Contact your NEO Facilitator:

Joseph Lavy
New Employee Orientation Specialist
UW Medicine Health System Human Resources
Organization Development and Training (OD&T)
Email: odtreg@uw.edu
Box: 359422
New Employee Orientation Agenda

7:00-8:00  Check-in, I-9 Completion, & Badging Photos
8:00-8:15  Welcome & Logistics
8:15-8:30  Executive Introduction to UW Medicine
8:30-9:20  Promoting Service Excellence & a Respectful Culture
9:20-9:35  Break
9:35-10:05  Patient Safety
10:05-10:35  Infection Prevention & Control
10:35-11:05  Workplace Security & Violence Prevention
11:05-11:35  Environment of Care
11:35-12:05  Lunch (boxed lunches provided)
12:05-1:00  Compliance/IT Security
1:00-1:15  HR/Payroll
1:15-1:30  Break
1:30-3:15  UW Benefits
3:15-3:30  Next Steps
3:30-4:00  Union Meetings (non-union employees proceed to Resource Fair)
3:30-4:30  Pick Up Badges/Resource Fair
# Table of Contents

<table>
<thead>
<tr>
<th>Page #</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-4</td>
<td>New Employee Checklist</td>
</tr>
<tr>
<td>5-6</td>
<td>Privacy, Confidentiality, and Information Security Agreement</td>
</tr>
<tr>
<td>7-11</td>
<td>Employee Health: Health Screening, Immunizations, TB Risk Assessment</td>
</tr>
<tr>
<td>13</td>
<td>IT Services: Set up your Accounts</td>
</tr>
<tr>
<td>14</td>
<td>Review your Union Labor Contract</td>
</tr>
<tr>
<td>15-16</td>
<td>Health Sciences Shuttle Schedule effective January 2016</td>
</tr>
<tr>
<td>17-26</td>
<td>Employee Perks and Resources</td>
</tr>
<tr>
<td>27</td>
<td>Welcome to UW Medicine</td>
</tr>
<tr>
<td>29-35</td>
<td>Fact Sheets &amp; Org Charts</td>
</tr>
<tr>
<td>36</td>
<td>UW Medicine Patients Are First Approach</td>
</tr>
<tr>
<td>37</td>
<td>Pillar Goals</td>
</tr>
<tr>
<td>39</td>
<td>Promoting Service Excellence &amp; a Respectful Culture</td>
</tr>
<tr>
<td>41</td>
<td>Service Culture Guidelines</td>
</tr>
<tr>
<td>42</td>
<td>AIDET</td>
</tr>
<tr>
<td>43-49</td>
<td>Diversity, Cultural Competence, Preventing Sexual Harassment, Spiritual Care</td>
</tr>
<tr>
<td>51</td>
<td>Patient Safety</td>
</tr>
<tr>
<td>53-54</td>
<td>Patient Safety Resources</td>
</tr>
<tr>
<td>55</td>
<td>PSN Instructions</td>
</tr>
<tr>
<td>57</td>
<td>Infection Prevention &amp; Control</td>
</tr>
<tr>
<td>59-63</td>
<td>Resources/contact information, Hand Hygiene, PPE, Precautions, Blood Borne Pathogens</td>
</tr>
</tbody>
</table>

Yellow pages require ACTION
<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>65</td>
<td>Workplace Safety &amp; Violence Prevention</td>
</tr>
<tr>
<td>67-70</td>
<td>Components of Workplace Safety, Safe Campus, Code Silver Response</td>
</tr>
<tr>
<td>71</td>
<td>Environment of Care</td>
</tr>
<tr>
<td>73-76</td>
<td>Codes, Fire Safety, Evacuation, Disaster Preparedness, Waste Management, Hazardous Materials, Asbestos, Radiation Safety, MRI Safety, Clinical Engineering, Safety Resources</td>
</tr>
<tr>
<td>77</td>
<td>Do the Right Thing: Compliance &amp; IT Security</td>
</tr>
<tr>
<td>79-99</td>
<td>Compliance &amp; IT Security Information</td>
</tr>
<tr>
<td>101</td>
<td>Human Resources &amp; Payroll</td>
</tr>
<tr>
<td>103</td>
<td>HR Contact info &amp; Employee Self-Service</td>
</tr>
<tr>
<td>104</td>
<td>Employment Type/Classification</td>
</tr>
<tr>
<td>105</td>
<td>Payroll Dates</td>
</tr>
<tr>
<td></td>
<td>Payroll &amp; Timekeeping</td>
</tr>
<tr>
<td>106</td>
<td>Schedule Hours</td>
</tr>
<tr>
<td>106-107</td>
<td>Leave</td>
</tr>
<tr>
<td>109</td>
<td>Benefits Orientation</td>
</tr>
<tr>
<td>111-116</td>
<td>Benefits at a Glance: Classified, Pro Staff, Temp</td>
</tr>
<tr>
<td>117-118</td>
<td>Integrity at Work &amp; Understanding your Healthcare Pamphlets</td>
</tr>
</tbody>
</table>
Please take a moment to share your candid feedback about your experience at New Employee Orientation.

Evaluation Scale: 1 = Needs Improvement  2 = Good  3 = Excellent

<table>
<thead>
<tr>
<th>Check-in &amp; Badging Photos</th>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization &amp; Process</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Welcome &amp; Logistics (NEO Facilitator):</th>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Executive Welcome (Guest Speaker):</th>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Promoting a Respectful Culture (Guest Speaker):</th>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety - Patient Safety:</th>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety - Infection Prevention:</th>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety - Workplace Violence Prevention:</th>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## General Feedback

Please take a moment to comment on your overall experience today.

<table>
<thead>
<tr>
<th>Content:</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery:</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Materials:</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

Comments:
NEW EMPLOYEE CHECKLIST

At New Employee Orientation (NEO)

Or as soon as possible unless otherwise specified. Most tasks in this section will be completed during NEO.

☐ Obtain Medical Center ID Badge & Husky Card

ID Badges must be worn at all times while on Medical Center Property. They should be worn above the waist and in close proximity to your face so patients, visitors, medical staff, and the general public can clearly identify you, your name, and your job title or position. Hourly/Temporary employees do NOT need a Husky Card and a Husky Card is NOT required for UW’s Temp Pass (a temporary employee U-PASS).

Professional, Classified and Fixed Duration Appointment (FDA) employees typically are eligible to receive a Husky Card. You must have a Husky Card BEFORE you sign up for U-PASS (UW’s subsidized transit pass & more). Call the Husky Card Office with questions or regarding eligibility: 206-543-7222 or visit the Husky Card website: https://www.hfs.washington.edu/huskycard/Default.aspx?id=350

→ At NEO: Photographers will be available from 7:00 am–7:40 am → badges and husky cards distributed in the afternoon
→ Harborview Badging/Parking Office: HMC 1CT53, 206-744-3254, M, Th, F: 7–3:30, T&W: 8–4:30
→ UWMC – Montlake Badging/Public Safety Office: BB120 (near the Plaza Café), 206-598-4909, M–F 7:30–4:30
→ UWMC – Northwest Badging/Public Safety Office: B120, 206-668-1200, M–F 6:00–2:15
→ Husky Card Office @ Odegaard Undergraduate Library: Red Square, 206-543-7222, M–F 8–4:45

☐ Complete the I-9 Employment Eligibility Verification Form (must be completed within 3 days of hire)

Show proof of your eligibility to work in the United States during “Required Tasks” at New Employee Orientation (NEO). If your first day falls on a non-NEO day, visit your HR office. Your documents must be unexpired and original (no photocopies). For a list of acceptable documents, see page 4 of this link: http://www.uscis.gov/files/form/i-9.pdf

→ At New Employee Orientation or in the HR Office
→ Harborview HR Office: PSB2100, 206-744-9220, M–F 8:00-5:00
→ UWMC – ML HR Office: BB150, 206-598-6116, M–F 8:00-5:00
→ UWMC – NW HR Office:

☐ Meet with Union (if applicable: check your hire letter or NEO nametag)

→ WFSE, WSNA, SEIU 925 or SEIU 1199NW:
Please check your hire letter to determine your bargaining unit. Non-union employees do not need to meet with a union representative.
Set up BOTH of your Login Accounts (as soon as possible)

For more information about the following two login accounts, please see the “set up your accounts” section of your NEO workbook. If you would like to change your UW username/login ID for any reason, please wait 2 weeks after NEO and then call UW-IT at 206-221-5000. This will help avoid disruption during your training.

First: Set up your UW NetID Login Account

If you already setup a UW NetID as a past student or employee, skip to “Set up your UW Medicine Login Account” below; you can reset your UW NetID password then if needed. If you have never set-up a NetID, follow these steps to set it up.

→ https://uwnetid.washington.edu/newid
1. Select “I have a UW NetID but no password” and click “Next”
2. Select “UW Medical Centers Personnel” and click “Next”
3. Provide required personal information, and then follow the onscreen instructions to set your UW NetID

   Error message? If you receive the error message stating that the information you provided does not match our records try using the PAC (Personal Access Code) included in your hardcopy offer letter. Go back to the Confirm your Identity screen, select “UW Faculty, Staff, Retiree or Affiliate Employee”, and follow the onscreen instructions.

Second: Set up your UW Medicine Login Account

→ https://my.uw.edu
1. Log in with your UW NetID. If you are unable to login, contact UW-IT at 206-221-5000
2. Click “Accounts,” located on the left side of the page
3. Click “Change UW Medicine Password,” located in the UW Medicine Account section (look for the gold UW Medicine logo)

   Having trouble? If you do not see the UW Medicine Account section you will need to contact your Manager to ensure they have requested this account for you.

4. Log in with your UW NetID at the UW Medicine Password Portal
5. Confirm your identity by checking the box next to your name and clicking “Next”
6. Follow the onscreen instructions to set your UW Medicine password
NEW EMPLOYEE CHECKLIST
After New Employee Orientation (NEO)

☐ Complete New Hire information via Workday (NetID and Duo required)
Read any/all notifications that you receive via your Workday inbox and take immediate action.
→ Check your workday inbox: https://wd5.myworkday.com/uw/d/home.html
→ Integrated Service Center (ISC): Contact the ISC with any questions regarding benefits eligibility, coverage, or Workday forms: UW Tower, 4333 Brooklyn Ave NE (Lobby Level), 206-543-8000, ishelp@uw.edu, M–F 8:00–5:00

☐ Prior Service Credit Form (only if you have worked for the State of Washington before)
If you have worked for the State of Washington before, you may be eligible to reinstate previously accrued sick time off and/or reinstate your prior vacation time off accrual rate. Read and follow the instructions at the link below. Contact HR with questions.
→ http://www.washington.edu/admin/hr/roles/mgr/leaveholiday/prior-service.html

☐ Visit Employee Health & meet requirements (within 10 days of employment)
→ UWMC – NW Employee Health Office: Medical Arts Building (MOB) Suite 107, 206-668-1625 (Office Hours Vary)

☐ Read/Sign “Privacy and Confidentiality Security Agreement” (first day in your department)
Located (yellow perforated form) in your NEO workbook. Turn this in to your manager on your first day of regular work. An electronic copy can be found on the UW Medicine Compliance Website:
→ http://depts.washington.edu/comply/docs/002_F1.pdf

☐ Read/Sign Integrity at Work Booklet (first day in your department)
Located in the pocket folder of your NEO workbook. Turn it in to your manager on your first day of regular work. An electronic copy can be found on the UW Medicine Compliance Website:
→ Harborview: http://depts.washington.edu/comply/docs/HMC_Integrity_at_Work.pdf
→ UWMC: http://depts.washington.edu/comply/docs/UWMC_Integrity_at_Work.pdf

☐ Choose Benefits options…don’t miss your deadlines! (within 30 days of benefits eligibility)
Read any/all notifications that you receive via your Workday inbox and take immediate action.
→ Integrated Service Center (ISC): Contact the ISC with any questions regarding benefits eligibility, coverage, or Workday forms: UW Tower, 4333 Brooklyn Ave NE (Lobby Level), 206-543-8000, ishelp@uw.edu, M–F 8:00–5:00
→ Benefits Information: http://hr.uw.edu/benefits/
→ Benefits Orientation info: http://hr.uw.edu/benefits/benefits-orientation/
☐ Take online Compliance training (must be completed within 60 days of assignment)

All members of UW Medicine must be trained on a variety of topics to understand their responsibility related to protecting the confidentiality and security of protected health information and preventing fraud, waste and abuse. Most employees receive an automated email training notice from the Learning Management System (LMS). If you have trouble or questions, your manager should contact the UW Medicine Compliance Office by emailing trgcomp@uw.edu.

→ Compliance training requirements and instructions are found on the compliance training website: http://depts.washington.edu/comply/how_to_take_compliance_training/

→ Departmental Workstation: Your manager will provide time and space for you (at work) to complete this mandatory paid training.

☐ Review Administrative Policies and Procedures (APOPs) with manager

1. Discuss the Professional Image Policy, Inclement Weather Policy, Social Networking Policy, Smoke/Tobacco Free Policy, and Professional Conduct Policy
2. Are there other important APOPs for your department?
3. Learn how to find APOPs on the Intranet

→ Via the Intranet which is the homepage on Medical Centers workstations. See yellow pages in your NEO workbook.

☐ Review UW Medicine Patients Are First Website with your manager

☐ Discuss: Pillar Goals, Service Culture Guidelines, Key Words at Key Times (AIDET)

→ The UW Medicine Patients Are First website: https://depts.washington.edu/pts1st/
All UW Medicine workforce members (including faculty, employees, trainees, volunteers, and other persons who perform work for UW Medicine) are personally responsible for ensuring the privacy and security of all patient, confidential, restricted, research data, student information or proprietary information to which they are given access (referred to throughout this document as protected information).

I understand and acknowledge the following:

Policies and Regulations:
- I will comply with UW and UW Medicine policies governing protected information.
  - Website: [http://depts.washington.edu/comply/patient_privacy/](http://depts.washington.edu/comply/patient_privacy/)
- I will report all concerns about inappropriate access, use or disclosure of protected information, and suspected policy violations to UW Medicine Compliance (206-543-3098 or comply@uw.edu).
- I will report all suspected security events and security policy violations to the UW Medicine ITS Security team (mcsos@uw.edu) and my entity-specific IT support desk.

Confidentiality of Information:
- I will access, use, and disclose protected information only as allowed by my job duties and limit it to the minimum amount necessary to perform my authorized duties. I understand that my access will be monitored to assure appropriate use.
- I will maintain the confidentiality of all protected information to which I have access.
- I will only discuss protected information in the workplace for job-related reasons, and will not hold discussions where they can be overheard by people who have neither a need-to-know nor the authority to receive the information.
- I will keep patient information out of view of patients, visitors, and individuals who are not involved in the patient’s care.
- I will use UW Medicine resources, including computers, email, photographic, video, audio or other recording equipment only for job-related duties or under conditions expressly permitted by applicable institutional policy or law.
- I will keep protected information taken off site fully secured and in my physical possession during transit, never leaving it unattended or in any mode of transport (even if the mode of transport is locked). I will only take protected information off site if accessing it remotely is not a viable option.

Computer, Systems, and Applications Access Privileges:
- I will only access the records of patients for job-related duties.
- I will only access my own PHI through my entity approved process or for job related duties.
  - Except for VMC, workforce members who have access to UW Medicine clinical information systems may access their personal PHI. VMC workforce members may only access their personal PHI using MyChart or the VMC Health Information Management (HIM) Release of Information process.
  - Accessing the records of family members is not allowed for non-job related duties without an authorization from the patient for electronic access by their workforce family member. The authorization must be submitted and processed through the applicable HIM department. VMC workforce members may NOT access family members’ electronic medical records; they must use the VMC HIM process.
- I will protect access to patient and other job-related accounts, privileges, and associated passwords:
  - I will commit my password to memory or store it in a secure place;
  - I will not share my password;
o I will not log on for others or allow others to log on for me;
o I will not use my password to provide access or look up information for others without proper authority.

- I am accountable for all accesses made under my login and password, and any activities associated with the use of my access privileges.
- I will only use my own credentials in accessing patient accounts and/or systems as provided to me for my job duties.
- I will not forward my email account or individual work-related emails containing protected information to unapproved email domains. The UW Medicine Approved Email Domain list: https://depts.washington.edu/uwmedsec/restricted/resources/approved_email_domains/. Valley Medical Center workforce will follow entity-specific protocols and policies found on My Valley.

Computer Security:
- I will store all protected information on secured systems, encrypted mobile devices, or other secure media.
- I will not change my UW computer configuration unless specifically approved to do so.
- I will not disable or alter the anti-virus and/or firewall software on my UW computer.
- I will log out or lock computer sessions prior to leaving a computer.
- I will use only licensed and authorized software;
  o I will not download, install or run unlicensed or unauthorized software.
- I will use administrative permissions only when I am approved to do so and when required by job function;
  o If I perform system administrator function(s) I must use designated administrative accounts only for system administrative activities and use non-administrative user accounts for all other purposes.
- If I use a personally-owned computing device for UW Medicine business operations, I will not connect it to a UW Medicine network unless it meets the same security requirements as a UW Medicine-owned device.

My responsibilities involving protected information continue even after my separation from UW Medicine and I understand that it is unlawful for former workforce members to use or disclose protected information for any unauthorized purpose.

Failure to comply with this agreement may result in disciplinary action up to and including termination of my status as a workforce member. Additionally, there may be criminal or civil penalties for inappropriate uses or disclosures of certain protected information. By signing this Agreement, I understand and agree to abide by the conditions imposed above.

Print Name: ________________________________
Department: ______________________________  Job Title: ______________________________
Signature: ______________________________  Date: ______________________________

Copy provided on ________________ by ______________________________
  Date           Name supervisor, manager or designee   Signature

☐ Provide copy of this Agreement to the workforce member.    ☐ File original Agreement in departmental personnel or academic file.

(Please provide a signature here)

Policies and Standards References:
   - APS 2.4 Information Security and Privacy Roles, Responsibilities, and Definitions
   - APS 2.5 Information Security and Privacy Incident Reporting and Management Policy
   - APS 2.2 University Privacy Policy
2. UW Medicine Compliance, HIPAA/Patient Privacy Policies: http://depts.washington.edu/comply/patient_privacy/
Welcome to UW Medicine

Congratulations, you are now a part of a world class healthcare system! The mission of the Employee Health Centers (Harborview Medical Center, UW Medical Center-Montlake campus and UW Medical Center-Northwest campus) is to promote a safe environment for our workforce, patients and visitors. To accomplish this, we require a health screening within 10 days of starting your employment.

What you need to do (Harborview and UW Medical Center-Montlake):

1. **Scan/Fax/Email or bring to your Employee Health Center the following:**

   **Completed forms from your new employee materials:**
   - Employee Health Center Care Agreement
   - Communicable Disease and Immunization History form
   - Health care personnel Baseline Individual TB risk Assessment
   - Tuberculosis Symptom Survey

   If you have proof of immunity, vaccination or testing for the following communicable diseases: *
   - Measles, Mumps, Rubella
   - Chickenpox (Varicella)
   - Tdap (tetanus, diphtheria, whooping cough) vaccine
   - Hepatitis B vaccines and/or Hepatitis B surface antibody titer
   - Influenza vaccination for the current season
   - Meningococcal vaccine (Microbiology staff only)
   - Past tuberculosis screening

2. **Go to the Employee Health clinic within your first 10 days of employment to review your records and complete your tuberculosis screening.**

*Questions? Please call or email either Employee Health Center-- we’ll be glad to help

**Harborview Employee Health Services**
Room 1 East Clinic 21
MS 359855
325 9th Ave
Seattle WA 98104
Phone: 206 744 3081
Fax: 206 744 4886
Email: ehshmc@uw.edu

**UWMC Montlake Employee Health Clinic**
Room BB 306
MS 356122
1959 Pacific St
Seattle WA 98195-6122
Phone: 206 598 4848
Fax: 206 598 4469
Email: emhealth@uw.edu
UW Medicine
Employee Health Center Care Agreement

The University of Washington’s Campus Health Services (CHS) program coordinates immunization programs for employees, volunteers, and students that follow State and Federal mandates and the recommendations of the Center for Disease Control through the Employee Health Centers (EHC) located on the University of Washington campus (UW), or at Harborview Medical Center (HMC) and the University of Washington Medical Center (UWMC).

The Employee Health Centers are available to examine and treat injuries and illnesses that are work related or related to employee or student studies at these institutions. The clinics handle medical monitoring and surveillance related to the workplace as required by state and federal law. Medical care at any or all of these Employee Health Centers may include but not necessarily be limited to immunization, examination, laboratory testing, x-ray, treatment and/or referral for outside services. CHS or one of its member clinics may disclose to your employer and/or school your immunization "compliance status" and/or your ability to work as required by law.

