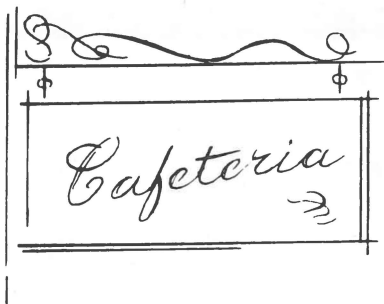
The Housekeeping Department is the clearing house for all lost and found articles. If you find any money or property of value on the hospital premises, turn it in at the Housekeeping Department Office immediately. If no one is in attendance in the office, please write the following information on a piece of paper:

- 1 Name of finder.
- 2 Place found.
- 3 Date and time found.
- 4 Identify item.

If you have lost some property, inquire at the Housekeeping Office.

Payroll Savings Plan

If you desire to purchase savings bonds, you may obtain a card from the Personnel Department to authorize appropriate salary deductions. Termination of deductions must also be requested in writing.



A modern cafeteria, located on the main floor just off the lobby, is operated by the Hospital for your convenience, furnishing nutritious, low cost meals. The cafeteria was constructed primarily for the benefit of all employees and it is not necessary that food be purchased in order

to use it. Meals are served during the following hours:

Breakfast	6:30 a.m. to 8:00 a.m.
Luncheon	11:00 a.m. to 1:00 p.m.
Dinner	4:00 p.m. to 6:00 p.m.

We urge you to enjoy the low cost meals and pleasant surroundings to the fullest extent.

Chapel Services

The Lutheran Hospital Chapel is located in the Northeast Wing of the main building. Employees are invited to attend services, particularly Vespers, which are held nightly at 6:45 p.m. for about twenty minutes. The Sunday Service is at 10:30 a.m.

Counselling

Your Department Head, despite all the responsibilities of that important position, is sincerely interested in the welfare of each employee and will, at all times, be available to answer your questions and discuss your problems. In addition, the Personnel Department is open from 8:30 a.m. to 5:00 p.m., Monday through Friday, and will welcome the opportunity to aid you in either your employment or personal problems wherever possible. Feel free to make use of this department when you feel it can be of help to you.

Your Benefit & Security Program



Vacations

As a general rule, you will be eligible for two weeks paid vacation after a full year of continuous employment with the hospital, if you are classified in Group A or Group B. Your vacation pay will be based on the scheduled number of hours you work per week. You are not entitled to paid vacation benefits if you are in Group C. When you have completed five consecutive years of employment, you are entitled to three weeks paid vacation. Certain supervisory positions may carry varying vacation benefits.

① After two years of employment, you may take your vacation in advance of your anniversary date; however, if you resign before completing another full year of employment, then the amount of vacation pay which has been unearned will be deducted from your final paycheck.

② Terminal vacation benefits will be paid anytime after a minimum of one year of employment, provided you have not been discharged for gross misconduct, and have given proper notice, as defined under "Resignation" on page 18.

③ You may not take less than one week of vacation at any time, since it defeats the purpose of a vacation, which is to permit you a period of rest away from your work.

④ Group B employees will receive vacation pay based on the average number of hours worked in the previous 52 weeks, as determined by anniversary dates. In case of a position change, that anniversary date will be used.

⑤ We believe it is in your best interest for you to take a vacation every year, and therefore, your vacation cannot be waived for extra pay in lieu of time off.

⑥ You may not combine two years of vacation but must completely use all vacation time before the end of the anniversary year following that in which it was earned.

⑦ Your department head must approve the dates of the vacation time requested, such approval to be based on the needs of the department and vacations already requested by other employees.

Paid Holidays

As a Group A employee, you will be granted the following six paid holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

Holidays falling on Saturday will be observed on Friday; similarly, holidays falling on Sunday will be observed on Monday.

You will be granted an alternate day off if a holiday falls on your regularly scheduled day off or if you are requested to work on said holiday, in which case, the alternate day must be taken within the following payroll period.

If a holiday falls during your vacation, you can take an additional day on your vacation period.

An unexcused absence the scheduled day before or the scheduled day after a holiday, will make you ineligible for holiday pay.

If you are a temporary full-time employee, you will not receive holiday pay.

Sick Leave



You will be eligible to receive paid sick leave if you are a Group A employee. As a probationary employee, you will not be entitled to receive pay for absence due to illness until you have been employed for ninety calendar days. However, sick leave is earned from the first day of employment at the rate of one day per two months, plus one day for a full year, or a total of 7 working days yearly. Unused sick leave can be accumulated to a total of 21 working days.

Your claim for paid sick leave may be denied if you do not report your absence properly. You may be asked to submit proof of illness.

The minimum amount of sick leave for which you will be paid is one-half day.

Funeral Leave

You will be granted one day off with pay, if you are a Group A employee, to attend the funeral of an immediate member of your family, (i.e. father, mother, sister, brother, husband, wife, or child). Additional days off, without pay, may be taken if approved by your department head.



Good Friday

You will be granted one hour off with pay for church attendance on Good Friday as scheduled by your department head. Requests for this time-off should be made in advance.