PRIVACY PRACTICES

In the EHC, an Employee Health Record documents information and treatment related to your occupational requirements, illness, and/or injury. This record is confidential in accordance with current state and federal laws and regulations.

If you require medical care in addition to that provided by the Employee Health Centers, you may obtain services within the UW Medicine system or from a community provider where a Patient Medical Record is used to document your personal medical information. This record is confidential in accordance with the federal and state laws and regulations. If a UW Medicine provider other than an EHC provider treats you, your exam, history, diagnosis, and treatment are documented as part of the UW Medicine electronic medical record (EMR) and is not accessible by EHC health care providers.

FINANCIAL PRACTICES

The EHC usually provides care for occupationally-related injuries or illnesses or for those procedures that are academically required without cost to the employee or student. When this is not the case, as with many referrals, you may be financially responsible. Please discuss this issue with your EHC Employee/Student Health Provider when seeking other treatment or referral.

IMMUNIZATION REGISTRY

UW employee health centers may share your immunization information with the Washington State Immunization Information System (WAIIS), a state-wide public health registry. If you do not want your immunization information shared with the state registry, please request a declination form from an employee health staff member. Employee Health Staff may access WAIIS to determine immunization records you have received elsewhere.

By signing below, you indicate that you have read this document and agree to receive the specified health care services from UW Employee Health Center. If there is any part of this form that is unclear, be sure to ask questions about it.

SIGNATURE _______________________________ DATE __________________
Revised 4/19
TUBERCULOSIS SYMPTOM SURVEY
Required from all new employees upon hire and annually if past history of reactive TB skin test

(Please PRINT) Last Name_________________________ First Name_________________________ MI_________________________

Date of Birth: ___________________________ Employee ID Number: ___________________________

Work location: □ HMC □ UWMC-Montlake or NWH □ SCCA □ ?? other major location
□ Off-Site Clinics (Neighborhood Clinics, Roosevelt Clinics, South Lake Union, Other)
□ Shared Services (Contact Center, IT) □ Other ___________________________

Do you have any of the following symptoms? Date: ___________________________

▪ Productive cough (cough with mucous) longer than two weeks Yes [ ] No [ ]
▪ Hemoptysis (coughing up blood) Yes [ ] No [ ]
▪ Recent unexplained weight loss Yes [ ] No [ ]
▪ Night sweats Yes [ ] No [ ]
▪ Unexplained fevers (not related to other illness) Yes [ ] No [ ]
▪ Loss of appetite Yes [ ] No [ ]
▪ Lethargy / Loss of energy / Weakness Yes [ ] No [ ]

If you answered “Yes” to any of these symptoms, please describe the symptoms. When the symptoms begin?

Did you seek treatment for the symptoms? If “yes”, what treatment have you received?

If you develop any of these symptoms, please contact your Employee Health department.

Send this form to your Employee Health department (electronically, or fax, or inter-office mail, or to the department directly). If you are unsure which EH department is yours, please send to either. All UW Medicine employees are in the same database shared by these EH departments.

HMC Employee Health Services
1 East Clinic, Room 21
Box 359855
Fax: 206-744-4886
Email: ehshmc@uw.edu

UWMC Montlake Employee Health Clinic
BB 306
Box 356122
Fax: 206-598-4469
Email: emhealth@uw.edu
COMMUNICABLE DISEASE AND IMMUNIZATION HISTORY

Complete this top section and scan / fax / or email to your Employee Health department

Orientation date: ________________

Name: ___________________________________________ Date of Birth: (MM/DD/YY) ________________

(Last Name, First name, Middle Initial)

Job Title/Department: _____________________________________________________________

EID ___________________________ Email: _______________________________(UW email preferred if known, or personal email)

Preferred phone number (cell or home): _____________________________________________

Will you have exposure to blood or body fluids on the job?  ☐ Yes  ☐ No  ☐ Maybe; not sure

Scan / Fax / or email your vaccination records and/or proof of immunity by blood test for the following communicable diseases, if you have them available.

Check the following if applicable:  ☐ I have vaccination records and will send ASAP

☐ I will request my vaccination records to be sent

☐ I have no vaccination or blood test records

<table>
<thead>
<tr>
<th>Employee Health Use Only</th>
<th>UTD</th>
<th>Missing</th>
<th>Lab Req given</th>
<th>EH Internal Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measles (Rubeola)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mumps</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rubella</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chickenpox (Varicella)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hepatitis B</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tdap vaccine</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meningococcal (microbiology only)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Influenza vaccine for current season</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>QTF TB screening</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Health Care Personnel (HCP) Baseline Individual TB Risk Assessment**

HCP should be considered at increased risk for TB if any of the following statements are marked “Yes”:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary or permanent residence of $\geq 1$ month in a country with a high TB rate</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Any country other than the United States, Canada, Australia, New Zealand, and those in Northern Europe or Western Europe</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>OR</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current or planned immunosuppression,</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>including human immunodeficiency virus (HIV) infection, organ transplant recipient, treatment with a TNF-alpha antagonist (e.g., infliximab, etanercept, or other), chronic steroids (equivalent of prednisone $\geq 15 \text{ mg/day}$ for $\geq 1$ month) or other immunosuppressive medication</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>OR</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Close contact with someone who has had infectious TB disease since the last TB test</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>

Abbreviations: HCP, health-care personnel; TB, tuberculosis; TNF, tumor necrosis factor.


Adapted from: Risk assessment form developed by the California Department of Health, Tuberculosis Control Branch.

Sosa LE, Njie GJ, Lobato MN, et al. Tuberculosis Screening, Testing, and Treatment of U.S. Health Care Personnel: Recommendations from the National Tuberculosis Controllers Association and CDC, 2019. MMWR Morb Mortal Wkly Rep 2019;68:439–43. [https://www.cdc.gov/mmwr/volumes/68/wr/mm6819a3.htm?s_cid=mm6819a3_w](https://www.cdc.gov/mmwr/volumes/68/wr/mm6819a3.htm?s_cid=mm6819a3_w)
**Account Setup & IT Services Contacts**

**UW Login Account Overview**

Initially, UW Medicine employees receive two login accounts, UW NetID and UW Medicine. They have the same username/login ID, but the accounts and passwords are independent, used to access different systems, and managed separately.

If you would like to change your UW username/login ID, please wait 2 weeks after NEO and then call 206-221-5000. This will help avoid disruption during your training.

<table>
<thead>
<tr>
<th>UW NetID Login Account</th>
<th>UW Medicine Login Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commonly used to log in to:</td>
<td>• UW Medicine (AMC) Computers</td>
</tr>
<tr>
<td>• UW Email</td>
<td>• UW Medicine EHR Programs (Epic, ORCA, Mindscape)</td>
</tr>
<tr>
<td>• My.uw.edu</td>
<td>• UW Medicine Kronos</td>
</tr>
<tr>
<td>• Employee Self Service (ESS)</td>
<td>• UW Medicine Citrix</td>
</tr>
<tr>
<td>• UW Medicine Learning Management System (LMS)</td>
<td>• UW Medicine McKesson</td>
</tr>
<tr>
<td>• Any UW website asking for your UW NetID</td>
<td></td>
</tr>
<tr>
<td>Password change requirements</td>
<td>120 days from last password change (no automatic expiration)</td>
</tr>
<tr>
<td>120 days from last password change (automatically reset if not changed)</td>
<td></td>
</tr>
<tr>
<td>Where to change the password</td>
<td>My.uw.edu under the “Accounts,” and then the “UW NetID” section</td>
</tr>
<tr>
<td>Call UW-IT Services for password assistance (see below)</td>
<td>My.uw.edu under “Accounts,” and then the “UW Medicine Account” section</td>
</tr>
<tr>
<td>Support</td>
<td>Call the UW Medicine IT Services Help Desk for password assistance (see below)</td>
</tr>
</tbody>
</table>

**IT Services Contacts**

<table>
<thead>
<tr>
<th>UW-IT Services</th>
<th>UW Medicine ITS Help Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email address</td>
<td><a href="mailto:help@uw.edu">help@uw.edu</a></td>
</tr>
<tr>
<td>Phone number</td>
<td>206-221-5000</td>
</tr>
<tr>
<td>Hours</td>
<td>24x7</td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:mcsos@uw.edu">mcsos@uw.edu</a></td>
</tr>
<tr>
<td>Phone number</td>
<td>206-543-7012</td>
</tr>
<tr>
<td>Hours</td>
<td>24x7</td>
</tr>
</tbody>
</table>

Have the following information ready when contacting IT Services:

- **Name** – first and last name of person to be contacted
- **Location** – building/facility, unit/clinic, and room; e.g. HMC NICU 2WH54
- **Phone number** – direct phone number for the person to be contacted
- **Computer name** – located on the bottom right of the desktop background; e.g. AMC \ H-ED-C001c
- **Detailed description** – describe issue or request, include which application you are using, errors messages displayed, and any other details you think are relevant
- **Medical Record Number (MRN)** – if a patient’s electronic record is involved
Review your Union Labor Contract

Please review the full copy of your union contract (if applicable) at the address below. You can find the name of your union on your hire letter:

http://www.washington.edu/admin/hr/laborrel/contracts.html
HEALTH SCIENCES EXPRESS SCHEDULE
Service Operates Monday – Friday, excluding University Holidays. For rider alerts and route maps visit transportation.uw.edu/uwshuttles or call 206-685-3146

Effective August 2018

<table>
<thead>
<tr>
<th>DEPART UWMC (29)</th>
<th>DEPART D-WING (12)</th>
<th>DEPART UW TOWER (7)</th>
<th>DEPART ROOSEVELT CLINIC (8)</th>
<th>DEPART HMC</th>
<th>ARRIVE HMC (6)</th>
<th>ARIVE UWMC (29)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:00</td>
<td>6:03</td>
<td>6:09</td>
<td>6:11</td>
<td>6:26</td>
<td>6:30</td>
<td>6:41</td>
</tr>
<tr>
<td>6:30</td>
<td>6:33</td>
<td>6:39</td>
<td>6:41</td>
<td>6:56</td>
<td>7:00</td>
<td>7:11</td>
</tr>
<tr>
<td>6:45</td>
<td>6:48</td>
<td>6:54</td>
<td>6:56</td>
<td>7:11</td>
<td>7:15</td>
<td>7:26</td>
</tr>
<tr>
<td>7:00</td>
<td>7:03</td>
<td>7:09</td>
<td>7:11</td>
<td>7:26</td>
<td>7:30</td>
<td>7:41</td>
</tr>
<tr>
<td>7:15</td>
<td>7:18</td>
<td>7:24</td>
<td>7:26</td>
<td>7:41</td>
<td>7:45</td>
<td>7:53</td>
</tr>
<tr>
<td>7:30</td>
<td>7:33</td>
<td>7:39</td>
<td>7:41</td>
<td>7:56</td>
<td>8:00</td>
<td>8:11</td>
</tr>
<tr>
<td>7:45</td>
<td>7:48</td>
<td>7:54</td>
<td>7:56</td>
<td>8:11</td>
<td>8:15</td>
<td>8:26</td>
</tr>
<tr>
<td>8:00</td>
<td>8:03</td>
<td>8:09</td>
<td>8:11</td>
<td>8:26</td>
<td>8:30</td>
<td>8:41</td>
</tr>
<tr>
<td>8:15</td>
<td>8:18</td>
<td>8:24</td>
<td>8:26</td>
<td>8:41</td>
<td>8:45</td>
<td>8:56</td>
</tr>
<tr>
<td>8:30</td>
<td>8:33</td>
<td>8:39</td>
<td>8:41</td>
<td>8:56</td>
<td>9:00</td>
<td>9:11</td>
</tr>
<tr>
<td>8:45</td>
<td>8:48</td>
<td>8:54</td>
<td>8:56</td>
<td>9:11</td>
<td>9:15</td>
<td>9:26</td>
</tr>
<tr>
<td>9:00</td>
<td>9:03</td>
<td>9:09</td>
<td>9:11</td>
<td>9:26</td>
<td>9:30</td>
<td>9:41</td>
</tr>
<tr>
<td>10:00</td>
<td>10:03</td>
<td>10:09</td>
<td>10:11</td>
<td>10:26</td>
<td>10:30</td>
<td>10:41</td>
</tr>
<tr>
<td>10:30</td>
<td>10:33</td>
<td>10:39</td>
<td>10:41</td>
<td>10:56</td>
<td>11:00</td>
<td>11:11</td>
</tr>
<tr>
<td>11:00</td>
<td>11:03</td>
<td>11:09</td>
<td>11:11</td>
<td>11:26</td>
<td>11:30</td>
<td>11:41</td>
</tr>
<tr>
<td>11:30</td>
<td>11:33</td>
<td>11:39</td>
<td>11:41</td>
<td>12:00</td>
<td>12:11</td>
<td>12:16</td>
</tr>
<tr>
<td>12:15</td>
<td>12:18</td>
<td>12:24</td>
<td>12:26</td>
<td>12:50</td>
<td>1:01</td>
<td>1:03</td>
</tr>
<tr>
<td>12:30</td>
<td>12:33</td>
<td>12:39</td>
<td>12:41</td>
<td>1:05</td>
<td>1:16</td>
<td>1:18</td>
</tr>
<tr>
<td>12:45</td>
<td>12:48</td>
<td>12:54</td>
<td>12:56</td>
<td>1:20</td>
<td>1:31</td>
<td>1:33</td>
</tr>
<tr>
<td>1:00</td>
<td>1:03</td>
<td>1:09</td>
<td>1:11</td>
<td>1:35</td>
<td>1:46</td>
<td>1:48</td>
</tr>
<tr>
<td>1:15</td>
<td>1:18</td>
<td>1:24</td>
<td>1:26</td>
<td>1:50</td>
<td>2:01</td>
<td>2:03</td>
</tr>
<tr>
<td>1:30</td>
<td>1:33</td>
<td>1:39</td>
<td>1:41</td>
<td>2:05</td>
<td>2:16</td>
<td>2:18</td>
</tr>
<tr>
<td>1:45</td>
<td>1:48</td>
<td>1:54</td>
<td>1:56</td>
<td>2:20</td>
<td>2:31</td>
<td>2:33</td>
</tr>
</tbody>
</table>

When does my shuttle arrive? Text uwhse # to 41411 where # is the shuttle stop number to receive shuttle arrival times. For example, texting “uwhse 29” to 41411 will return the arrival time for the UWMC stop.

STOP LOCATIONS AND DESCRIPTIONS
UWMC STOP 29: NE Pacific St outside the main entrance to UWMC.
D-WING STOP 12: NE Columbia Rd at the D-Wing shelter.
UW TOWER STOP 7 – travel to HMC or UWMC: West side of 12th Ave NE, halfway between NE 43rd St. and NE 45th St.
ROOSEVELT CLINIC STOP 8 – travel to HMC or UWMC: West side of Roosevelt Way NE, south of NE 43rd St.
HARBORVIEW MEDICAL CENTER (HMC) STOP 6: East side of 9th Ave in front of the Harborview Research & Training Building.

FLAG STOPS
PAASSENGER PICK-UP AND DROP-OFF:
BROOKLYN AVENUE: Northeast corner of Brooklyn Avenue NE and NE Campus Parkway at the Metro bus stop. Bus stops outbound to Roosevelt Clinic and HMC.
PAASSENGER DROP-OFF ONLY – PLEASE SIGNAL DRIVER:
LANDER HALL: NE Campus Parkway, between 12th Ave NE and Brooklyn Ave NE.
HITCHCOCK HALL: NE Pacific St, outside Hitchcock Hall. Bus stops inbound to UWMC from HMC.

All buses are wheelchair accessible. All buses are equipped with two-position bike racks.

Schedule reflects departure times except where arrivals are indicated.

Adverse weather and/or traffic conditions may disrupt or limit service on all routes. Scheduled service and times are not guaranteed. We appreciate your patience during these times. Visit transportation.uw.edu/uwshuttles for up-to-date service information, or call 206-685-3146.

facilities.uw.edu/hse

UW Shuttles Box 354270 206-685-3146 shuttles@uw.edu
**HEALTH SCIENCES EXPRESS**

Service Operates Monday – Friday, excluding University Holidays. For rider alerts and route maps visit transportation.uw.edu/uwshuttles or call 206-685-3146

Effective August 2018

---

**HEALTH SCIENCES EXPRESS STOPS**

**STOPS**

- Campus and U-District
- First Hill
- D-Wing
- NE Pacific St
- NE 45th St
- NE 43 St
- University Way NE
- UW Tower
- Roosevelt Way NE
- Brooklyn Ave Flag Stop
- Hitchcock Hall Flag Stop
- Brooklyn Ave Flag Stop
- Lander Hall Flag Stop
- UWMC
- NE Stevens Way
- NE Columbia Rd
- 15th Ave NE
- University Way NE
- Roosevelt
- NE Stevens Way
- Spruce St
- Alder St
- Jefferson St
- 8th Ave
- 9th Ave
- HMC
- UW Tower
- NE 45th St

**2020 UW HOLIDAY SCHEDULE: NO SERVICE**

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>Wednesday, January 1</td>
</tr>
<tr>
<td>Martin Luther King Jr. Day</td>
<td>Monday, January 20</td>
</tr>
<tr>
<td>Presidents Day</td>
<td>Monday, February 17</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>Monday, May 25</td>
</tr>
<tr>
<td>Independence Day</td>
<td>Friday, July 3</td>
</tr>
<tr>
<td>Labor Day</td>
<td>Monday, September 7</td>
</tr>
<tr>
<td>Veterans Day</td>
<td>Wednesday, November 11</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>Thursday, November 26</td>
</tr>
<tr>
<td>Native American Heritage Day</td>
<td>Friday, November 27</td>
</tr>
<tr>
<td>Day Christmas Day</td>
<td>Friday, December 25</td>
</tr>
</tbody>
</table>

**When does my shuttle arrive?**

Text uwhse # to 41411 where # is the shuttle stop number to receive shuttle arrival times. For example, texting “uwhse 2” to 41411 will return the arrival time for the UWMC stop.

facilities.uw.edu/hse

---

UW Shuttles Box 354270 206-685-3146 shuttles@uw.edu
COOL PERKS AND PLACES

About the UW – Discover the University of Washington! UW history, fun facts, and helpful tips for navigating all that the UW has to offer. [http://www.washington.edu/about/](http://www.washington.edu/about/)

Alumni Association – Not just for alumni! Whether you’re interested in groundbreaking UW research, UW happenings on campus and across the country, lectures from influential figures or news about the people and history of your university, no matter where you go, membership keeps you connected. [http://www.washington.edu/alumni/index.html](http://www.washington.edu/alumni/index.html)

Arts UW – A comprehensive guide to a world of creative experiences right here at UW. [http://artsuw.org/](http://artsuw.org/)

Botanical Garden – This nationally renowned living plant collection contains over 10,000 specimens, and offers tours, classes, and other events. [http://depts.washington.edu/uwbg/](http://depts.washington.edu/uwbg/)


Burke Museum of Natural History and Culture – Inspiring people to value their connection with all life through the presentation of Washington State collections of natural and cultural heritage. Free admission with your Husky Card. [http://www.burkemuseum.org/](http://www.burkemuseum.org/)

Business Diversity Program – Encourages the University community to develop and expand its commitment to business diversity while assuring the equality of opportunities for small, local, and diverse businesses. [http://bdp.uw.edu/](http://bdp.uw.edu/)

Calendar of Events – A calendar of all Seattle campus public events. [http://www.washington.edu/calendar/](http://www.washington.edu/calendar/)

Campus Safety – Get connected to a variety of campus safety and emergency preparedness resources. [http://www.washington.edu/safety](http://www.washington.edu/safety)
  > UW Alert – A free self-subscription service that disseminates official information during emergencies that may disrupt the normal operation of the UW or threaten the health or safety of members of the UW community. [http://www.washington.edu/alert/index.php](http://www.washington.edu/alert/index.php)
  > Emergency Ride Home Program – Reimburses faculty and staff U-PASS holders for 90 percent of the meter fare for your taxi ride (tip not included) – up to 50 miles per quarter *Emergency Ride is only available to faculty and staff with a valid U-Pass. [http://www.washington.edu/facilities/transportation/employee-u-pass](http://www.washington.edu/facilities/transportation/employee-u-pass)
Campus Tours – Campus Tours are offered through the UW Admissions Office and available to staff members. [http://admit.washington.edu/Visit/FroshInfoSessionTour](http://admit.washington.edu/Visit/FroshInfoSessionTour)

Commute Options – Need help planning your commute? Transportation Services’ Commute Options offers personalized commute plans, customized commute options kits, and friendly, knowledgeable staff, ready to answer all of your commute questions. [http://www.transportation.uw.edu/commute-options](http://www.transportation.uw.edu/commute-options)

Continuum College – Platform for delivering educational programs that meet the needs of learners in all phases of their lives. [https://www.continuum.uw.edu/about-us](https://www.continuum.uw.edu/about-us)

Dining Options – With over 40 locations on campus, from the grocery store, District Market, to numerous restaurants, cafes, food trucks, and even a food court, great food is never more than a two-minute walk away. [http://www.hfs.washington.edu/dining/about/](http://www.hfs.washington.edu/dining/about/)


E-Learning – A community for those that develop e-learning courses across the UW. This group will meet the third Friday every other month in the UW Tower. Subscribe to the mailing list: [http://mailman.u.washington.edu/mailman/listinfo/elearning/](http://mailman.u.washington.edu/mailman/listinfo/elearning/)

Graduate Opportunities and Minority Achievement Programs (GO-MAP) – Building community, on and off campus, by fostering an educational and social environment rich in cultural, ethnic, and racial diversity. [http://www.grad.washington.edu/gomap/calendar.shtml](http://www.grad.washington.edu/gomap/calendar.shtml)

Hatchery – Tours of the UW research and teaching hatchery are available year-round. [http://www.fish.washington.edu/hatchery/education.html](http://www.fish.washington.edu/hatchery/education.html)


Interactive Campus Map – Navigate the University of Washington campus with ease. Landmarks, libraries, dining options, computer labs, parking lots, and so much more. [http://www.washington.edu/maps](http://www.washington.edu/maps)

Learning Technologies – Offering free workshops (to current UW students, faculty, and staff) in teaching tools such as Canvas and Lecture Capture, and in digital creation tools like HTML, CSS, and more. Plus resources to help students, faculty, staff, and others develop their information technology skills. [http://www.washington.edu/lst/workshops](http://www.washington.edu/lst/workshops)
Libraries – Use your Husky Card to access over 30 UW libraries from general to specialized subject matter. http://www.lib.washington.edu/

Medical Center Support Groups and Education – Health education services and support groups are available to UW Medicine patients, families, and community members. http://uwmedicine.washington.edu/Patient-Care/Patient-Family-Resources/Pages/Classes-and-Support-Groups.aspx

Planetarium – Providing a detailed and accurate simulation of the night sky; and equipped with a permanently mounted digital projection system and a library of digital visualizations. http://depts.washington.edu/astron/outreach/uw-planetarium/

Professional & Continuing Education – Certificates, degrees, and courses designed and scheduled for adult learners. http://www.pce.uw.edu/

Safety Training – Helping to create safe educational and work environments on campus through online and in-person training classes
  > Environmental Health & Safety – http://www.ehs.washington.edu/psotrain/index.shtm
  > Safe Campus – http://www.washington.edu/safecampus

School of Music – Presenting over 100 concerts annually across a variety of cultures. http://www.music.washington.edu/home/


Theodore Jacobsen Observatory – Built in 1895, the Observatory with its 110-year old refracting telescope is still offering celestial views of the wonders of the Universe http://www/astro.washington.edu/groups/outreach/tjo/


University of Washington Toastmasters – Helping students, staff, faculty, and members of the community become experienced and successful public speakers in a supportive, fun environment. http://depts.washington.edu/uwtm/index.php
**UWare Software** – Download software at reduced or no cost, thanks to various license agreements with software vendors. [http://www.washington.edu/itconnect/wares/uware/](http://www.washington.edu/itconnect/wares/uware/)

**UWellness** – Services, activities, programs, and groups within the University of Washington that support your health and well-being. [http://hr.uw.edu/benefits/health-and-wellness/](http://hr.uw.edu/benefits/health-and-wellness/)

**UW Insider** – Weekly e-newsletter designed to help you find information you need to make the most out of your UW employment. Faculty and staff news, monthly calendar emails, archived issues and more. [http://www.washington.edu/facultystaff/](http://www.washington.edu/facultystaff/)

**UW Medicine Virtual Clinic** – Receive expert medical care in the privacy of your home or office when you need it. Available 24/7 [http://www.uwmedicine.org/locations/virtual-clinic](http://www.uwmedicine.org/locations/virtual-clinic)


**UW World Series** – Internationally acclaimed artists perform in Meany Hall for the Performing Arts in four series: UW World Dance, UW World Music & Theatre, President’s Piano, and International Chamber Music Series. [www.uwworldseries.org](http://www.uwworldseries.org)


**Waterfront Activities Center** – Located directly behind Husky Stadium on Union Bay, the WAC offers canoe and rowboat rentals, storage of non-motorized craft, and a meeting room available for use by university groups and departments. [http://www.washington.edu/ima/wac/](http://www.washington.edu/ima/wac/)

**Whole U** – An organization dedicated to engage and inspire faculty and staff at the UW. The Whole U promotes health and wellness events, informative talks, and social events. The Whole U also tries to break a new world record every year! Check out the Whole U for employee discounts at area businesses. [http://www.washington.edu/wholeu/](http://www.washington.edu/wholeu/)

**WorkLife Resources** – Providing resources, promoting healthy lifestyles, and creating a quality work environment. [http://hr.uw.edu/worklife/](http://hr.uw.edu/worklife/)

**Zimride** – A private ridesharing network for UW Seattle. Split costs by sharing the empty seats in your car or catch a ride with a classmate or colleague. [http://zimride.washington.edu](http://zimride.washington.edu)

**Zipcar** – Wheels when you want them. With 8 at the UW and 5 more within a ½ mile walk, Zipcars are available whether you need a car for a few hours to run errands or the whole day. [www.zipcar.com/u-pass](http://www.zipcar.com/u-pass)
FACILITIES

IMA
Free weights; 400+ single-station weight machines/cardio machines; indoor track; men's and women's locker rooms with saunas; universal locker room; 4 multi-purpose studios with hardwood floors and mirrors including an archery room; 5 gymnasiuems (3 basketball gyms, 1 gym with 3 volleyball courts, 1 gym with 4 (or 8) badminton courts and basketball); 8 racquetball/handball courts; 3 North American squash courts; 4 international squash courts; 2 padded mat rooms; special conditioning room with heavy and speed bags; personal training studio; TRX Room (for personal training only); group cycling studio (for fitness classes only); classroom; lounge with 60 inch HD TV; outdoor sports fields (2 synthetic turf fields with lights and 2 grass fields); tennis courts; swimming pools; Dawg Bites Cafe: fresh grab-and-go salads and sandwiches, cold drinks, espresso and smoothies available for purchase.

SWIMMING POOLS
uw.edu/ima/facilities/aquatics • (206) 543 - 7593
IMA SWIMMING POOL
Lap swim always available. Pool closes 1 hour prior to building closure each night. The pool is equipped with a lift for those wanting help in and out of the water. 25 yards. Water temperature is 82 °F.

HEC ED PAVILION POOL (PAV)
Lap Swim Hours Mon - Fri, 11:30 am - 1:00 pm. Affinity lap swim Tue, Thu, Fri, 7:00 am - 8:30 am.
The PAV Pool is located next to the IMA at the east end of the Hec Ed Pavilion. The PAV Pool is an extension of the IMA and requires IMA membership for admittance. See website for specific dates and closures.

WATERFRONT ACTIVITIES CENTER (WAC)
uw.edu/ima/waterfront • (206) 543 - 9433
The WAC is located directly behind Husky Stadium on Union Bay and the Montlake Cut. The WAC offers canoe and rowboat rentals, a lounge/meeting room available for use by university groups and departments. Rental fees apply.

GOLF RANGE
uw.edu/ima/golf • (206) 543 - 8759 • recgolf@uw.edu
The Golf Driving Range is located at the north end of parking lot E1 and is open to current UW students, faculty/staff, alumni and the general public. The range is night-lighted and has 43 tees (20 covered), 2 chipping and putting greens and target greens. Classes are offered monthly. Bucket and class fees apply.

MEMBERSHIP
Registered matriculated UW students with a Husky Card pay for membership through SAF. IMA members may sponsor one guest per day 16 years of age or older (proof of age required). Visit website for additional guest policies.

MEMBERSHIP FEES**
Faculty/Staff Annual (current & retired) $291.75*
Faculty/Staff Quarter (current & retired) $87.53*
Faculty/Staff Single Use $7.45
Visiting Scholar Quarter $87.53
Faculty/Staff Spouse/RDP/Plus One Annual $366.35*
Faculty/Staff Spouse/RDP/Plus One Quarter $102.58*
Student Spouse/RDP/Plus One Quarter $66.61
Guest Fee $10.00

* Can be paid/purchased through payroll deduction
** Prices include sales tax where applicable.

HOURS
Autumn, Winter, Spring Quarters
Mon - Fri 6:00 am - 10:30 pm
Sat 9:00 am - 9:30 pm
Sun 11:00 am - 8:30 pm

Summer Quarter
Mon - Fri 6:00 am - 9:30 pm
Sat 11:00 am - 6:30 pm
Sun 1:00 pm - 5:30 pm

For holiday and revised hours, visit website.

LEARN MORE AT RECREATION.UW.EDU
(206) 543 - 4590 • recinfo@uw.edu
UNIVERSITY OF WASHINGTON RECREATION

FRIDAY NIGHT ACTIVITIES
uw.edu/ima/about/friday-night-activities
Admission is free for IMA members and all equipment is provided. Faculty/Staff without an IMA membership must pay the Faculty/Staff single use fee of $7.45*. Guests (16 years of age or older) are allowed with a sponsor and must pay the guest fee of $10.00*.

Roller Skating
Year Around (except academic breaks) | IMA Gym A

Archery
Year Around (except academic breaks) | IMA Archery Room

Log Rolling
Autumn - Spring | IMA Pool

*Prices include sales tax where applicable.

CLASSES
uw.edu/ima/classes
(206) 543 - 2571 • recreg@uw.edu
The IMA offers classes in aquatics, cardio and dance, health and safety, martial arts, mindfulness, strength and conditioning, and weight training. Class fees are additional to an IMA membership.

PERSONAL TRAINING
uw.edu/ima/personal-training
(206) 616 - 2072 • cwigton@uw.edu
Personal training is one-on-one instruction, focusing on you and your goals. Whether your goal is weight loss, strength gain, improved athletic performance or stress relief, our experienced trainers can create a personalized exercise program to meet your needs. Available for IMA members only. Personal training fees are additional to IMA membership.

DISABILITY ACCOMMODATIONS
To request disability accommodations, contact (206) 543-6452 (TTY), (206) 685-7264 (Fax), or dso@uw.edu preferably at least 10 days in advance of the event.

STUDENT EMPLOYMENT
UW Recreation offers a number of opportunities for part-time employment. Refer to uw.edu/ima/about/ima-employment for current openings and an online application. Contact recjobs@uw.edu for more information.

FRIDAY NIGHT ACTIVITIES
uw.edu/ima/about/friday-night-activities
Admission is free for IMA members and all equipment is provided. Faculty/Staff without an IMA membership must pay the Faculty/Staff single use fee of $7.45*. Guests (16 years of age or older) are allowed with a sponsor and must pay the guest fee of $10.00*.

Roller Skating
Year Around (except academic breaks) | IMA Gym A

Archery
Year Around (except academic breaks) | IMA Archery Room

Log Rolling
Autumn - Spring | IMA Pool

*Prices include sales tax where applicable.

CLASSES
uw.edu/ima/classes
(206) 543 - 2571 • recreg@uw.edu
The IMA offers classes in aquatics, cardio and dance, health and safety, martial arts, mindfulness, strength and conditioning, and weight training. Class fees are additional to an IMA membership.

PERSONAL TRAINING
uw.edu/ima/personal-training
(206) 616 - 2072 • cwigton@uw.edu
Personal training is one-on-one instruction, focusing on you and your goals. Whether your goal is weight loss, strength gain, improved athletic performance or stress relief, our experienced trainers can create a personalized exercise program to meet your needs. Available for IMA members only. Personal training fees are additional to IMA membership.

DISABILITY ACCOMMODATIONS
To request disability accommodations, contact (206) 543-6452 (TTY), (206) 685-7264 (Fax), or dso@uw.edu preferably at least 10 days in advance of the event.

STUDENT EMPLOYMENT
UW Recreation offers a number of opportunities for part-time employment. Refer to uw.edu/ima/about/ima-employment for current openings and an online application. Contact recjobs@uw.edu for more information.

INCLUSION
PLAY
DEVELOPMENT
WELLNESS
STEWARDSHIP
UW CareLink

866-598-3978

https://uw.guidanceresources.com/groWeb/login/login.xhtml

UW CareLink connects you with experts who help you or your family members navigate life’s challenges. You get free, confidential access to guidance consultants who provide:

- Counseling
- Legal advice
- Financial guidance
- Elder care assistance
- Work-Life solutions
- Consultation for managers
- Critical and traumatic incident response services
- Departmental trainings and workshops

If you need help with any of these issues, don’t hesitate to call.

UW CareLink is the employee assistance program provided for PEBB benefits-eligible UW employees, their dependents, and other household members. Initial services are provided at no cost, and the call is toll-free. UW CareLink is available nationwide 24 hours a day, 7 days a week. (For TDD 800-697-0353).

What to expect when you call
When you call UW CareLink, you’ll speak with a multilingual master’s level or above guidance counselor who listens to you and assesses your needs.

The guidance counselor first asks you basic demographic questions such as your name, job and work location. Your personal information is confidential and not shared with the University. The UW only sees aggregated data that helps program administrators understand how people use the UW CareLink service.

The guidance counselor will answer your questions, and if needed, refer you to a counselor or other appropriate resources. If your situation is urgent, the counselor is trained to begin solving it immediately.
Harborview Bike Locker and Shower Locations

Passcodes for bike lockers can be obtained from the Parking Office on 8th Floor Center Tower

Badge Access to the Locker room in NJB can be obtained from Access Control at 744-6825

Questions: hmcbikes@uw.edu
CONNECT YOUR PASSION TO YOUR PHILANTHROPY!

You can make a difference by giving to:

- Your hospital
- Your department/division
- Research projects
- Patient programs
- Medical education... and more!

Your gift counts!

supportuwmedicine.org/employee

*All pledges begin the first pay period of the month following your request.
**AREAS OF SUPPORT**

Connect your passion to your giving! You can direct your support to the priority funds below, or to an area of UW Medicine — hospitals, departments, divisions, research projects, patient programs, medical education — that is meaningful to you. Please visit supportuwmedicine.org/employee-uw-medicine or contact Gloria Chien at 206.543.5686 or give2uwm@uw.edu to learn about other areas of support.

- UW Medicine Patient Care Excellence Fund (UWMPCE)
- UW Medicine Research Innovation Fund (MDNOVT)
- Friends of the UW School of Medicine (FUWSOM)
- UW Medicine Fund (MEDXCL)

**MY GIVING**

**A. START A NEW PAYROLL DEDUCTION PLEDGE**

Please consider starting a new payroll deduction pledge by filling in the information below. Please note: payroll deduction pledges renew every year, unless you instruct us otherwise. New payroll deduction pledges must be a minimum of $1 per paycheck for a six-month duration (12 paychecks total). New payroll deduction pledges — or changes to current ones — will take effect the first pay period of the month following your request.

<table>
<thead>
<tr>
<th>Fund Name</th>
<th>Total Pledge Amount (payments split over 24 paychecks)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
</tr>
<tr>
<td></td>
<td>$</td>
</tr>
<tr>
<td></td>
<td>$</td>
</tr>
<tr>
<td></td>
<td>$</td>
</tr>
</tbody>
</table>

Guide to Payroll Deduction Pledges

<table>
<thead>
<tr>
<th>Annual gift of</th>
<th>Deducted per paycheck (24 pay periods or 1 year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ 50</td>
<td>$ 2.09</td>
</tr>
<tr>
<td>$ 75</td>
<td>$ 3.13</td>
</tr>
<tr>
<td>$ 100</td>
<td>$ 4.17</td>
</tr>
<tr>
<td>$ 150</td>
<td>$ 6.25</td>
</tr>
<tr>
<td>$ 200</td>
<td>$ 8.34</td>
</tr>
<tr>
<td>$ 250</td>
<td>$ 10.42</td>
</tr>
<tr>
<td>$ 300</td>
<td>$ 12.50</td>
</tr>
<tr>
<td>$ 400</td>
<td>$ 16.67</td>
</tr>
<tr>
<td>$ 500</td>
<td>$ 20.84</td>
</tr>
<tr>
<td>$ 750</td>
<td>$ 31.25</td>
</tr>
<tr>
<td>$ 1,000</td>
<td>$ 41.67</td>
</tr>
<tr>
<td>$ 1,500</td>
<td>$ 62.50</td>
</tr>
<tr>
<td>$ 2,000</td>
<td>$ 83.34</td>
</tr>
<tr>
<td>$ 2,500</td>
<td>$ 104.17</td>
</tr>
<tr>
<td>$ 5,000</td>
<td>$ 208.34</td>
</tr>
</tbody>
</table>

**B. MAKE A ONE-TIME GIFT**

Please use this section to make a new one-time gift and submit payment via check or credit card. One-time gifts are not available via payroll deduction.

<table>
<thead>
<tr>
<th>Fund Name</th>
<th>Yes, I'd like to make a one-time gift to this fund.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
</tr>
<tr>
<td></td>
<td>$</td>
</tr>
<tr>
<td></td>
<td>$</td>
</tr>
</tbody>
</table>

**C. OTHER WAYS TO SUPPORT UW MEDICINE**

- My spouse/partner's employer has a matching gift program. The form is enclosed.
- Tell me how I can include UW Medicine in my will/estate plan.
- I have included UW Medicine in my will/estate plan.

**D. FINAL STEPS**

When completed, please sign here: ____________________________________________

Then return this form (and your check, if applicable) to: Employee Giving, UW Medicine Advancement, Box 358045, Seattle, WA 98195-8045.

---

**TO LEARN MORE ABOUT EMPLOYEE GIVING**

Please visit supportuwmedicine.org/employee.
Welcome to UW Medicine
Mission
UW Medicine's mission is to improve the health of the public. We advance this mission through our work in patient care, medical education and research.

UW Medicine
• Airlift Northwest
• Harborview Medical Center
• Northwest Hospital & Medical Center
• UW Medical Center
• UW Neighborhood Clinics
• UW Physicians
• UW School of Medicine
• Valley Medical Center

Shared ownership and governance
• Children's University Medical Group
• Seattle Cancer Care Alliance

Faculty recognition
• Nobel Prize in Physiology or Medicine: 5 laureates
• Canada Gairdner Foundation Awards: 12 recipients
• Howard Hughes Medical Institute: 11 investigators
• Lasker Foundation Awards: 6 recipients
• National Academy of Medicine: 34 elected members
• National Academy of Sciences: 33 elected members
• National Academy of Engineering: 6 elected members

Patient care
• UW Medicine is the most comprehensive integrated health system in the Puget Sound region.
• UW Medicine Accountable Care Network includes 23 hospitals, 21 emergency departments, 60+ urgent care clinics, 1,200+ primary care providers and 5,000+ specialists.

Education
• UW School of Medicine trains students in Washington, Wyoming, Alaska, Montana and Idaho (WWAMI region).
• U.S. News & World Report has ranked the UW School of Medicine as one of the nation’s Top 3 primary care medical schools for 26 consecutive years.
• Graduate Medical Education has 112 accredited residency and clinical fellowship programs (Accreditation Council for Graduate Medical Education).
• WWAMI Family Medicine Residency Network trains more than 200 residents annually in 29 residency programs.

Research
• 32 departments in clinical and basic science
• The University of Washington is ranked No. 2 in the world for clinical medicine and pharmacy in the 2016 Academic Ranking of World Universities (published by Shanghai Ranking Consultancy).
• UW School of Medicine is second in the nation in total research grants and contracts with $850.6 million in total revenue (FY 2017), according to the Association of American Medical Colleges.

Leadership
Paul Ramsey, M.D., CEO and Dean of the School of Medicine
Lisa Brandenburg, Chief Health System Officer
Jacqueline Cabe, Chief Financial Officer
Ruth Mahan, J.D., Chief Business Officer
Timothy Dellit, M.D., Chief Medical Officer
Don Theophilus, J.D., Chief Advancement Officer

Learn more
UW Medicine Fact Book: uwmedicine.org/factbook
The Huddle: Go-to site for employees huddle.uwmedicine.org
Right as Rain: Consumer health with a Pacific Northwest touch rightsarain.uwmedicine.org

UW Medicine: uwmedicine.org
Accelerate: The Campaign for UW Medicine AccelerateMed.org
Newsroom: Connecting journalists to UW Medicine newsroom.uw.edu
UW Medicine magazine: uwmedmagazine.org
**Airlift Northwest** is dedicated to providing safe, efficient air medical care to critically ill and injured infants, children and adults. Its aircraft are strategically located at seven bases throughout the Pacific Northwest and Southeast Alaska for rapid deployment.