Rest Period

Your "Rest Period" is intended to be a relief period for each person working on an eight-hour shift. Your department head will tell you when you may take your break, but in any event you should not be away from your department for more than 15 minutes per day for this purpose.

Employee Discounts

(Revised April 1, 1965)

One of the many benefits that are available to you and your dependents, through your employment here, is the discount arrangement you receive on bills incurred as a patient at Lutheran Hospital or on purchases made in the Pharmacy.

The discounts granted by the Hospital cover two main classifications:

- ① In-patient and out-patient bills,
- ② Pharmacy sales.

The following discounts on in-patient and out-patient bills are granted to all full-time and part-time employees on an individual basis, subject to the final approval of the Administration of the Hospital:

① IN-PATIENT AND OUT-PATIENT BILLS

The uniform base for computing discounts shall be Blue Cross policy Series 2000 insurance contract.

Example: Assuming the patient's bill to be \$1,000 and the patient has no insurance, the bill will be computed as if the 2000 series policy was in force. Assuming that the computation shows that \$970 would be paid leaving a balance of \$30. If the discount is 50%, then 50% of the \$30 balance would be granted as a discount. The same computation would be made if the patient had two or more insurance policies and the same discount would be granted.

Excluded Items:

Among the non-essential items which are excluded from discount consideration are the following:

Blood	A la Carte and Special Food Items
Telephone	Cots
Radio	Baby Photos
Guest Tray	Photostats

Out-Patient Services:

Surgical procedures and Emergency Care (within 24 hours of accident) provided as an out-patient are not

subject to discount since these services are covered by a series 2000 Blue Cross contract. Services received on an out-patient basis other than surgical procedures and emergency care (services provided within 24 hours of accident) are subject to regular discount terms.

Discount Schedule for In-Patient and Out-Patient Services

- a If employed more than six months.....50%
- b Dependents of employees with six months or more of service25%
- c Employees with less than six months of service...25%
- d Dependents of employees with less than six months of service12½ %

No discount will be granted on maternity cases if employed less than ten consecutive months prior to delivery.

Employees on Leave of Absence for purposes other than personal illness are ineligible for discount.

② PHARMACY SALES

Pharmacy discounts on Out-Patient purchases are allowed in accordance with trade practices prior to recording the sale of the item being purchased.



BLUE CROSS - BLUE SHIELD



The hospital makes available to employees working a minimum of 85 hours per month, Blue Cross Hospitalization and Blue Shield Medical Expense Plans on a group, reduced-cost basis. Coverage is offered either on an individual or family plan through payroll deduction. Insurance protection will become effective on the first of the month following completion of two months employment. Application can be made at the Personnel Department at the time you are hired. If you are already enrolled elsewhere or privately, a transfer to our plan can be made immediately upon employment... The hospital pays a portion of your premium.

Employee Retirement Plans

Lutheran Hospital offers its employees, two retirement plans which are intended to serve as a valuable part of each individual's personal program of providing for financial security after retirement.

Although booklets describing these plans in detail are available in the Personnel Department, we are taking this opportunity to explain briefly the eligibility requirements and the benefits which you will receive from these plans.

Non-Contributory Plan

a You are eligible if you are a permanent full-time direct employee of the Hospital, and you have at least 10 years of credited service when you reach age 65. Part-time employment with the Hospital breaks your period of continuous full-time service.

b Your final earnings, which determine the amount of your retirement benefit, is your average monthly compensation during the 10 calendar years immediately preceding the date you reach 65.

c Your normal retirement date is the date you reach age 65.

d Your normal retirement benefit is 20% of your final earnings if you have at least 20 years of credited service at age 65. If you have 10, but less than 20 years, your retirement benefits are reduced pro-rata because of your reduced service.

e If you die before retirement, with at least 6 months full time, continuous employment, your beneficiary will receive a group life insurance benefit of \$1,000.

f You may retire early, subject to the consent of the Hospital, if you are past the age of 60 and have at least 15 years of credited service. However, your benefits will be reduced on a pro-rated basis.

g If you are totally and permanently disabled, with at least 15 years of service, you may apply for disability retirement benefits, even though you have not attained age 60.

Benefits from the fund increase with your length of service and earnings during the period of your membership to age 65. This program involves no deductions from your pay. The Hospital pays the entire cost.

Contributory Plan

a You are eligible on the earliest July 1st on which you are a permanent full-time, direct employee having:

- 1** Basic annual earnings of \$6600.00 or more,
- 2** Three years of continuous service,
- 3** Reached age 29½ but have not reached age 55½.

b Your normal retirement date will be the date you reach age 65.

c Your pension at Normal Retirement Date will be determined according to the following schedule and will begin on the first day of the month immediately following the date after your Normal Retirement Date on which you actually retire.