**Airlift Northwest Fleet in Washington**
- Three Airbus H-135 high-performance helicopters and one Agusta A109E helicopter based in Bellingham, Arlington, Olympia and Bremerton
- One fixed-wing Pilatus PC-12 and one Airbus H-135 helicopter based in Yakima
- One fixed-wing Pilatus PC-12 based in Seattle

**Airlift Northwest Fleet in Alaska**
- One fixed-wing Learjet 31A and one fixed-wing Pilatus PC-12 based in Juneau

**AirCare Program**
Airlift Northwest Membership protects patients who are residents of Washington and Southeast Alaska from the unexpected costs of air transport during a medical emergency. For a small annual fee, membership provides coverage for an entire household. Vacation coverage for nonresidents is also available. Learn more at: airliftnw.org/aircare.

**History**
Airlift Northwest was founded in 1982 by Dr. Michael Copass and a consortium of hospitals in the Seattle area, including UW Medical Center, Seattle Children's and Harborview Medical Center, to bring high-quality air medical transportation to an underserved area in Southeast Alaska. Since then, Airlift Northwest has expanded to provide service to a four-state region and has transported more than 100,000 patients to regional hospitals.
HARBORVIEW MEDICAL CENTER is owned by King County, governed by a county-appointed board of trustees and managed by UW Medicine.

Areas of Specialization
- Level I adult/pediatric trauma and burn care
- Emergency medicine and disaster management
- Eye and optometric institute
- HIV/AIDS
- Neurosciences
- Psychiatric and psychological services, including severe mental illness and substance abuse
- Rehabilitation services
- Sports, spine and orthopedic care
- Vascular conditions

Uncompensated care
Harborview provides comprehensive care to patients from all walks of life as part of its mission. In fiscal year 2018, Harborview provided more than $238 million in uncompensated care.

History
In 1877, Harborview was founded as the six-bed King County Hospital in South Seattle. In 1931, it moved to its present location overlooking Puget Sound and its name was changed to Harborview Hospital, now known as Harborview Medical Center. UW Medicine’s management of Harborview has enabled the hospital to become a leading academic medical center, and new facilities have been added with support from voter-approved bond projects and Harborview reserve funds. The Norm Maleng Building opened in 2008 and the Ninth & Jefferson Building opened in 2009.

FY 2018 STATISTICS
- Licensed beds: 413
- Employees: 5,299
- Admissions: 16,716
- Clinic visits: 262,132
- Emergency Department visits: 57,516
**UW MEDICAL CENTER** is ranked as the top hospital in the state by U.S. News & World Report. In addition, the magazine ranks it in the top 10 nationally for rehabilitation (joint program with Harborview) and cancer (joint program with Seattle Cancer Care Alliance).

**Areas of Specialization**
- Level IV neonatal intensive care unit
- Cancer care and blood and marrow transplantation
- Cardiac care, including advanced procedures, complex surgeries, mechanical circulatory support devices and transplantation
- Obstetrics, including high-risk care
- Otolaryngology, including head and neck surgery for treating diseases and disorders of the ear, nose and throat
- Radiation therapy
- Robotic-assisted surgery for gynecological oncology, urology, otolaryngology and general surgery
- Solid organ transplantation of the liver, kidney, heart, lung, pancreas and intestine
- Sports, spine and orthopedics care.

**History**
UW Medical Center opened as University Hospital in 1959 and quickly became a leader in healthcare innovation and standard setting for safe, high-quality patient care. In 2012, the 273,000-square-foot Montlake Tower opened with expanded space for oncology services, radiology and the Neonatal Intensive Care Unit.

**FY 2018 STATISTICS**
- Licensed beds: 529
- Employees: 5,102
- Admissions: 19,350
- Clinic visits: 353,718
- Emergency Department visits: 28,279
- Organ Transplants: 399
- Bone marrow transplants (with SCCA): 360
- Births: 1,930
NORTHWEST HOSPITAL & MEDICAL CENTER is an acute care community hospital located in North Seattle. A satellite clinic of the Seattle Cancer Care Alliance offers a variety of services on campus, including medical oncology, hematology and radiation oncology.

**Areas of Specialization**

- Level I Stroke Center
- Cardiology, cardiac surgery and cardiac rehabilitation
- General surgery
- Geropsychiatry
- Hernia Center
- Multiple Sclerosis Center
- Neurology and neurosurgery
- Obstetrics, including midwifery program
- Oncology
- Orthopedic joint surgery
- Rheumatology
- Spine surgery
- Sports medicine

**History**

After a successful community effort to raise funds for a hospital outside of downtown Seattle, Northwest Hospital opened in 1960. It quickly began developing its 33-acre campus with the addition of new facilities and services. An additional 11 acres were added to the hospital's footprint with the opening of the Northwest Outpatient Medical Center, which includes specialty services and an outpatient surgery center. Today, Northwest Hospital & Medical Center is a full-service medical center, providing a critical resource for emergency, inpatient and outpatient care to the surrounding community. Northwest Hospital & Medical Center became part of UW Medicine in January 2010.
**UW NEIGHBORHOOD CLINICS** is a network of community-based clinics located throughout the Puget Sound region. The clinics provide a wide spectrum of primary care and secondary care services, from pediatrics to geriatrics, using the medical home model. Ancillary services include onsite laboratories and digital radiology facilities.

**Clinic Locations**
- Ballard
- Belltown
- Factoria
- Federal Way
- Issaquah
- Kent / Des Moines
- Northgate
- Olympia
- Ravenna
- Shoreline
- Smokey Point
- Woodinville
- UW Medicine Lopez Island Clinic
- UW Medicine Orcas Island Clinic

**History**
UW Neighborhood Clinics first opened in 1997.

**FY 2018 STATISTICS**
- Employees: 502
- Clinic visits: 372,413
UW Physicians is the practice group for more than 2,000 physicians and other healthcare professionals who care for patients throughout the WWAMI (Washington, Wyoming, Alaska, Montana and Idaho) region.

UW Physicians and Children’s University Medical Group physicians are active faculty in the UW School of Medicine. They are known for defining state-of-the-art medical care both regionally and nationally and have enhanced the basic understanding of disease processes, medical information technology and treatment options worldwide. They teach future healthcare professionals in one of the most highly regarded and competitive medical schools in the nation.

History
UW Physicians was formed in 1962 as the Association of University Physicians (AUP) to provide medical services to the community and support the mission of the UW School of Medicine. AUP was incorporated as a nonprofit corporation legally distinct from the University of Washington in 1983. The name changed to UW Physicians in 1989.
THE UW MEDICINE PATIENTS ARE FIRST APPROACH

UW Medicine at Harborview Medical Center, UW Medical Center, Northwest Hospital & Medical Center, UW Neighborhood Clinics, UW Physicians, UW School of Medicine Airlift Northwest and Valley Medical Center is committed to leadership in service and operational excellence, as prioritized in our Strategic Plan. Achieving consistent service excellence for every patient, every time is a key strategic imperative for the continued success and advancement of UW Medicine as a health system.

UW Medicine Patients Are First is our framework for organizational development that provides frontline staff, managers, physicians, and leaders with the tools and tactics to achieve our strategic outcomes. We will strive to create better leaders, to create consistency across our organization, and establish systems of accountability that will help us execute our operational plans. UW Medicine is partnering with the internationally recognized consultant firm, The Studer Group, to assist us in these efforts.

Service and operational excellence, and attention to its foundational pieces of accountability and leadership development, will allow us to live our organizational values with integrity, and give us the ability to achieve our mission, vision and the level of success we desire as an organization.

THE CULTURE CHANGE IMPERATIVE

Patients Are First is the focused orientation of our UW Medicine culture toward service, to support key aspects of what a patient would consider is excellence in service: respectful, compassionate, timely, recognizing and welcoming, personalized, inclusive of families, efficient, coordinated, informative, and innovative in support of their care. This starts from the message we project in their first conversation with us, through the entire episode of care. It includes team interactions and behaviors in the care setting, as well as support service areas that influence patient, staff and physician satisfaction.

UW Medicine must deliver consistent standards of service excellence in order to ensure that patients, families, and referring physicians will continue to seek us out for care. Patients and their families view the quality of our care through the lens of how we treat them; through the lens of service. We must be viewed by consumers as providing excellent and efficient access to appointments and referrals, and timely, quality care and service. Patients and families must always feel they were treated well by everyone with whom they interact. They must believe that their needs and their safety are our highest priority. And patients and families must know who is responsible for their care at all times, who to turn to and who to ask for help, advice, and information.

UW Medicine Patients Are First is about doing what is necessary and right: going the extra mile to offer care and service that is crafted around the patient’s and family’s needs. It is ultimately about how you and I would want to be treated, and how we would want our family member to be treated.
Goal: Become a national leader in patient satisfaction for all patient populations as measured by:
- Improving UW Medicine patient satisfaction survey scores as follows:
  - Inpatient: ≥ 76.7% Top Box (75th percentile)
  - Ambulatory Clinics: ≥ 91.2% Top Box (44th percentile)
  - Emergency Department: ≥ 60.2% Top Box (30th percentile)
  - Outpatient Ambulatory Surgery: ≥ 84.2% Top Box (39th percentile)

Goal: Improve patient access to primary and specialty care services across UW Medicine as measured by:
- An increase in the CGCAHPS Access to Care composite score to ≥ 82.2% Top Box (73rd percentile)

Goal: Reduce morbidity and mortality, as measured by:
- A decrease in hospital acquired infections as follows:
  - CA-UTI to ≤ 1.60/1000 catheter-days
  - C-Difficile to ≤ 1.60/1000 patient days

Goal: Create systems that provide for delivery of evidence based, high quality, and timely care for every patient, as measured by:
- An increase in adherence to evidence based, best practice care for patients with diabetes for a disease management composite score of ≥ 66.6%
- An increase in breast, cervical and colon cancer screening rates; chlamydia screening; pneumococcal pneumonia vaccination and pediatric immunization rates for a composite score of ≥ 74.7%
- An increase in Panel-based quality metrics composite score within ambulatory primary care clinics to ≥ 73.7% by the end of CY2018
- An increase in Annual Wellness Visits (AWV) within empaneled Medicare Advantage patients within Primary Care Clinics to ≥ 62.5% by end of CY2018

Goal: Become a national leader in clinician and employee satisfaction, focused on serving patients and their families via a proud and loyal workforce, as measured by:
- An overall satisfaction rate of ≥ 85% for clinicians with the clinical portion of their UW Medicine activities
- Achieve improvement in overall employee engagement score of 4.00, as measured by the annual employee engagement survey

Goal: Effectively manage UW Medicine finances to ensure resource availability for patient-centered initiatives, services, and facilities, as measured by:
- Achieve a total margin of ≥ 0.9% for the fiscal year
UW Medicine

Promoting Service Excellence &

A Respectful Culture
Service Culture Guidelines

As a member of UW Medicine, I recognize that UW Medicine has a single mission: to improve the health of the public. We do this by being engaged stewards of our organizational resources and placing the needs of patients and families first. In support of our mission, I am committed to ensuring that each patient, family member, visitor, and colleague within UW Medicine is treated respectfully and professionally.

To show my commitment to our patients, family members, visitors, and colleagues, I will:

Make the people we serve my HIGHEST PRIORITY by placing their needs first. We believe that we deliver the best care when all members of the team are treated with respect.

I will treat people with Respect & Compassion

• Acknowledge patients, family members, visitors, and colleagues with a sincere and warm greeting.
• Introduce myself by name.
• Explain my role and speak in ways that are easily understood.
• Listen carefully to patients, family members, visitors, and colleagues.
• Close every encounter with an acknowledgement that is respectful, such as “Thank you” or “What questions do you have?”
• Discuss a patient’s care in an appropriate, confidential setting.
• Ask permission before entering a patient’s room by knocking. Use doors, curtains, and blankets to create a more private environment when necessary.
• Access only appropriate, confidential patient information relevant to my job.
• Address inappropriate behaviors in a confidential and constructive manner.

I will embrace Diversity, Equity, & Inclusion

• Ask each person how they would like to be addressed.
• Recognize that body language and tone of voice are integral to effective communication.
• Adapt my communication style to the person and situation.
• Respect and acknowledge differing values, opinions, and viewpoints.

I will encourage Collaboration & Teamwork

• Treat others with courtesy, honesty, and respect even in challenging situations.
• Be sensitive and empathetic to the needs of others.
• Assume positive intent.
• Recognize that I am responsible for the public’s perception of UW Medicine, and that I am an ambassador for UW Medicine.
• Promote interdisciplinary and interdepartmental cooperation.

I will promote Innovation

• Follow evidence based and best practices.
• Offer creative solutions to identified problems.
• Remain open to new ideas and possibilities.
• Continue to learn by seeking new knowledge to enhance my skills.

I am accountable for Excellence

• Offer assistance to people who appear lost by escorting them to their destination, or by taking them to someone who can help them.
• Help those in need until their issues are resolved, or a colleague has assumed responsibility.
• Take personal responsibility for keeping our environment clean and safe by cleaning up litter and spills, or promptly contacting the appropriate resource.
• Recognize and encourage positive behavior.
• Promote the mission, vision, and values of UW Medicine.
Customer Service and A.I.D.E.T.

Use A.I.D.E.T to remind you of the key words at key times to use with customers (i.e. patients, family members, colleagues etc.) that help them to “connect the dots”, feel comfortable in our environment and feel respected. Each letter in A.I.D.E.T. reminds you of specific information to share with Every Patient, Every Time and Every Colleague, Every Time.

How will you
- answer their questions,
- “connect the dots” for them,
- reduce their anxiety, and
- increase their compliance?

<table>
<thead>
<tr>
<th>The patient/family member is thinking and wondering about the issues below. How will you answer these questions?</th>
<th>A.I.D.E.T.</th>
</tr>
</thead>
</table>
| • I am here. Do you know? Do you see me? Do you care?  
• Maybe I should let you know…or do you already know?  
• I am feeling a little uncomfortable. | Acknowledge |
| • Who are you? What do you do?  
• Are you any good at it? Are you competent?  
• How will you be able to help me?  
• Why should I trust that you or your colleague can do what you say? | Introduce |
| • How long is this going to take?  
• I have limited time too by the way. Do you even realize that?  
• I know you are busy, but so am I and my stuff is important, too. It matters to me. | Duration |
| • How does your system work?  
• When can I expect to see someone? Will I have to wait long?  
• Will it hurt?  
• How do I get there? Will someone show me the way?  
• What should I expect? Are those people any good down there? | Explanation |
| • Do you appreciate that I put my faith in you and in your medical center?  
• Do you realize that I waited patiently for a long time?  
• Will you recognize and appreciate MY efforts to make this a good situation? | Thank You |
Promoting a Respectful Culture

Our Commitment

At the University of Washington and UW Medicine we are committed to respecting and protecting the rights and dignity of each individual and to making this a great place to work for all of us.

Individual Accountability: We are all responsible for maintaining a culture in which patients, their families, and our colleagues are all respected.

We follow the “Platinum Rule”

“Treat Others the Way They want to be Treated.”

Working with Diversity

The University policy on “Non-Discrimination” (Executive Order No. 31) requires that we respect the diversity among us while prohibiting discrimination and retaliation.

As a healthcare provider, UW Medicine embraces and serves a culturally diverse and linguistically-rich patient population.

In order to provide the most effective and highest quality care we need to recognize each patient’s cultural differences and serve them considering these differences.

In our aim to effectively work with diverse needs we pay special attention to the following areas:

- Cultural Competence
- Preventing Sexual Harassment
- Serving Diverse Spiritual Needs

What makes us diverse?

| Appearance  | Socio-economic |
| National Origin | Values |
| Age | Sexual Orientation |
| Color | Health Care Practices |
| Gender | Language |
| Ability/Disability | Religion |
| Race | Other? |
Cultural Competence

Cultural Competence defined:
The ability to interact effectively with people of different cultures. It is a developmental process that evolves over time.

We recognize that:

- Caring for patients and working effectively with people from many cultures and backgrounds benefits everyone.
- Raising our awareness of other cultural beliefs and practices allows us to show respect and understanding.

Culture affects health and should be considered in the care of the patient. Awareness of cultural differences enables care providers to develop more effective treatment plans for individual patients.

Differences and preferences that must be considered in order to provide the most effective and highest quality care include:

- Food/Diet
- Personal space
- Body language
- Definition of family and family structure
- Greetings
- Sexual preferences
- Beliefs and values
- Religious Practices
- Perspectives of time
- Current medications

Interpreter Services Departments

The Interpreter Services department at each medical center assists when patients need linguistic and cultural interpretation. Our staff interpreters and translators support effective communication between patients and their care teams at UW Medicine. We help patients and families navigate the health care system. We participate in designing culturally appropriate care processes and creative ways to educate patients about self-care. Below is contact information for these services.

Our interpreter services department can assist with barriers related to language and culture. As a best practice, ask the patient what he/she needs.

Every member of the UW Medicine workforce is responsible for ensuring equal access for patients with disability or language needs. Inpatients should have at least one interpreted encounter every day. Telephonic interpretation is immediately accessible by any staff member or medical provider at the bedside.

Most patient consent forms and administrative forms are now available in translation. All staff can access these forms via the intranet. To optimize the patient care experience, all staff are expected to always provide the appropriate translation for the patient. Finally, ask your manager to explain specific protocols related to accessing interpreters and ensuring equal access care for patients in your area.
Contact Interpreter Services using the information below:

<table>
<thead>
<tr>
<th>UWMC Interpreter Services Department</th>
<th>HMC Interpreter Services Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordinator’s Phone: (206) 598-4425</td>
<td>Phone (206) 744-9250 (use this number for 24/7/365 in-person or telephonic service)</td>
</tr>
<tr>
<td>Coordinator’s Email: <a href="mailto:intrpsvc@uw.edu">intrpsvc@uw.edu</a></td>
<td>Email: <a href="mailto:isdschedulers@uw.edu">isdschedulers@uw.edu</a></td>
</tr>
<tr>
<td>For UWMC contact Pacific Interpreters Telephonic modality 24/7: (855) 583-2039</td>
<td></td>
</tr>
</tbody>
</table>

Use these online tools for working with patients from diverse cultures:

<table>
<thead>
<tr>
<th>UWMC – “Culture Clues”</th>
<th>HMC – “EthnoMed.org”</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://depts.washington.edu/pfes/CultureClues.htm">http://depts.washington.edu/pfes/CultureClues.htm</a></td>
<td><a href="http://www.ethnomed.org">www.ethnomed.org</a></td>
</tr>
<tr>
<td>Culture Clues are tip sheets for clinicians designed to increase awareness about concepts and preferences of patients from the diverse cultures served by UWMC.</td>
<td>EthnoMed contains medical and cultural information about immigrant and refugee groups in the Seattle area.</td>
</tr>
</tbody>
</table>

**Patient Relations Departments**

The role of Patient Relations is to support UW Medicine to provide the best possible experience for patients and their families. When this does not happen, we assist staff to provide service recovery. If a patient feels that their concerns are not adequately resolved at the point of service, or if a formal complaint is shared with our department, we will consult with providers and staff to review and facilitate complaint resolution.

Patient Relations is also a point of contact for Patient Rights and Responsibilities information and resources. The right to file a complaint is a key patient right. Our regulatory agencies require that we have a process to resolve patient complaints.

<table>
<thead>
<tr>
<th>UWMC Patient Relations Department:</th>
<th>HMC Patient Relations Department:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: (206) 598-8382 Email: <a href="mailto:uwmcares@uw.edu">uwmcares@uw.edu</a></td>
<td>Phone: 206-744-5000 Email: <a href="mailto:comment@uw.edu">comment@uw.edu</a></td>
</tr>
<tr>
<td>HMC Resource Center:</td>
<td></td>
</tr>
<tr>
<td>Phone: 206-744-2000 Email: <a href="mailto:rcenter@uw.edu">rcenter@uw.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

As staff members, use the **Listen** and **A.C.T.** tool to provide just in time service recovery when needed. Talk to your manager and contact Patient Relations for additional resources to support service recovery.

**Listening** enables you to gather information and assist in problem solving.

**ACT:** **Ask** questions, **Correct** the issue, say **Thank you** and **Take action** to ensure a good outcome.
Serving Diverse Spiritual Needs

The Department of Spiritual Care serves our patients and their diverse needs.

**Spiritual Care’s Mission**

Provide high quality, cross-culturally sensitive spiritual care to patients, families and staff of Harborview Medical Center (HMC) and the University of Washington Medical Center (UWMC), as well as to provide pastoral education to clergy, theological students, and qualified lay persons in the hospital and the larger community which the Medical Centers serve.

**Spiritual Care Providers** are part of the medical care team and wear hospital issued badges. Like our patients, they are from many faith traditions. They respect your faith, beliefs and values and are here to support patients, families and staff of diverse traditions and personal practices.

They serve by . . .

- Listening
- Prayer
- Offering support during times of crisis, loss, injury or illness
- Providing sacraments or rituals such as baptism, communion, blessing, anointing, and viaticum
- Contacting local clergy of various faiths.

**Testimonials:**

“I find such comfort just knowing you are there for others like me in their darkest hour, to hold them up when they feel they are sinking. That’s what you did for me.”

~ Spouse of a seriously injured patient

“I want you to know that because of you, I have already changed my own practice as a nurse. I take more time to listen. I hold my patients’ hands longer when they are scared. I take care of their families who are hurting in a way I never felt I had time for in our busy setting. You have changed the way I view how one human being can affect another.”

~ Staff Nurse

<table>
<thead>
<tr>
<th>UWMC ML &amp; NW Spiritual Care</th>
<th>HMC Spiritual Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: (206) 598-9174</td>
<td>For an on-call Spiritual Care Provider, call the Hospital Operator at (206) 744-3000 and ask them to page the on-call Spiritual Care Provider (or Chaplain).</td>
</tr>
<tr>
<td>They will contact you within 10 minutes and can be at the bedside within 30 minutes.</td>
<td>Spiritual Care Providers are available to HMC 24 hours a day, 7 days a week.</td>
</tr>
</tbody>
</table>
Suspected Child Abuse or Neglect - Reporting Requirement
(See UW Administrative Policy 11.8 for more details)

University employees and volunteers must orally report suspected child abuse or neglect by tele-
phone or otherwise at the first opportunity, but no later than 48 hours after suspecting abuse has
taken place. There are three alternative ways to make such a report:

1. Call the University of Washington Police Department (UWPD) at 206-685-UWPD (8973).
   If the incident is outside of UWPD's jurisdiction, UWPD will report it to the appropriate law en-
   forcement agency; or

2. Call the Department of Social and Health Services (DSHS) at 1-866-ENDHARM (1-866-363-
   4276); or

3. Call the law enforcement agency having jurisdiction in the location of the suspected incident, if
   other than the UWPD.
Patient and Family Centered Care

Patient & Family Centered Care is an approach to health care that actively engages patients, families, and staff as partners to shape policies, programs, facility design, and day-to-day interactions. Our UW Medicine departments support Patient/Family Advisor Councils, and facilitates patient and family involvement in decision-making at all levels.

The information and services we provide equip and empower patients and their families to actively participate on their health care team and make informed decisions about their health and health care. We collaborate with patients, families, and staff in an environment of mutual respect and shared goals to optimize the health care experience. Our primary goal is to help staff create high-quality patient education materials that help patients understand and make their best choices about health.

<table>
<thead>
<tr>
<th>UWMC Patient &amp; Family Centered Care</th>
<th>HMC Patient &amp; Family Centered Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact: Andrea Dotson, CHES</td>
<td>Phone: (206) 744-3477</td>
</tr>
<tr>
<td>Phone: (206) 598-7448</td>
<td>Contact Patient Care Services for more information</td>
</tr>
<tr>
<td>Email: <a href="mailto:pfcc@uw.edu">pfcc@uw.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

Preventing Sexual Harassment

The University Policy on Non-Discrimination that addresses sexual harassment has the goal of promoting an environment that is free of:

- **Discrimination** against a member of the university community because of sex or sexual orientation.
- **Harassment** against a member of the university community because of sex or sexual orientation.
- **Retaliation** against any individual who reports concerns regarding harassment, or who cooperates with or participates in any investigation of allegations of harassment or retaliation.

Potential of Corrective Action

After thorough investigations, individuals found to have displayed behavior that is determined to be sexual harassment may be subject to disciplinary action up to and including dismissal.

Sexual Harassment Facts

- Sexual harassment is a form of discrimination under the Civil Rights Act of 1964, Title VII.
- Sexual harassment is illegal.
- Sexual harassment and retaliation are prohibited by UW Policy.
- Harassers can be held personally liable.
- Sexual harassment includes **deliberate** or **repeated behavior of a sexual nature** that is **not welcome, not asked for, and not willingly returned.**
What is Sexual Harassment?

Sexual harassment may include unwanted sexual or gender-based conduct that is severe, persistent or pervasive enough that it either creates an intimidating, hostile or offensive working or learning environment, or unreasonably interferes with academic or work performance.

- Sexual harassment includes deliberate or repeated behavior of a sexual nature that is not welcome, not asked for, and not willingly returned.
- The person on the receiving end determines whether the behavior is welcome or seriously offensive.
- Intent to do harm is not a necessary factor when determining if behavior is sexual harassment.
- Gender-based (non-sexual) harassment is also sexual harassment.
- Men or women can be harassed by members of the same or opposite sex.
- Non-employees (e.g. students, vendors) may be harassed or may be harassers.

What is Retaliation?

Retaliation is any ‘materially adverse’ employment action that might have dissuaded a reasonable worker from making or supporting a claim of discrimination.

- May exist with unwarranted corrective action, dismissal or a poor performance evaluation.
- Could be exhibited through treating or encouraging others to treat an employee in a hostile manner.
- Can still occur, even if the underlying claim of harassment is found to be unsupported.

Your Responsibilities

Supervisors must establish and maintain work environments that are free from sexual harassment.

They must:

- Ensure that inappropriate behavior stops and doesn’t start again.
- Take prompt, remedial action when they learn of a complaint – even if the complainant asks them not to.

Faculty & Staff are required to report complaints of harassment and to cooperate fully with investigative processes.

Resources

You have the right to a work and educational environment that is free of harassment and discrimination.

If you have questions or concerns related to sexual harassment, discrimination or retaliation, please contact any of the following resources.

<table>
<thead>
<tr>
<th>A Supervisor, Manager, Director or Administrator.</th>
<th>Human Resources:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>UWMC: (206) 598-6116</td>
</tr>
<tr>
<td></td>
<td>HMC: (206) 744-9220</td>
</tr>
</tbody>
</table>

UCIRO (University Complaint Investigation & Resolution Office):
206-616-2028

Take Action!

If you observe or are involved in a situation that makes you feel uncomfortable and may be interpreted as potential sexual harassment or retaliation:

- Don’t ignore it!
- Tell someone!
UW Medicine

Patient Safety
The Patient Experience

Patient Safety

The Patient Safety Team for each organization oversees patient safety projects and initiatives. When a patient safety event occurs, the team conducts case reviews and analysis to understand what happened and why. In this way, we are then able to evaluate the overall systems and processes in order to improve the safety of our patients.

**Teams and Contact Numbers**

**UW Neighborhood Clinics**
Molly Snow Shumway – Director of Network Operations
520-5666  molsnow@uw.edu; molsnow@uwpn.org
Stephanie Thiederman – Manager of Patient Relations and Compliance
520-5587  thieds@uwpn.org

**UWMC**
Jessica Yanny-Moody, MS, CNS, CCRN – Associate Director of Safety and Quality
206-598-8658  jmyanny@uw.edu
Adam Rio, MPA, RN – Patient Safety Specialist
206-598-0240  adamrio@uw.edu

**HMC**
Christine Cottingham, MS, RN, CPPS – Patient Safety Officer
206-744-5051  cotting@uw.edu
Tonya Martino, BSN, RN – Patient Safety Net (PSN) Clinical Manager
206-744-9213  tmartino@uw.edu
Patient Safety Program
psadmin@uw.edu
https://hmc.uwmedicine.org/BU/patientsafety  or just search “patient safety” from the HMC Intranet

**Airlift Northwest**
David Manley – Program Safety Officer
425-301-2890  david.manley@airliftnw.org
Patient Safety Resources

The Joint Commission- National Patient Safety Goals
https://www.jointcommission.org/standards_information/npsgs.aspx

Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS)
We referenced the CUS tool

Institute for Health Care Improvement (IHI)
http://www.ihi.org/Pages/default.aspx

Just Culture
https://www.outcome-eng.com/getting-to-know-just-culture/

PSN Reminders

− Do complete for any:
  o “Adverse Event” involving a patient, staff member or visitor
  o “Near Miss” involving a patient, staff member or visitor
  o “Unsafe Condition”
− Do report as soon as possible,
− Do record the facts in the medical record for patient related events
− Do call Risk Management if there is a bad outcome or serious event
− Do keep information confidential

− Don’t speculate or blame; be factual
− Don’t refer to the PSN report or Risk Management in the medical record
− Don’t use PSN as a substitute for good teamwork communication

When in doubt, Fill one out!
PSN REPORT INSTRUCTIONS

1. **CLICK** on the PSN icon on your AMC desktop

Log on using your AMC login and password.

2. **CHOOSE** the correct type of event. For Patient Event types, enter the Medical Record Number of the patient and then click Search to confirm the name of the patient involved.
   - All fields marked * are required—select “not applicable” if you cannot find an appropriate category

3. **SELECT** the appropriate event category, discovery date, and location/clinical service. There are Unknown or Not Applicable choices for Clinical Service if needed.

4. **DESCRIBE** the event as it occurred. Try to stick to facts rather than opinion or speculation.

5. **PICK** a harm score for the event (a guide can be accessed by clicking 🕵️‍♂️)

6. **SUBMIT** the event, and you’re done!
UW Medicine
Infection Prevention & Control
HAND HYGIENE –  
1st Defense Against Infection for Patients and Staff

Hand Sanitizer –
>hands must remain wet with waterless sanitizer for a minimum of 20 seconds
>alcohol “dwell time” required to allow gel to break down organisms on hand

Soap and Water Wash
>
wet hands
>apply ample soap
>before rinsing, scrub for at least 20 seconds
>rinse thoroughly
>dry with paper towel
>use new towel to turn off faucet

Terms and Acronyms:
Hospital Associated Infections (HAI): Infections that patients acquire while they are receiving treatment for another condition in a health care setting.

Multidrug Resistant Organisms (MDROs): Microorganisms that are resistant to multiple antibiotics. Most common is MRSA, or Methicillin Resistant Staphylococcus aureus. Others include, but not limited to:
- Vancomycin Resistant Enterococcus (VRE)
- R- E.coli
- R-Acinetobacter
- R-Psuedomonas

Personal Protective Equipment: PPE
We use Personal Protective Equipment (PPE):
- To protect ourselves from acquiring bacteria
- To protect our patients as we move from room to room from acquiring bacteria.

PPE can be used in different combinations depending on type of bacteria/isolation precautions. PPE includes:
- GLOVES
- GOWN
- MASK
- EYESHIELDS
- RESPIRATORS
**Contact Precautions**

**Used for:**
- Multidrug resistant organisms (MDRO)-MRSA, VRE, ESBL, CR, PRSP
- Uncontrollable body substances, etc.

**PPE:**
- Gown and Gloves

**Equipment/Environmental Clean:**
- Disinfectant towelette (Quat ammonium)

**Hand Hygiene:**
- Gel or Soap and Water

**Contact Enteric Precautions**

**Used for:**
- *Clostridium difficile* (C. diff)
- Norovirus
- Patients with nausea, vomiting, diarrhea of unknown cause

**PPE:**
- Gown and Gloves

**Equipment/Environmental Clean:**
- BLEACH

**Hand Hygiene:**
- Going into room: Gel
- Leaving Room: **MUST USE SOAP AND WATER**

*Alcohol gel will not kill C. diff spores. You MUST wash your hands upon leaving the room to mechanically remove spores from your hands.*
**Droplet Contact/ Oncology Droplet Precautions**

**Used for:**
- Influenza and other respiratory viruses
- Meningococcal meningitis
- Mumps, rubella, pertussis, etc.

**PPE:**
- Gown and Gloves, Mask with eye shield

**Equipment/Environmental Clean:**
- Disinfectant towelette (Quat Ammonium)

**Hand Hygiene:**
- Gel or Soap and Water

**Airborne Respirator Precautions**

**Used for:**
- Pulmonary Tuberculosis

**PPE:**
- PAPR or N95, Gloves, if needed
- Negative Pressure Room

**Special Alerts:**
- HMC Only: Contact Infection Control to “clear” precautions

**Equipment/Environmental Clean:**
- Disinfectant towelette (Quat Ammonium)

**Hand Hygiene:**
- Gel or Soap and Water

**Airborne Contact Precautions**

**Used for:**
- Chicken pox (varicella)
- Disseminated Herpes zoster
- Localized Herpes zoster (in an immunocompromised patient)
- Measles

**PPE:**
- Gown, Gloves, Mask with eye shield
- Negative pressure room preferred, Contact IC.

**Special Alerts:**
- Enter only if IMMUNE
- HMC Only: Do not enter if pregnant

**Equipment/Environmental Clean:**
- Disinfectant towelette (Quat Ammonium)

**Hand Hygiene:**
- Gel or Soap and Water
**Airborne Respiratory/Contact Precautions**

**Used for:**
HIGH RISK INFECTIOUS AGENTS
- Viral hemorrhagic fevers (Ebola)
- MERS-CoV
- SARS
- Avian Influenza

**PPE:**
- Gown, Gloves, PAPR/N95, eye protection
- Negative pressure room
- Booties and hat can be used if indicated (massive secretions/body fluids)

**Equipment/Environmental Clean:**
- Disinfectant towelette (Quat Ammonium)

**Hand Hygiene:**
- Gel or Soap and Water

**Blood or Body Fluid Exposure**

If you are exposed to blood or body fluids, do the following:
1. Wash, WASH, WASH area exposed for several minutes
2. Eyes or mouth splashed? Rinse, RINSE for several minutes
3. Seek help/report!
   a. Your supervisor
   b. Employee Health 0730-0430 Mon-Fri
   c. Emergency room- after regular business hours

Administrative Policy and Procedure available on the intranet: Control Plan for Occupational Exposure to Bloodborne Pathogens

**Occupational Exposure to Bloodborne Pathogens** - WAC 296-823-12005

**Infectious Agents Transmitted by Blood or Blood Products**

- **Viruses**
  - Hep A, B, C, D (delta agent)
  - CMV, EBV, HHV-8
  - HIV 1 & 2, HTLV I & II
  - Parovirus B19
  - West Nile virus
- **Parasites**
  - Malaria
  - Babesiosis
  - Trypanosoma cruzii
- **Rickettsia**
  - RMSF, Q Fever
- **Spirochetes**
  - Syphilis, Relapsing Fever
- **Other Bacteria**
  - Red Blood Cells
    - Yersinia enterocolitica
    - Psudomonas fluorescens
  - Platelets
    - Coag neg Staphylococcus
    - Salmonella choleraesuis, E. coli, Seratia, Bacillus, Enterobacter

(Principles and Practice of Infectious Diseases 2005)
May Potentially contain Bloodborne Pathogens

- blood
- any body fluid visibly contaminated with blood
- semen
- vaginal secretions
- amniotic fluid
- saliva from dental procedures
- breast milk
- synovial fluid
- pleural fluid
- pericardial fluid
- peritoneal fluid
- unfixed tissue, organs & cerebrospinal fluid

Occupational Exposure Risk

**High Risk**
- Large bore needle that has been in a vessel
- Source patient has Hepatitis B, C, or HIV

**Low Risk**
- Mucous Membrane exposure
- Small amount of body fluid

Risk of Transmission from Infected Source Patient

**Viral pathogen**
- Hepatitis B: > 30%
- Hepatitis C: 1.8%
- HIV
  - Percutaneous 0.3%
  - Mucous Membrane 0.09%

**Incubation**
- HBV/HCV: 1-4 months
- HIV: 1-6 weeks

Prevent Transmission of Bloodborne Pathogens

- Consider all patients potentially infectious
- Get a Hepatitis B vaccination if you are a worker who may have contact with blood or body substances/liquid
- Use standard precautions for ALL patients
- Use barriers to prevent contact with blood, body fluids, and mucous membranes as appropriate
- Prevent needle sticks and splashes to eyes or mouth
UW Medicine
Workplace Safety & Violence Prevention
Workplace Safety

Public Safety/Security Teams

The goal of your public safety/security teams are to provide as safe and healing environment as possible. All officers maintain a constant presence, patrolling all areas of your work space. Anytime you see or hear something that doesn't feel right, notify your team.

Your work location determines who you contact for non-urgent and urgent reporting.

Teams and Contact Numbers

**UWMC Public Safety at UWMC Montlake**
- Direct Line to a Security Officer (24/7): 206-598-5555
- Public Safety Office (business hours): 206-598-4909

**UWMC Public Safety at UWMC Northwest**
- Public Safety Office: 206-668-2795

**HMC Security Services at Harborview Medical Center**
- 24/7 Non-Emergency: 206-744-3193
- 24/7 Emergency: 206-744-5555

**Unico Security Services at the IBM Building, 5th Ave:** 206-628-5104

**When to Call**

When you observe suspicious activity call your appropriate Public Safety/Security Team at the numbers provided above.

When you observe criminal activity and feel there is an imminent threat or believe police response is necessary **call 911**.

*Trust Your Instincts. Call Early.*

**What to Say**

- Identify yourself as an employee of UW
- Your name
- Your location and location of activity
- The problem you are reporting

**Helpful Descriptors**

- What they look like
- Observed behavior
- Direction of travel
- The suspicious behavior that motivated you to call
Personal Safety Tips from the Seattle Police

- Wear your employee identification name badge at all times during work hours.
- Be aware of your surroundings, trust your instincts and use common sense.
- Walk with a co-worker whenever possible.
- If you see a crime in progress, contact the police by calling 911.
- Consider wearing clothing and shoes that you can move freely and quickly in, especially when walking or waiting for the bus, train, or ferry.
- Don't be afraid to cross the street, return to a business, or ask for help based on a "funny feeling”. You may be right!

Protect Your Property

- When leaving your office, shut and lock the door
- Keep personal property secured (e.g. locked in a drawer in your office or in your locker)
- Make use of locker space when provided and SECURE YOUR LOCKER
- Do not bring valuable or unnecessary personal items to work
- Record serial numbers on electronic equipment (cell phone, iPod, etc.)
- Protect your car from car prowls and vehicle theft
  - Don’t leave anything of value in your car
  - Set your alarm or use a locking device
  - Report suspicious activity in parking lots

SAFETY ON OUR UW CAMPUS IS EVERYONE’S RESPONSIBILITY !!
What is Workplace Violence?
The University of Washington has programs to prevent violence on campus.

Workplace Violence Definition
Healthcare Setting definition
• Workplace violence is a verbal threat to cause harm to or physical assault to an employee of the healthcare setting.

Other Setting Definitions may include
• Harasses or intimidates others
• Interferes with an individual’s legal rights of movement or expression
• Disrupts the workplace, the academic environments or the University's ability to provide service to the public

Reacting to Potential Danger & Responding to Escalating Behavior
• Listen to and acknowledge the individual – Allow him/her to express their concerns and ask for clarification if necessary
• Validate vs. Agreement (validate their experience vs agreeing with their complaint)
• Set limits if necessary
• Protect yourself, your personal space and notice your exit plan
• Manage your own responses
• Maintain a calm demeanor
• Report concerns and behavior to your manager/supervisor, public safety or security team and the police as appropriate
• Know your campus and/or department response plan (e.g. Show of Support, Code Gray)

SafeCampus
SafeCampus is a UW violence prevention & response program for non-urgent, non-clinical concerns.

Behaviors of concern include: Harasses or intimidates others, Interferes with an individual’s legal rights of movement or expression, Disrupts the workplace, the academic environments or the University's ability to provide service to the public.

- Phone lines answered 24/7
- Provide information & resources to reduce risk
- Collaborate extensively with the Medical Center’s Human Resources, Security and other necessary departments to create action plans to reduce risk
- Follow up to ensure action plan is completed

206-685-SAFE (7233)
Search for ‘SafeCampus’ on the UW website. Link: http://www.washington.edu/safecampus/
Code Silver – Active Shooter

Code Silver Definition

Code Silver is an event when an individual or group is actively shooting at persons on campus with a firearm. These are the three basic things you need to know to survive.

Shots Fired video on intranet: https://uwmc.uwmedicine.org/bu/Safety/Pages/default.aspx

Code Silver Response Measures

• **Staff Response: RUN**

  If within the VICINITY of the shooter:
  - Staff should not do anything to provoke the shooter
  - If no shooting is occurring, staff should do what the shooter says and not move suddenly.
  - Call 911 when safe & give your exact location.