Final Annual Earnings	Monthly Pension	Employee Monthly Contribution
\$6,600 to \$8,099	\$20	\$3.00
8,100 to 8,699	30	4.50
8,700 to 9,299	40	6.00
9,300 to 9,899	50	7.50
etc. in steps of \$600	etc. in steps of \$10	etc. in steps of \$1.50

d If you terminate employment, you will always be able to withdraw in a single sum, without restrictions, an amount equal to the contributions you have made, plus a large portion of the hospital's contributions. This amount will have interest computed thereon at 3% compounded annually.

The Hospital pays by far the greater portion of the plan's cost, and you will pay your smaller share through our payroll deduction plan.

The Hospital expects to continue these plans indefinitely, but reserves the right to change or discontinue them at any time.

Rules and Regulations

Disciplinary Action or Discharge

You will be expected to comply with certain rules and regulations established by the Hospital. If you violate these rules, *some* of which are listed below, you will be subject to reprimand, suspension, or dismissal without warning.

- 1** Repeated involvement in garnishee proceedings
- 2** Falsifying personnel or hospital records, including time cards,
- 3** Habitual lateness or absenteeism,
- 4** Acceptance or solicitation of cash tips from patients or vendors,
- 5** Use of narcotics,
- 6** Drinking on the job or reporting for work under the influence of alcohol,
- 7** Dishonesty,
- 8** Insubordination,
- 9** Leaving your work without permission or relief,
- 10** Gambling on the premises,
- 11** Revealing confidential information,
- 12** Sleeping while on duty,
- 13** Inefficiency,
- 14** Any form of gross misconduct.

Reporting Absences

If you are prevented from reporting for work because of illness or unavoidable reasons, you must immediately telephone your department head. Absenteeism disrupts schedules, but more important, it directly or indirectly limits the service to our patients. If your department head is not available, leave the information with a supervisor or department secretary.

Leave of Absence

A request for a leave of absence **WITHOUT PAY** will be considered on the basis of the operational needs of the department involved, the reasons for the leave, and the length of service with the Hospital. You can be absent on an excused personal leave of one week or less with the approval of your department head. If you are going to be absent for more than one week, however, you must secure a formal unpaid leave of absence. To obtain a formal leave, make a written application in advance to your department head, who, together with the Personnel Director, will approve or disapprove your request. If either one disapproves, the leave will not be granted. Leave for illness requires a statement from your doctor giving the reason for, and the approximate length of time needed for a leave. After a medical leave, you also need a certificate from your doctor approving your return to work.

Time taken for a leave of absence will be deducted in determining vacation, sick leave, paid holiday benefits, and may affect future wage increases. It is important to verify to your department head that you will return on the date agreed upon. It is equally important to advise your department head several days before the expiration of your leave, if it is evident that you will be unable to return as scheduled. This information is vital to permit the proper scheduling of the work load.

Resignation

We hope that you will remain with us for a long time. If you find it necessary to resign your position with the hospital, we expect that you will give your department head proper notice of termination in writing. Proper notice is defined as an amount of time equivalent to your annual vacation eligibility—but in no event, less than two weeks.

Accepting Tips from Patients Not Permitted

You will be called on to provide only one type of service for patients regardless of their race, color, religion or ability to pay—*that is, your very best*. In keeping with this objective, a policy prohibiting the acceptance of tips has always been adhered to and must be maintained. Violation of this rule is cause for disciplinary action.

Telephone Calls

Hospital telephones are to be used for *hospital* business only—please do not use them for personal calls. If it is necessary for you to make a personal phone call, please use one of the public booths.

Messages from friends and relatives concerning an emergency will be relayed to you, but please do not abuse this privilege.

Smoking

Smoking is permitted *only in certain designated areas*. Your department head will advise you of these areas. Smoking is not permitted at any time in the corridors or other parts of the Hospital to which patients or the general public have access.

Reporting On-Duty Injuries

It is important for everyone to take every precaution to prevent accidents by practicing safe work habits. If you are injured while at work, regardless of how minor the injury, inform your supervisor immediately. Your supervisor will send you to the Out-Patient Department for examination and treatment of the injury. Remember, many times a minor injury, if not taken care of at once, results in a serious infection or lost time.

Since on-duty injuries may be compensated for in accordance with the Wisconsin State Industrial Commission, it is very important that they be recorded and be treated in the Out-Patient Department at once. If they are not, the Industrial Commission may rule out compensation. Those employees who are injured on duty, when the Out-Patient Department is closed, will be sent to Nursing Station 3 East.

What to do in case of Fire

It is important to know what you must do in the event of a fire. Posted throughout the building are written procedures for you to follow. Make it a point to read these instructions at your next opportunity!

Fire alarms and fire extinguishers are located throughout the Hospital. Become acquainted with one nearest your place of work and learn how it is operated. In case of fire, make sure that the switchboard operator is notified, and then do what you can to check the fire until the firemen arrive.

Change in Address, Name, Phone Number, or Dependents

In order to keep your personnel records up to date and so that we can contact you in case of emergency, please be sure that we have your correct address, name, phone number, and number of dependents at all times. Notify your department head and the Personnel Department of any changes.

**LUTHERAN HOSPITAL
OF MILWAUKEE, INC.**

**2200 W. KILBOURN AVENUE
PHONE 342-8500**