  If the shooter starts shooting, staff should take decisive action:
  - Flee for an exit while zigzagging (if appropriate)
  - Escape if possible, leave belongings behind, and help patients, staff and visitors to escape if possible
  - Warn others and prevent them from entering the area

• **Staff Response: HIDE**

  If NOT within the VICINITY of the shooter and CANNOT leave the area safely, staff should:
  - If in a hallway, get to a nearby room and secure it
  - Unless close to an exit, do not attempt to run through long hallways to get to an exit as there are risks for encountering the shooter
  - Keep other staff, patients and visitors confined in the area
  - Lock and barricade doors and windows. Use beds, copiers, cabinets, tables etc.
  - Turn off TV’s, mobile phones and other devices that emit sound

• **Staff Response: As A Last Resort FIGHT for Your Life!**

  As a last resort, if there is no possibility of escaping or hiding, and only if a person’s life is in imminent danger, one can make the personal choice to FIGHT.

  Options to consider include:
  - Throw things, yell, use improvised weapons
  - Develop an action plan and work as a team
  - Committing to one’s action to fight for your life or someone else’s life
Environment of Care

What is Environment of Care?

Environment of Care Goal:
To maintain a safe environment for everyone.

Harborview Safety Goal:
Provide a safe, supportive, and effective environment at HMC through employee health and safety, hazardous materials and waste management, environmental safety, and emergency preparedness.

UWMC Safety Goal:
Establish and maintain a safe environment for patients, visitors, staff and students; safeguard our resources, equipment and property.

Emergency Codes

Codes are announced overhead. They are initiated by someone calling the operator or security to report an event. If you are calling in a Code, please provide specific information as to location and what is happening.

Use the Emergency Manual as a reference guide for instructions on what to do when you hear a Code called.

<table>
<thead>
<tr>
<th></th>
<th>HMC</th>
<th>CODE</th>
<th>UWMC</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-5555</td>
<td>RED</td>
<td>Fire Response</td>
<td>222</td>
</tr>
<tr>
<td>4-5555</td>
<td>AMBER</td>
<td>Infant Abduction</td>
<td>222</td>
</tr>
<tr>
<td>222</td>
<td>BLUE</td>
<td>Medical Emergency</td>
<td>222</td>
</tr>
<tr>
<td>4-5555</td>
<td>GRAY</td>
<td>Patient Behavioral Emergency</td>
<td>222</td>
</tr>
<tr>
<td>See Emergency Reference Guide</td>
<td>INTERNAL TRIAGE</td>
<td>Patient Evacuation / Internal Disaster</td>
<td>222</td>
</tr>
<tr>
<td>See Emergency Reference Guide</td>
<td>EXTERNAL TRIAGE</td>
<td>External Disaster</td>
<td>222</td>
</tr>
<tr>
<td>4-5555</td>
<td>Bravo</td>
<td>Bomb Threat</td>
<td>HMC Only</td>
</tr>
<tr>
<td>3-7012</td>
<td>Cyber</td>
<td>Cyber Disaster</td>
<td>HMC Only</td>
</tr>
<tr>
<td>See Emergency Reference Guide</td>
<td>Echo</td>
<td>Evacuation</td>
<td>HMC Only</td>
</tr>
<tr>
<td>4-5555</td>
<td>ORANGE INTERNAL</td>
<td>Chemical / Radiation Spill</td>
<td>222</td>
</tr>
<tr>
<td>UWMC Only</td>
<td>ORANGE EXTERNAL</td>
<td>Victim Decontamination</td>
<td>222</td>
</tr>
<tr>
<td>4-5555 or 911</td>
<td>SILVER – ACTIVE SHOOTER</td>
<td>222</td>
<td></td>
</tr>
<tr>
<td>Check email or check with supervisor</td>
<td>ZEBRA</td>
<td>Heightened Alert/ Informational</td>
<td></td>
</tr>
<tr>
<td>222</td>
<td>Medical Assistance/ Urgent Help</td>
<td>222</td>
<td></td>
</tr>
</tbody>
</table>
Fire Safety & Evacuation:
Fire Response is activated by a Code Red.

Important things to know include:
1. Location of fire extinguishers and how to use them
2. The nearest exit; always use the stairs
3. The fire response plan for your department;
4. The importance of fire doors
5. At UWMC, the location of evacuation equipment on your inpatient unit

Evacuation is not always necessary, but if ordered, know the evacuation route and relocation point for your department. This information should be provided to you by your supervisor or, at Harborview, the emergency warden for your department.

Disaster Preparedness:
Disaster plans are activated by a Code Triage. Follow your department’s disaster plan.

Inclement Weather Policy
ALL staff are essential. ALL employees scheduled to work are expected to have alternative plans in place to allow them to safely get to work as scheduled.

Everyone has a role.

Have a personal preparedness/family plan.
• Have a kit for work, car and home
• Have a family communication plan
• Have a proactive alternative transportation and childcare plan

Earthquake
During
• Keep away from windows, doors and falling objects.
• Comfort patients
• Drop, Cover, Hold
• Protect yourself so you can continue patient care

After
• Assess damages and injuries
• Move to safety and stay indoors
• Do not use elevators, open flames or telephones
• Report to your supervisor
• Wait for instructions

“An ounce of prevention is worth a pound of cure.”
-Benjamin Franklin

Disaster/Emergency Resources
• Emergency Manual/ Emergency Reference Guide
• Department Disaster Plan
• Hospital Disaster Plan (available on the intranet)
• Employee Hotline
  o HMC 744-INFO (4636)

Waste Management
For environmental stewardship and regulatory compliance, please ensure that you dispose of waste in the correct container. Most waste collection rooms have reference posters indicating what waste goes in which container.
**Hazardous Materials**

Chemical Inventories and Material Safety Data Sheets (MSDS, soon to be Safety Data Sheets) are available on MyChem: http://mychem.ehs.washington.edu

**MSDS/SDS** contain safety information on:
- Chemicals
- Environmental & Health Hazards
- First Aid & Emergency Procedures
- Protective Measures i.e. gloves & safety glasses

**LABEL ALL CONTAINERS**
Read the label and follow directions
Follow departmental procedures for spill clean up
Dispose of chemicals properly

**RELABEL SECONDARY CONTAINERS**
Secure compressed gases
Protect yourself: wear PPE
UW Environmental Health and Safety: www.ehs.washington.edu

**Asbestos**

Older buildings contain asbestos insulation in floors, walls, and pipes.

Asbestos is safe, as long as it is not disturbed.

Airborne asbestos fibers are hazardous to your health.

Avoid damaging walls, floors and pipes with carts, beds, etc.

Stay out of construction areas.

“Do not enter a radiation area unless you are trained to work in that area.”

“Do not enter a room when “x-ray in use” sign is lit.”

**Radiation and MRI Safety**

**Radiation**
A radiation accident/incident is a major spill of radioactive material or an injury involving radiation or radioactive materials

Do not enter a radiation area unless you are trained to work in that area.

Do not enter a room when “x-ray in use” sign is lit.

**MRI**
The MRI Suite contains a powerful magnet and the magnet is ALWAYS “ON”

MRI units can cause injury to people with pace makers, metal plates, shrapnel, or jewelry

Metal items become projectiles causing injury or property damage

Working in the MRI suite requires safety training

“In New York, in July 2001, a 6 year old boy was fatally injured by an oxygen tank that was mistakenly introduced into the MRI suite while he was undergoing an MRI exam.”
Medical Equipment Management

Tests, repairs, and maintains diagnostic and therapeutic equipment
Investigates equipment failures & incidents
Must evaluate all patient care equipment
A resource to evaluate patient-owned electronics
All equipment failures and incidents must be reported to Clinical engineering

Safety Resources

All of us are responsible for keeping a safe environment.
Reporting hazards and incidents helps UW Medicine prevent further injuries – we need you to help!
If you see something that needs attention, or if you have ideas on how we can improve the safety of our Medical Centers, please call the Safety Hotline

Other Safety Resources:
Safety Officers
Employee Health
Ergonomics Specialist
Environmental Health and Safety
WA Labor and Industries

Environment of Care Safety Orientation
UW Medicine
Do the Right Thing:
Compliance &
IT Security
Compliance at UW Medicine
New Employee Orientation

This presentation covers:

1. The services provided by the UW Medicine Compliance Program
2. How to recognize possible triggers of healthcare fraud and abuse laws
3. The key concepts of conflicts of interests and standards of ethical behavior
4. Your responsibilities for data stewardship
5. How to obtain answers to compliance questions and report a compliance concern

What is Compliance?

Compliance is following all applicable laws and regulations, policies, guidance, and behaving ethically as you perform your job responsibilities. But the problem is that what’s right for one person may not be right for others. In a nutshell, compliance is doing the right thing for UW Medicine.

⇒ If you remember one thing today, REMEMBER THIS:
Compliance is about DOING THE RIGHT THING!

The UW Medicine Compliance Program

The goals of the UW Medicine Compliance Program are to:

- Reduce risk of fraud, waste and abuse
- Detect and prevent misconduct and violations of laws, regulations, and policies and procedures
- Educate workforce members about their compliance responsibility
- Develop an ethical infrastructure to help guide workforce behavior and activities on behalf of UW Medicine

Simply put, compliance is rooted in doing the right thing.
Compliance Services

UW Medicine Compliance provides many services. We try to help you navigate the waters of confusion. We love to hear from you and to chat with you. We have an anonymous hotline, so know that we are here to help you do the right thing.

Key Services of the UW Medicine Compliance Program

- Consultation and Guidance
- Policies and Procedures
- Education and Outreach
- Auditing and Monitoring
- Investigation of Concerns
- Tracking Regulatory Developments

Roles and Responsibilities

We all have a role to play to make sure we are meeting the goals of the Compliance Program. If you see something that does not look right or could be a potential compliance problem, you have a duty to do something about it.

Your supervisor also has a role— they are a great resource and ally for compliance issues. They receive additional training to help you navigate the web of UW Medicine, and various policies, and can help you take the right steps.

Senior Leadership sets the tone for UW Medicine and helps establish of the policies & procedures to help us all comply with federal and state laws and regulations.

UW Medicine Compliance compiles all the rules and regulations and distills them to understandable messages.

UW Medicine Compliance is here to help and you can call or email us directly and can even do so anonymously - we are a services-oriented program.
Achieving Compliance

Document properly

Make ethical decisions

Handle confidential information appropriately

Report non-compliance

What is Trouble?

Some examples:

Can I take a selfie with a patient and post it on Facebook or Snapchat?

Can I stream music or organize a fundraiser while at work?

Can I accept a gift from a patient or accept an all-expense paid trip to Hawaii from a vendor?

Can I take a second job?

Can I review my mother’s medical record?
Laws and Policies

There are many laws that govern compliance and they are in constant flux - well established laws are updated frequently plus new ones added all the time.

Code of Conduct

An important aspect of the UW Medicine Compliance Program is the Code of Conduct, which outlines your compliance responsibilities. They are provided to you upon hire.

- Behave in a respectful, professional and ethical manner
- Comply with laws, regulations, policies and standards
- Prevent fraud, waste and abuse
- Ensure the privacy and security of all data
- Avoid conflicts of interests
- Maintain accurate and timely records
- Use institutional resources appropriately
- Report concerns
Definitions - Fraud, Waste, and Abuse

Let’s make sure we have a common understanding of fraud, waste, and abuse.

**Fraud**: a type of illegal act in which something of value is obtained through misrepresentation.

**Waste**: not receiving reasonable value for goods & services due to mismanagement, inappropriate actions or inadequate oversight.

**Abuse**: provider practices that are inconsistent with sound medical, fiscal or business practices.

**Healthcare Overpayments**

Why is there intense government focus on healthcare spending? Because fraud, waste, and abuse losses are estimated in the BILLIONS!

Some estimate about 10% of the federal government’s congressional budget office is overpaid due to fraud and abuse!

As a result, the government is:
- Implementing new laws and regulations
- Increasing education efforts and enforcement activities
- Expecting a structured compliance program to prevent, detect and address fraud, waste, and abuse

**Submitting a Claim**

Submitting a false claim is prohibited.

What are some examples of false claims?
- Unbundling or up-coding services
- Duplicate billing for the same service
- Billing for services without a documented order
- Billing for resident services without the appropriate Teaching Physician documentation
- Billing a study subject instead of sponsored research account

A claim must accurately reflect the services provided.
More on Fraud, Waste and Abuse

Additional points on fraud, waste, and abuse:

Merely submitting a false claim is sufficient proof of intent to violate the law - so, ignorance is not an excuse.

Individuals can file a lawsuit on behalf of the government and they may share a percentage of any recovered monies. This is called "Qui Tam" - a.k.a. "Whistleblower provision". The Department of Justice receives about 600 whistleblower lawsuits every year.

Employers cannot retaliate against employees who report concerns; you have a duty to report violations. Violations may generate civil and/or criminal penalties; UW Medicine has a zero tolerance for retaliation.

EMTALA

The Emergency Medical Treatment and Labor Act is a federal law that prohibits “patient dumping”: failing to provide necessary health services by either transferring or forwarding a patient to another facility or simply turning the patient away.

The goal is to ensure no one suffers harm from a medical condition because they do not have insurance coverage or money to pay for health services.
Basic Requirements:
- Emergency Departments (EDs) must perform a Medical Screening Exam (MSE) to determine if an Emergency Medical Condition (EMC) exists for all persons regardless of their insurance status or ability to pay, and then stabilize and treat those persons accordingly.
- Hospitals must admit and treat a pregnant patient who presents in active labor until delivery is completed (including delivery of the placenta), unless an “appropriate transfer” carried out under the EMTALA law.

Key Points:
- When in doubt, provide medical assistance without delay, including accepting “questionable” transfers as well as helping patients locate and access the Emergency Department (ED) as needed!
- Don’t delay triage/treatment for the purposes of inquiring about a patient’s insurance coverage.
- With respect to transfers, UW Medicine hospitals are typically “receiving hospitals” because of our specialized capabilities to provide treatment.
- If you suspect an EMTALA violation has occurred:
  1. If your facility uses Patient Safety Net (PSN), enter the information into PSN and:
  2. Notify your supervisor immediately and work with her/him to notify your facility’s ED Nurse Manager, ED Medical Director, and Medical Director’s Office.

**Conflict of Interests and Ethics**

Conflicts of interest and ethics cover many areas in which doing the right thing - making the right job-related decision - will minimize your risk and UW Medicine's risk of not complying with the many rules and regulations.

**What is a conflict of interest?**
A conflict of interest is when an outside or personal interest biases your work judgment or your ability to perform your job duties.

Juggling the interest of UW Medicine vs Me, My friends, My family, My coworkers...
Outside Work

Outside work is a common conflicts of interest and ethics topic. You must discuss any outside work, whether paid or unpaid, with your supervisor.

- Obtain approval
- Outside work must not present a conflict of interest
- UW employees must register outside work

This applies whether the outside work you do is paid or unpaid.

Institutional Resources

Institutional Resources include your work time, work e-mail, and everything UW Medicine owns or rents. These resources can be used only for the sole benefit of UW Medicine business.

Examples
- Computers
- Internet
- Email
- Cash
- Buildings
- Equipment
- Paper
- Photocopiers
- Supplies

Also, please remember this includes network bandwidth, so streaming music on your work computer is not allowed.
Using Institutional Resources

Use the table below in deciding the use of institutional resources. It is important to have an open dialogue with your supervisor about institutional resources where you work.

Email internet and local telephone only **okay if:**
- Brief and infrequent
- Little or no cost
- No personal gain
- No interference with your job
  (or coworker’s job)
- Special rules for researchers

**Do not** use for:
- Personal benefit or gain
- The benefit or gain of another
- Political purposes
- Personal or commercial business
- Illegal or improper activities including gambling or betting pools
- Streaming music or videos for personal interest

Gifts

You **cannot** accept, solicit, receive, or offer anything of value. Avoid giving patients extra supplies or materials in excess of $15.

Some strategies for situations when you receive gifts from patients or families:

- Try to politely refuse, explaining that your job prohibits acceptance of personal gifts
- Give the gift to your supervisor who can redirect it to your institution's Advancement Department
Charitable Fundraising

Charitable fundraising at work is another conflict of interest and ethics topic. You may participate in charitable fund raising at work only if your unit head determines and documents in writing that the activities contribute to organizational effectiveness or improve morale. Even if authorized, charitable fundraising is limited to "de minimis" use of institutional resources and not interfere or detract from your work.

Ethical Decision Making

In making an ethical decision, we all take steps and ask questions before arriving to a conclusion of whether it is okay or not. You might ask:

- Is it illegal and outside policy?
- Is it unreasonable?
- Is there personal gain?
- Is it incurring excessive time or money?
- How would it look to the public?

If you are unsure what to do, ask your supervisor or consult with UW Medicine Compliance. We can help you and your supervisor navigate ethical decision making so that, in the end, you are doing the right thing for UW Medicine.
Ethical Decision Making for State Employees

The WA State Ethics in Public Service Act addresses conflicts of interest and ethics. This law applies only to employees of Washington State. It governs use of state resources and identifies an employee’s individual responsibilities and liability. Sanctions for non-compliance by State Ethics Board can include civil penalties of up to $5,000 per violation, reprimand, suspension or even loss of your job and the violation becoming public knowledge.

Violations are public knowledge on the Washington State Executive Ethics Board website

Conflicts of Interests and Ethics Summary

Conflicts of interests:
- Are often financial in nature, and typically related to outside work
- May be actual conflicts or have the appearance of a conflict;
  both are equally important to manage
- Must be disclosed to your supervisor
**Information Security**

Data stewardship and protecting patient information is the responsibility of all UW Medicine workforce members.

Your personal, profession and ethical responsibility is to protect all information used in the course of your work for UW Medicine.

**Importance of Information Security**

Patients entrust us with their most personal information. Even innocent mistakes can lead to poor consequences.

Always consider the purpose when you share confidential information. Does all the information need to be included?

In general, be discreet and professional.

**Identity Theft**

For patient safety and to prevent fraud, you must protect patient information. Follow your entities procedure to prevent identity theft.

Request government-issued photo identifications from patients:

- At check-in
- When providing patient information to an individual
Accountability

You are responsible for keeping confidential information **private** and **secure** no matter what form it in or how it is transmitted or maintained.

**Best Practices – Verbal**

Even when talking, patient information is still private. You can’t encrypt verbal communication. Be aware who is around you when you’re talking about PHI, discussing SSN or Credit Card numbers.

**In work areas**

- Discuss PHI for job-related reasons only
- Discuss PHI in appropriate settings and only with those who have a need-to-know
- Use your professional judgment before discussing PHI in front of the patient’s friends and family - if you are unsure, ask the patient if it is ok to discuss

**In public areas**

- Speak with a soft voice
- Be conscious of your surroundings, who is around you and what can be overheard
- Only use last or first name when calling patients in a waiting area
- Limit patient information discussed to the minimum necessary
Best Stewardship Practices – Written

It is important to protect restricted or confidential information that is in written form. It must be secure when not in use.

- Ensure faxes are sent to the correct recipient
- Always clear restricted or confidential information from printers immediately
- Dispose of information appropriately when no longer needed
- Physically secure all paper in lockable cabinets
- Carefully check patient’s name on the documents obtained from a printer match the intended recipient

Workforce Responsibilities

Workstations
Workstations must be locked or logged-out when not in use or unattended. Workforce members who use their personal computer for work must secure the computer to the same level as a UW Medicine-owned computer. Do not enter passwords or conduct UW Medicine business from 3rd party kiosks, such as an Internet Café computer.

Email
All confidential information (including PHI) must be encrypted when sent outside UW Medicine. All UW Medicine email is open to public disclosure. Do not forward confidential emails to a third party email system e.g., Yahoo!, AOL, Gmail. Check and double-check all messages for proper recipient email addresses

Network
When transmitting confidential data (including PHI) through public and wireless networks, use encryption. UW wireless networks labeled “University of Washington” are not encrypted. In your web browser, look for HTTPS in the location bar. If you’re not on a UW network, use a virtual private network (VPN).

Web Browsing
Best practice: use the internet only to perform your job responsibilities. Use plug-ins cautiously: only download if absolutely necessary. When no longer needed, remove the plug-in. Be aware that “trusted” websites may contain malicious software. Clicking links on websites can download and run programs on your computer.
Encryption & Mobile Devices

Encryption is the use of computing technology to make electronic data unreadable by anyone that does not have a password or key. Encryption is required to protect information from unauthorized access and to mitigate disclosure requirements.

UW Medicine provides encryption guidance for:
- Emails
- Mobile Devices
- Files

Mobile Devices
Mobile devices present special risks as they are easily lost or stolen; they are attractive assets.

Your responsibilities:
- Encrypt devices containing PHI, PII or other confidential information
- Do not enable automatic login – use strong passwords to log on to mobile devices
- Update operating system and apps
- Personally owned mobile devices, when used for work purposes, must comply with UW Medicine security policies. The owner of the device is responsible for safeguarding information.

Login Management

Login Management
Use your credentials only for authorized job responsibilities.
- Your credentials leave an electronic footprint.
- Do not share your account information with anyone.
- If someone asks you for your password, do not provide it.
- Change your password at least every 120 days.
- Your supervisor is responsible for making sure your access rights are correctly assigned at onboarding and updating your access upon role changes, transfers or separations.
Passwords
Passwords are the key to computing devices. If anyone obtains the key, they will have access to UW Medicine’s data. Complex passwords may be difficult to remember, recommend using a password safe.

To limit a data breach:
- Do not use the same password for all your accounts
- Choose passwords that are easy to remember, but hard to guess.
  Use a sentence, for example:

  I rode my bike 7 miles to work - Irmb7mTW

Phishing
Phishing is the most common way accounts are stolen. Do not click on links from or submit your credentials to unknown sources. Phishing is the attempt to acquire sensitive information such as usernames, passwords and data/information details by masquerading as a trustworthy entity in an electronic communication.

⇒ Report suspicious emails: uwmed-abuse@uw.edu

Phishing Example

UW Medicine
Breaches

A breach is the acquisition, access, use or disclosure of PHI or PII for non-authorized reasons. Breach examples:

- Lost or stolen device containing unencrypted information
- Clicking suspicious external links sent via email or accessed via internet usage
- Accessing information of others “out of curiosity”
- Information sent to the wrong location via fax, mail, etc.
- Paper information not disposed of properly or handed to the wrong person

Consequences of a Breach

<table>
<thead>
<tr>
<th>Patient</th>
<th>Employee</th>
<th>UW Medicine Health System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss of Privacy</td>
<td>Corrective Actions</td>
<td>Loss of Time</td>
</tr>
<tr>
<td>Negatively Impact</td>
<td>Re-Training</td>
<td>Fines</td>
</tr>
<tr>
<td>Relationships</td>
<td>Loss of Employment</td>
<td>Sanctions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Trust</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reputation</td>
</tr>
</tbody>
</table>
What You Can Do

It is important to recognize the responsibilities for protecting information security and apply best practices.

Take the proper steps to secure confidential information:
- Encrypt and password protect data on all mobile devices used for work purposes
- Do not save emails, documents or other work-related material on a local hard drive or unencrypted mobile device
- Do not use email to send confidential information unless it is encrypted or sent through an approved email domain
- Do not open an email or attachment from an unknown source
- Obtain approval to take PHI offsite
- Report all possible breaches to your IT Help Desk or your Supervisor

When taking information offsite... secure it and keep in your possession at all times.

What You Can Do - Continued

A couple of more things you can do to protect confidential information:
- Use antivirus software.
- Always store information in secure places.
- Use VPN.
- Use secure logins.
- Secure portable devices such as laptops.
- Know who to contact in your organization.
**Know Who to Contact**

Contact IT for guidance or if you think you have an infected computing device.

HMC, UWMC, UWP, and ALNW  
206.543.7012, mcsos@uw.edu

Dean of Medicine  
206.221.2459, domhelp@uw.edu

UW-IT  
206.221.5000

VMC  
x6200, “ITHELP” on web browser

NWH  
206.668.1605

**Reporting Compliance Concerns**

UW Medicine Compliance  
206.543.3098 | 1.855.211.6193 | comply@uw.edu  

Anonymous Hotline  
206.616.5248 or 1.866.964.7744

**Your Compliance Responsibilities**

Your next steps:

- Know the policies that apply to your job and follow them
- Read your entity’s Code of Conduct
- Complete online compliance training as applicable
- Annually review and sign the Privacy, Confidentiality, and Information Security Agreement (PCISA)
Tools

Creating strong passwords

How to encrypt
- https://depts.washington.edu/uwmedsec/restricted/guidance/encryption/

Systems Security Standard

Securing your physical space
- Contact your building facilities department

Compliance Resources

Accounting of Disclosures

Codes of Conduct
- http://depts.washington.edu/comply/resources/

Compliance Policies
- http://depts.washington.edu/comply/policies/

Health Information Management
- http://www.nwhospital.org/visitorinfo/medical_records.asp
  (Northwest Hospital Medical Center)
- http://www.uwmedicine.org/patient-resources/medical-records
  (UW Medicine)
- https://www.valleymed.org/patients-and-visitors/him-/medical-records/
  (Valley Medical Center)

Outside Work Approval Form for State Employees
- https://hr.uw.edu/forms/

Social Media Policies
- http://depts.washington.edu/comply/comp_303/

UW Medicine Compliance
- http://depts.washington.edu/comply/
WA State Ethics


Whistleblower, Washington State Auditor

- [https://www.sao.wa.gov/investigations/Pages/Whistleblower.aspx](https://www.sao.wa.gov/investigations/Pages/Whistleblower.aspx)

UW Administrative Policy Statements (APS) and Executive Orders (EO)

- APS 35.02 [http://www.washington.edu/admin/rules/policies/APS/35.02.html](http://www.washington.edu/admin/rules/policies/APS/35.02.html)
- APS 47.1 [http://www.washington.edu/admin/rules/policies/APS/47.01.html](http://www.washington.edu/admin/rules/policies/APS/47.01.html)
- APS 47.2 [http://www.washington.edu/admin/rules/policies/APS/47.02.html](http://www.washington.edu/admin/rules/policies/APS/47.02.html)
- APS 47.3 [http://www.washington.edu/admin/rules/policies/APS/47.03.html](http://www.washington.edu/admin/rules/policies/APS/47.03.html)
- EO 57 [http://www.washington.edu/admin/rules/policies/PO/EO57.html](http://www.washington.edu/admin/rules/policies/PO/EO57.html)

IT Security Websites

- UWM – ITS [https://depts.washington.edu/uwmedsec/](https://depts.washington.edu/uwmedsec/)
- NWH [http://nwh/sites/operations/ims/SitePages/Home.aspx](http://nwh/sites/operations/ims/SitePages/Home.aspx)
UW Medicine
Human Resources & Payroll
**Human Resources**

**UW Medicine Payroll Services**

Harborview and UWMC Payroll
206-744-9280
uwmpay@uw.edu

- To report a lost badge: askkronos@uw.edu
- Questions about your paycheck: First, talk to your Payroll Coordinator

**Workday and the ISC (Integrated Service Center)**

206-543-8000
ischelp@uw.edu
UW Tower, Floor O-2 (Lobby level or “L” in the elevator)

Access Workday through the ISC website [https://isc.uw.edu/](https://isc.uw.edu/) (UW NetID and password required)

**Who to contact?**

**ISC:**
Contact the ISC for Workday questions about setting up your W-4, direct deposit, and viewing and printing your pay slip, and for questions about benefits enrollment.

**Human Resources:**
UW Medicine employees should contact their Human Resources office for their HR questions including any medical leave longer than three days, FMLA (Family and Medical Leave act), FCA (Family Care Act), Parental Leave, military leave, shared leave, and disability accommodation.

**UW Medicine payroll/your payroll coordinator:**
Contact your Payroll Coordinator or the payroll office for questions about Kronos, time off, and paychecks.
### Employment Type/Classification

<table>
<thead>
<tr>
<th>Employee ID Number (EID):</th>
<th>TBD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Class Code:</td>
<td>1522</td>
</tr>
<tr>
<td>Job Title:</td>
<td>Orientation Specialist</td>
</tr>
<tr>
<td>Start Date:</td>
<td>9/2/2012</td>
</tr>
<tr>
<td>Employment Type:</td>
<td>Professional Staff</td>
</tr>
<tr>
<td>Pay Rate (monthly):</td>
<td>1.00%</td>
</tr>
<tr>
<td>FTE (%)</td>
<td>100%</td>
</tr>
<tr>
<td>Manager Name:</td>
<td>Kurt O’Brien</td>
</tr>
<tr>
<td>Department/Box:</td>
<td>OD&amp;T/359422</td>
</tr>
</tbody>
</table>

**Contract Classified**: [http://hr.uw.edu/labor/unions](http://hr.uw.edu/labor/unions)

**Classified Non-Union**: [http://hr.ofm.wa.gov/rules](http://hr.ofm.wa.gov/rules)

**Professional Staff**: [http://hr.uw.edu/professional-staff-program/](http://hr.uw.edu/professional-staff-program/)

**Hourly/Temporary Employees**: [http://hr.uw.edu/policies/temporary-employment-program/](http://hr.uw.edu/policies/temporary-employment-program/)

- Can work a maximum of 950 hours every 12 months.
- RNs exempt from 950 hour maximum.
- Employees in a temporary position matching an SEIU Local 925 or WFSE bargaining unit title become covered by the union after 350 hours worked.

### Time off/Leave

<table>
<thead>
<tr>
<th>Employment Type</th>
<th>Time off/Leave</th>
<th>Probationary Period</th>
<th>Bargaining Unit (union)</th>
<th>Pay schedule</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Staff</td>
<td>Begin accruing vacation time off at 10 hrs/month.</td>
<td>No probationary period.</td>
<td>No bargaining unit.</td>
<td>Regular Salary pay schedule for regular pay, exception pay schedule for everything else.</td>
<td>Generally eligible for retirement and health insurance benefits.</td>
</tr>
<tr>
<td>Contract Classified (union)</td>
<td>Begin accruing vacation time off at 8 hrs/month.</td>
<td>6-month probationary period. Can use accrued time off during this period.</td>
<td>Each employee is assigned to one of several bargaining units based on job title.</td>
<td>Regular Salary pay schedule for regular pay, exception pay schedule for everything else.</td>
<td>Generally eligible for retirement and health insurance benefits.</td>
</tr>
<tr>
<td>Classified Non-Union</td>
<td>Begin accruing vacation time off at 8 hrs/month.</td>
<td>6-month probationary period. Can use accrued time off during this period.</td>
<td>No bargaining unit.</td>
<td>Regular Salary pay schedule for regular pay, exception pay schedule for everything else.</td>
<td>Generally eligible for retirement and health insurance benefits.</td>
</tr>
<tr>
<td>Hourly/temporary</td>
<td>Only sick paid time off.</td>
<td>No probationary period.</td>
<td>Depends on job title. Discuss with manager.</td>
<td>All pay according to exception pay schedule.</td>
<td>Generally only eligible for retirement.</td>
</tr>
</tbody>
</table>
Pay dates/First Payday:
- On the 10th of the month
- On the 25th of the month

Sometimes these dates vary due to weekends or holidays. For **regular salary pay**, hours worked during the 1-15th of the month will be paid on the 25th, and hours worked during the 16th-the end of the previous month will be paid on the 10th. For **exception pay**, please see the Exception Pay Schedule (next page).

Timekeeping:
KRONOS is the system that most employees will use for Time Reporting, Scheduling and Time off/Leave Management. Separate KRONOS training will be provided if applicable. However, not all departments use KRONOS; check with your department manager for your specific time reporting process.

**Standard Work Week:** Monday-Sunday
*You are responsible for validating the accuracy of your paycheck and employee leave record.*

By noon every Tuesday:
- **Review** your timecard
- **Submit** any changes to your timekeeper
- **Approve** your timecard

First paycheck & Direct Deposit
- **Make sure you set up direct deposit in Workday as soon as possible.** Direct Deposit is the preferred method of receiving your net pay.
- **Please make sure your address on file is current** as your first pay check may be mailed to your home address listed in Workday.

Taxes
- Set up your W-4 Federal Withholding Form in Workday
- You may also opt out of printed W-2s in Workday
Schedule Hours
The following are the number of hours required to meet the “work obligation” for the earnings of monthly paid employees. The total hours can be a combination of hours worked and benefit hours (vacation, etc.) For percentages not listed here, multiply the work period by the percentage to arrive at the required “work obligation” hours.

<table>
<thead>
<tr>
<th>FTE</th>
<th>Hours per 40 Hour Work Period</th>
<th>Hours per 80 Hour Work Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% = 1.00</td>
<td>40</td>
<td>80</td>
</tr>
<tr>
<td>95% = .95</td>
<td>38</td>
<td>76</td>
</tr>
<tr>
<td>90% = .9</td>
<td>36</td>
<td>72</td>
</tr>
<tr>
<td>85% = .85</td>
<td>34</td>
<td>68</td>
</tr>
<tr>
<td>80% = .8</td>
<td>32</td>
<td>64</td>
</tr>
<tr>
<td>75% = .75</td>
<td>30</td>
<td>60</td>
</tr>
<tr>
<td>70% = .7</td>
<td>28</td>
<td>56</td>
</tr>
<tr>
<td>65% = .65</td>
<td>26</td>
<td>52</td>
</tr>
<tr>
<td>60% = .6</td>
<td>24</td>
<td>48</td>
</tr>
<tr>
<td>55% = .55</td>
<td>22</td>
<td>44</td>
</tr>
<tr>
<td>50% = .5</td>
<td>20</td>
<td>40</td>
</tr>
</tbody>
</table>

Time-off/Leave
Prior Service Credit for previous employees: [https://hr.uw.edu/ops/leaves/prior-service-credit/](https://hr.uw.edu/ops/leaves/prior-service-credit/)

Holidays
- Prorated for part-time employees.
- 10 holidays per year. Ask your supervisor or timekeeper how your department compensates employees for holidays.

Vacation time off
- Prorated for part-time employees.
- Visit HR web page for detailed accrual rates.
- Can be used as soon as it’s accrued.
- Professional staff begin accruing 10 hours/month.
- Classified staff begin accruing 8 hours/month.
- Can accumulate a maximum of 240 hours. Excess vacation must be used or lost; cannot be paid out.
- Leave accrual rates: [https://hr.uw.edu/ops/leaves/vacation/](https://hr.uw.edu/ops/leaves/vacation/)

2020 Holiday Schedule

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date Observed</th>
<th>Day of Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>1/1/20</td>
<td>Wednesday</td>
</tr>
<tr>
<td>MLK Day</td>
<td>1/20</td>
<td>Monday</td>
</tr>
<tr>
<td>Presidents’ Day</td>
<td>2/17/20</td>
<td>Monday</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>5/25/20</td>
<td>Monday</td>
</tr>
<tr>
<td>Independence Day</td>
<td>7/3/20</td>
<td>Friday</td>
</tr>
<tr>
<td>Labor Day</td>
<td>9/7/20</td>
<td>Monday</td>
</tr>
<tr>
<td>Veterans Day</td>
<td>11/11/20</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>11/26/20</td>
<td>Thursday</td>
</tr>
<tr>
<td>Native American Heritage Day</td>
<td>11/27/20</td>
<td>Friday</td>
</tr>
<tr>
<td>Christmas</td>
<td>12/25/20</td>
<td>Friday</td>
</tr>
</tbody>
</table>

Sick time off
- Can be used as soon as it’s accrued.
- Permanent staff accrue 8 hours/month, prorated for part-time employees.
- Temporary staff accrue 1 hour for every 40 hours worked (0.025 per hour).
**Personal Holiday**
- 1 personal holiday per calendar year.
- Pro-rated for part-time employees.
- Must be used by 12/31 each year.
- Must use entire holiday day at once.
- Professional Staff and Contract Classified: available after 4 months of continued employment.
- Classified non-union: available immediately.

**Time off Accrual for new employees**

Newly hired permanent employees who start work before the 16th of the month will accrue full time-off hours during the first calendar month of employment. If you started between the 16th and last day of the month, Classified nonunion overtime exempt employees do not accrue hours for that month, but start accruing the following month; Overtime exempt contract classified and professional staff and overtime eligible employees, however, accrue 1 hour for every 40 hours worked in that month. For temporary employees, paid sick time off accrual begins at the start of employment for all hours worked on and after that date, and is available for use the following month.

**Other leave programs:**
If you have questions about any of these, contact your Leave Specialist in your HR office.

**Definition of Family Member** - employee's spouse or same or opposite sex domestic partner; child; parent; grandparent; grandchild; sister; or brother. Family member also includes individuals in the following relationships with the employee's spouse or domestic partner: child, parent, or grandparent. It also includes those persons in a “step” relationship.

**Family and Medical Leave Act (FMLA)** Eligible after working 12 months and 1250 hours.

Provides **12 weeks** of job protected leave and benefits coverage per year to employees who meet FMLA eligibility requirements. If your leave doesn’t meet FMLA requirements, you may still be able to take leave, it just won’t be FMLA and is subject to department approval.

**Family Care Act** is a Washington State program that allows you to use vacation time off to care for a family member with a serious health condition.

**Shared Leave** -- for severe, extraordinary, or life-threatening conditions. Allows eligible employees to donate a portion of their accumulated time off to another Washington state employee who is eligible to receive shared leave.

**Disability Accommodation**: If you require some kind of Disability Accommodation, contact your Leave Specialist through HR. They work with Disability Services Office and your department to provide appropriate accommodations.

**Parental leave**: Covered by FMLA (if eligible), but you can still request Parental Leave regardless of your FMLA eligibility. Parental Leave is not paid but you may be able to use some accrued time off during Parental Leave. Ask your Leave Specialist for details about Parental Leave.
Additional resources and online materials can be found at:
https://depts.washington.edu/uwhr/benefits/orientation/
Summary of Benefits for Classified Staff

University of Washington (UW) offers a wide range of benefits as part of your total compensation package. Choose from top medical and dental insurance programs; plan for your future with tax-deferred investing through the UW retirement options; enjoy generous vacation and sick leave policies; and protect yourself and your family with life and long-term disability insurance. For more information, follow the links shown below or explore the Benefits website at http://hr.uw.edu/benefits/

Insurance

Eligibility
You are eligible for PEBB insurance benefits when appointed to a classified staff position with at least a 50 percent appointment and duration of more than six consecutive months. Classified staff refers to positions that are either governed by a labor contract ("contract classified") or administered by the UW, in accordance with WPRB (Washington Personnel Resources Board) rules.

Insurance benefits generally begin the first of the following month. However, if an eligible appointment begins on the first business or calendar day of the month, eligibility begins on that day.

Medical Insurance
Eligible employees may choose from among 10 health plans, all of which are listed here: http://hr.uw.edu/benefits/health-insurance/compare-plans

Note: The Kaiser Permanente NW plans are only available to those residing in applicable areas.

Flexible Spending Account
If you choose a Classic, Value, or Accountable Care Network (ACN) medical plan, you have the option to contribute to a tax-exempt Flexible Spending Account (FSA). The FSA allows you to save money on eligible medical expenses. http://hr.uw.edu/benefits/more-ways-to-save/fsa-tax-savings-for-medical-costs/

Note: FSAs are not an option for those enrolled in a Consumer-Directed Health Plan. With this type of plan, you would automatically be enrolled in a Health Savings Account instead.

Dental Insurance
Choose from two managed care plans and one preferred provider plan. Dental premiums for you and your eligible dependent(s) are fully paid by the UW.
http://hr.uw.edu/benefits/insurance/health/plans/dental/

Long Term Disability Insurance
The UW pays for Basic Long Term Disability (LTD) coverage with a 90-day waiting period and a maximum benefit of $240 per month. You may purchase additional optional LTD coverage to supplement the Basic LTD, providing up to 60 percent of monthly salary (calculated on a maximum annual salary cap of $120,000) following a waiting period you select. http://hr.uw.edu/benefits/other-insurance/long-term-disability-insurance/

Life, Accidental Death, and Dismemberment Insurance
The University provides each eligible employee with $35,000 of basic life insurance and $5,000 basic AD&D insurance at no cost. You also have the option to purchase additional insurance up to $500,000 with no Medical Evidence of Insurability, and to a maximum of $1,000,000 with Medical Evidence of Insurability. If you enroll in optional life insurance you may apply for amounts of optional life insurance for your spouse or state registered domestic partner and/or children.
https://hr.uw.edu/benefits/insurance/other/life-insurance-accidental-death-dismemberment/

Retirement

Retirement Plans
Participate in one of two plans offered by the Washington State Public Employee’s Retirement System (PERS). With PERS 2, your entire retirement benefit is defined by a formula of 2% times your years of service, and contributions are subject to periodic rate adjustments by the state legislature. PERS 3 offers you an employer-paid retirement benefit based on 1% times your years of service, plus the opportunity to choose your own contribution rate (between five and 15 percent) and invest your contributions in a range of investment options. Contributions to both plans are tax-deferred. If you have prior State of Washington retirement participation in another plan, or if you have prior participation in one of the state higher education retirement plans, check the website for exceptions to PERS membership.
http://hr.uw.edu/benefits/retirement-plans

Voluntary Investment Program
Add to your retirement portfolio with the Voluntary Investment Program (VIP), an optional, unmatched retirement savings plan under Section 403(b) of the federal tax code. Use the VIP to tap into the tax advantages of pre-tax savings, make Roth after-tax contributions to create a tax-free account for retirement, or use both contribution types.
http://hr.uw.edu/benefits/retirement-plans/optinal-retirement-plans/uw-voluntary-investment-program/

Deferred Compensation Program
Washington State Deferred Compensation Program (WSDCP) is an additional optional, unmatched retirement savings program under IRC 457(b). New employees to the UW will automatically be enrolled in the WSDCP 3 months after their start date. WSDCP contributions are deducted pre-tax, and the earnings grow tax-deferred. UW employees may participate in both VIP and WSDCP in the same tax year at the same time.
http://hr.uw.edu/benefits/retirement-plans/optinal-retirement-plans/deferred-compensation
Other Benefits

Holidays and Leave
The UW observes 10 paid holidays per calendar year, plus a personal paid holiday. Classified staff employees accrue vacation and sick leave based on employment program or collective bargaining agreement. [Link to UW holiday policy](http://hr.uw.edu/ops/leaves)

More Ways to Save
Review programs and educational seminars offered on saving money. [Link to more ways to save](http://hr.uw.edu/benefits/more-ways-to-save/)

Dependent Care Assistance Program
The Dependent Care Assistance Program (DCAP) helps you pay for child care and elder care by allowing you to set aside a portion of your salary, pre-tax, for eligible expenses. [Link to DCAP](http://hr.uw.edu/benefits/more-ways-to-save/dcap-tax-savings-for-child-and-elder-care/)

Hometown Home Loan Program
Save on loan fees, inspections, and appraisal fees. Pre-qualify and apply at [Link to hometown home loan program](https://hr.uw.edu/benefits/more-ways-to-save/hometown-home-loan). Also see [Link to Homestreet Bank seminars](https://www.hca.wa.gov/public-wellness-journey, you can qualify for a financial wellness incentive!)

Transportation
- **The U-PASS** provides you with a variety of low-cost transportation options in the greater Puget Sound area—from buses, commuter train service and light rail, to vanpooling and discounted impromptu carpooling. [Link to U-PASS](http://hr.uw.edu/facilities/transportation/employee-u-pass)
- **Fully subsidized U-PASS** is available for eligible employee types. [Link to fully subsidized U-PASS](https://hr.uw.edu/policies/u-pass/)
- **Commute Options** – get free personalized support to help you find a commute that best fits your needs. [Link to commute options](https://transportation.uw.edu/getting-here/plan-my-commute)

Engagement Program
The Whole U is the University’s community and engagement program that encompasses an amazing array of resources including discounts! Information and events are curated around seven Whole U pillars: being active, eating well, staying healthy, financial fitness, volunteerism, life events/changes, and engaging personal interests. [Link to Whole U](https://www.washington.edu/wholeu/)

SmartHealth Wellness
Washington State's voluntary and confidential wellness program also focuses on your health and well-being. As you progress on your wellness journey, you can qualify for a financial wellness incentive! [Link to SmartHealth Wellness](http://www.hca.wa.gov/public-employee-benefits/smarthealth-wellness)

Self-Care and Caring for Others
Numerous programs are available to assist with personal care and wellbeing, along with loved ones! [Link to self-care and caring for others](http://www.hr.uw.edu/benefits/care)

Benefit Programs
- **UW CareLink** connects you with experts who help you or your family members navigate life’s challenges. Including legal advice, counseling, financial guidance and more. Contact UW CareLink: 866-598-3978 [Link to UW CareLink](http://hr.uw.edu/benefits/uw-carelink/)
- **Childcare Programs**: UW offers six on-site children’s centers and contracts with off-site providers to offer tuition discounts, priority enrollment and back-up care. [Link to childcare programs](https://hr.uw.edu/child-care/)
- **Elder Care**: UW provides back-up, in-home adult care. [Link to elder care](https://hr.uw.edu/elder-care/short-term-elder-care/)

Training and Education
- **Tuition Exemption Program** provides access to college courses (where space is available) at public higher education institutions across the state, including the UW. [Link to tuition exemption](http://hr.uw.edu/pod/overview/tuition-exemption)
- **Professional & Organizational Development** offers a wide range of training courses, workshops, and e-Learning. [Link to professional & organizational development](http://hr.uw.edu/pod/courses-and-workshops)

More
- **Auto, home, renter, and boat group insurance** available to employees. [Link to auto, home, renter, and boat group insurance](https://hr.uw.edu/benefits/insurance/other/discounts-auto-home-renters-insurance/)
- **UW Combined Fund Drive**, the state’s workplace giving campaign at [Link to UW Combined Fund Drive](http://depts.washington.edu/uwcfd)
- **Federal Student Loan Forgiveness Program** encourages individuals to enter and continue to work full-time in public service jobs in return for qualified student loan forgiveness. [Link to federal student loan forgiveness](http://hr.uw.edu/benefits/more-ways-to-save/loan-forgiveness-program/)

Questions
For eligibility and enrollment in Workday contact the Integrated Service Center (ISC) at 206-543-8000 or [Link to ishelp@uw.edu](ischelp@uw.edu)
Summary of Benefits for Academic Staff, Professional Staff & Librarian

University of Washington (UW) offers a wide range of benefits as part of your total compensation package. Choose from top medical and dental insurance programs; plan for your future with tax-deferred investing through the UW retirement options; enjoy generous vacation and sick leave policies; and protect yourself and your family with life and long-term disability insurance. For more information, follow the links shown below or explore the Benefits website at http://hr.uw.edu/benefits/

Insurance

Eligibility
You are eligible for PEBB insurance benefits when appointed to an academic staff or professional staff position, or as a librarian with at least a 50 percent appointment and duration of more than six consecutive months.

Insurance benefits generally begin the first of the following month. However, if an eligible appointment begins on the first business or calendar day of the month, eligibility begins on that day.

Medical Insurance
Eligible employees may choose from among 10 health plans, all of which are listed here: http://hr.uw.edu/benefits/insurance/compare-plans

Note: The Kaiser Permanente NW plans are only available to those residing in applicable areas.

Flexible Spending Account
If you choose a Classic, Value, or Accountable Care Network (ACN) medical plan, you have the option to contribute to a tax-exempt Flexible Spending Account. The FSA allows you to save money on eligible medical expenses. http://hr.uw.edu/benefits/more-ways-to-save/fsa-tax-savings-for-medical-costs/

Note: FSAs are not an option for those enrolled in a Consumer-Directed Health Plan. With this type of plan, you would automatically be enrolled in a Health Savings Account instead.

Dental Insurance
Choose from two managed care plans and one preferred provider plan. Dental premiums for you and your eligible dependent(s) are fully paid by the UW. https://hr.uw.edu/benefits/insurance/health/plans/dental/

Long Term Disability Insurance
The UW pays for Basic Long Term Disability (LTD) coverage with a 90-day waiting period and a maximum benefit of $240 per month. You may purchase additional optional LTD coverage to supplement the Basic LTD, providing up to 60 percent of monthly salary (calculated on a maximum annual salary cap of $120,000) following a waiting period you select. http://hr.uw.edu/benefits/other-insurance/long-term-disability-insurance/

Life, Accidental Death, and Dismemberment Insurance
The University provides each eligible employee with $35,000 of basic life insurance and $5,000 basic AD&D insurance at no cost. You also have the option to purchase additional insurance up to $500,000 with no Medical Evidence of Insurability, and to a maximum of $1,000,000 with Medical Evidence of Insurability. If you enroll in optional life insurance you may apply for amounts of optional life insurance for your spouse or state registered domestic partner and/or children. https://hr.uw.edu/benefits/insurance/other/life-insurance-accidental-death-dismemberment/

Retirement

Retirement Plans
Academic staff, professional staff, and librarian employees of the UW with appointments of 50% FTE and 6 months or greater in duration have 30 days from their eligibility date to make a retirement plan election between the UW Retirement Plan (UWRP) or the state’s Public Employee Retirement System (PERS) Plan 3. UWRP is a Defined Contribution (DC) Plan under Internal Revenue Code (IRC) Section 403(b). Employee contributions are tax-deferred, and the UW matches 100% of those contributions. Contribution levels are:

- 5% of gross salary: Under age 35
- 7.5% of gross salary: Age 35 and over
- 10% of gross salary: Age 50 and over (optional)

PERS Plan 3 is a hybrid "defined benefit" (DB) and DC retirement plan under IRC Section 401(a). Compare the plans: http://hr.uw.edu/benefits/retirement-plans

Voluntary Investment Program
Add to your retirement portfolio with the Voluntary Investment Program (VIP), an optional, unmatched retirement savings plan under IRC Section 403(b). Use the VIP to tap into the tax advantages of pre-tax savings, make Roth after-tax contributions to create a tax-free account for retirement, or use both contribution types. http://hr.uw.edu/benefits/retirement-plans/vip/

Deferred Compensation Program
Washington State Deferred Compensation Program (WSDCP) is an additional optional, unmatched retirement savings program under IRC 457(b). New employees to the UW will automatically be enrolled in the WSDCP 3 months after their start date. WSDCP contributions are deducted pre-tax, and the earnings grow tax-deferred. UW employees may participate in both VIP and WSDCP in the same tax year at the same time. http://hr.uw.edu/benefits/retirement-plans/wsdcp/
Other Benefits

Holidays and Leave
The UW observes 10 paid holidays per calendar year.

Academic Staff can find details about their leave programs on the Academic HR website. [http://ap.washington.edu/ahr/policies/leaves/](http://ap.washington.edu/ahr/policies/leaves/)


Professional Staff employees accrue vacation and sick leave based on appointment level and years of service, plus a personal paid holiday. [http://hr.uw.edu/professional-staff-program/](http://hr.uw.edu/professional-staff-program/)

More Ways to Save
Review programs and educational seminars offered on saving your money. [http://hr.uw.edu/benefits/more-ways-to-save/](http://hr.uw.edu/benefits/more-ways-to-save/)

Dependent Care Assistance Program
The Dependent Care Assistance Program (DCAP) helps you pay for child care and elder care by allowing you to set aside a portion of your salary, pre-tax, for eligible expenses. [http://hr.uw.edu/benefits/more-ways-to-save/dcap-tax-savings-for-child-and-elder-care/](http://hr.uw.edu/benefits/more-ways-to-save/dcap-tax-savings-for-child-and-elder-care/)

Hometown Home Loan Program
Save on loan fees, inspections, and appraisal fees. Pre-qualify and apply at [www.homestreet.com/UW](http://www.homestreet.com/UW). Also see [https://wholeu.uw.edu/2019/03/28/homestreet-bank-seminars/](https://wholeu.uw.edu/2019/03/28/homestreet-bank-seminars/)

Transportation Services Program
- The U-PASS provides you with a variety of low-cost transportation options in the greater Puget Sound area—from buses, commuter train service and light rail, to vanpooling and discounted impromptu carpooling. [http://www.washington.edu/facilities/transportation/employee-u-pass](http://www.washington.edu/facilities/transportation/employee-u-pass)
- Fully subsidized U-PASS is available for eligible employee types. [https://hr.uw.edu/policies/u-pass/](https://hr.uw.edu/policies/u-pass/)
- Commute Options – get free personalized support to help you find a commute that best fits your needs. [https://transportation.uw.edu/getting-here/plan-my-commute](https://transportation.uw.edu/getting-here/plan-my-commute)

Engagement Program
The Whole U is the University’s community and engagement program that encompasses an amazing array of resources including discounts! Information and events are curated around seven Whole U pillars: being active, eating well, staying healthy, financial fitness, volunteerism, life events/changes, and engaging personal interests. [https://www.washington.edu/wholeu/](https://www.washington.edu/wholeu/)

SmartHealth Wellness

Self-Care and Caring for Others
Numerous programs are available to assist with personal care and wellbeing along with other loved ones! [http://hr.uw.edu/benefits/care/](http://hr.uw.edu/benefits/care/)

Benefit Programs
- **UW CareLink** connects you with experts who help you or your family members navigate life’s challenges. Including legal advice, counseling, financial guidance and more. Contact UW CareLink: 866-598-3978 [http://hr.uw.edu/benefits/uw-carelink/](http://hr.uw.edu/benefits/uw-carelink/)
- **Childcare Programs**: The UW offers priority access, back-up and sick child care, as well as five on-site centers. [http://hr.uw.edu/benefits/child-care/](http://hr.uw.edu/benefits/child-care/)
- **Elder Care UW** provides back-up, in-home adult care. [https://hr.uw.edu/elder-care/short-term-elder-care/](https://hr.uw.edu/elder-care/short-term-elder-care/)

Training and Education
**Tuition Exemption Program** provides access to college courses (where space is available) at public higher education institutions across the state, including the UW. [http://hr.uw.edu/pod/overview/tuition-exemption](http://hr.uw.edu/pod/overview/tuition-exemption)

**Professional & Organizational Development** offers a wide range of training courses, workshops, and e-Learning. [http://hr.uw.edu/pod/courses-and-workshops](http://hr.uw.edu/pod/courses-and-workshops)

More
- **Auto, home, renter, and boat group insurance** available to employees. [https://hr.uw.edu/benefits/insurance/other/discounts-auto-home-renters-insurance/](https://hr.uw.edu/benefits/insurance/other/discounts-auto-home-renters-insurance/)
- **UW Combined Fund Drive**, the state’s workplace giving campaign at [http://depts.washington.edu/uwcfd/](http://depts.washington.edu/uwcfd/)
- **Federal Student Loan Forgiveness Program** encourages individuals to enter and continue to work full-time in public service jobs in return for qualified student loan forgiveness. [http://hr.uw.edu/benefits/more-ways-to-save/loan-forgiveness-program/](http://hr.uw.edu/benefits/more-ways-to-save/loan-forgiveness-program/)

Questions
For eligibility and enrollment in Workday contact the Integrated Service Center (ISC) at 206-543-8000 or [ischelp@uw.edu](mailto:ischelp@uw.edu)
Summary of Benefits for Temporary Staff

University of Washington (UW) temporary staff employees, whose average employment is at least half-time over a period of six consecutive months are eligible for UW employer-paid Public Employees' Benefits Board (PEBB) insurances provided they meet the definition of eligibility found in WAC 182-12-114. Choose from top medical and dental insurance programs; plan for your future with tax-deferred investing through the UW retirement options; and protect yourself and your family with life and long-term disability insurance. For more information, follow the links shown below or explore the Benefits website at [http://hr.uw.edu/benefits/](http://hr.uw.edu/benefits/).

**Insurance**

**Eligibility**

As a temporary, non-student employee, you can establish PEBB insurance eligibility in one of two ways:

1. The appointment you are offered meets the eligibility criteria, in which case your eligibility begins when the appointment begins:
   - OR
2. Your work will be tracked by the Integrated Service Center and once you cross the eligibility threshold, you will be notified of your eligibility through Workday.

Insurance benefits generally begin the first of the following month. However, if an eligible appointment begins on the first business or calendar day of the month, eligibility begins on that day. See the eligibility rules at: [http://hr.uw.edu/benefits/health-insurance/eligibility-for-insurance/](http://hr.uw.edu/benefits/health-insurance/eligibility-for-insurance/)

**Maintaining Eligibility**

After initial insurance eligibility is established, a temporary employee must be paid for at least 8 hours a month in a non-student position in order to maintain PEBB insurance benefits.

If a separation is processed or you have a break in service of one calendar month, eligibility ends and must be re-established. Once enrolled in your medical and dental plans, the next opportunity to change plans will be during annual or special open enrollment—even if you later obtain a permanent position. Learn more at: [http://hr.uw.edu/benefits/health-insurance/change-plans/](http://hr.uw.edu/benefits/health-insurance/change-plans/)

**Medical Insurance**

Eligible employees may choose from among 10 health plans, all of which are listed here: [https://hr.uw.edu/benefits/insurance/health/eligibility-for-insurance/](https://hr.uw.edu/benefits/insurance/health/eligibility-for-insurance/)

Note: The Kaiser Permanente NW plans are only available to those residing in the southwest region of Washington or northwest/north region of Oregon.

**Dental Insurance**

Choose from two managed care plans and one preferred provider plan. Dental premiums for you and your eligible dependent(s) are fully paid by the UW. [http://hr.uw.edu/benefits/health-insurance/plans/dental-plans/](http://hr.uw.edu/benefits/health-insurance/plans/dental-plans/)

**Flexible Spending Account**

If you choose a Classic, Value, or Accountable Care Network (ACN) medical plan, you have the option to contribute to a tax-exempt Flexible Spending Account. The FSA allows you to save money on eligible medical expenses. [http://hr.uw.edu/benefits/more-ways-to-save/fsa-tax-savings-for-medical-costs/](http://hr.uw.edu/benefits/more-ways-to-save/fsa-tax-savings-for-medical-costs/)

Note: FSAs are not an option for those enrolled in a Consumer-Directed Health Plan. With this type of plan, you would automatically be enrolled in a Health Savings Account instead.

**Life, Accidental Death, and Dismemberment Insurance**

The University provides each eligible employee with $35,000 of basic life insurance and $5,000 basic AD&D insurance at no cost. You also have the option to purchase additional insurance up to $500,000 with no Medical Evidence of Insurability, and to a maximum of $1,000,000 with Medical Evidence of Insurability. If you enroll in optional life insurance you may apply for amounts of optional life insurance for your spouse or state registered domestic partner and/or children. [http://hr.uw.edu/benefits/other-insurance/life-insurance-and-accidental-death-and-dismemberment/](http://hr.uw.edu/benefits/other-insurance/life-insurance-and-accidental-death-and-dismemberment/)

**Long Term Disability Insurance**

The UW pays for Basic Long Term Disability (LTD) coverage with a 90-day waiting period and a maximum benefit of $240 per month. You may purchase additional optional LTD coverage to supplement the Basic LTD, providing up to 60 percent of monthly salary (calculated on a maximum annual salary cap of $120,000) following a waiting period you select. [http://hr.uw.edu/benefits/other-insurance/long-term-disability-insurance/](http://hr.uw.edu/benefits/other-insurance/long-term-disability-insurance/)

**Retirement**

**Eligibility**

Hourly-paid staff in classified job titles who work at least 70 hours over any five (5) months within a 12-month period may meet the Washington State Public Employees Retirement System (PERS) Plan eligibility requirements.

**Retirement Plans**

Once eligibility is established, you are required to participate in either the PERS 2 or PERS 3 Plan. With PERS 2, your entire retirement benefit is defined by a formula of 2% times your years of service, and contributions are subject to periodic rate adjustments by the state legislature. PERS 3 offers you an employer-paid retirement benefit based on 1% times your years of service, plus the opportunity to choose your own contribution rate (between five and 15 percent) and invest your contributions in a range of investment options. Contributions to both plans are tax-deferred. If you have prior State of Washington retirement participation in another plan, or if you have prior participation in one of the state higher education programs in Washington, you may be required to contribute to PERS 2.
retirement plans, check the website for exceptions to PERS membership. http://hr.uw.edu/benefits/retirement-plans

Other Benefits

Engagement Program
The Whole U is the University’s community and engagement program that encompasses an amazing array of resources including discounts! Information and events are curated around seven Whole U pillars: being active, eating well, staying healthy, financial fitness, volunteerism, life events/changes, and engaging personal interests. https://www.washington.edu/wholeu/

More Ways to Save
Review programs and educational seminars offered on saving your money. http://hr.uw.edu/benefits/more-ways-to-save/

Dependent Care Assistance Program
The Dependent Care Assistance Program (DCAP) helps you pay for child care and elder care by allowing you to set aside a portion of your salary, pre-tax, for eligible expenses. http://hr.uw.edu/benefits/more-ways-to-save/dcap-tax-savings-for-child-and-elder-care/

SmartHealth Wellness
Washington State’s voluntary and confidential wellness program also focuses on your health and well-being. As you progress on your wellness journey, you can qualify for a financial wellness incentive! http://www.hca.wa.gov/public-employee-benefits/smarthealth-wellness

Self-Care and Caring for Others
Numerous programs are available to assist with personal care and wellbeing, along with loved ones!

Benefit Programs
• UW CareLink connects you with experts who help you or your family members navigate life’s challenges. Including legal advice, counseling, financial guidance and more. Contact UW CareLink: 866-598-3978 http://hr.uw.edu/benefits/uw-carelink/
• Childcare Programs: UW offers six on-site children’s centers and contracts with off-site providers to offer tuition discounts, priority enrollment and back-up care. http://hr.uw.edu/benefits/child-care/
• Elder Care UW provides back-up, in-home adult care. https://hr.uw.edu/elder-care/short-term-elder-care/

Training and Education
Tuition Exemption Program provides access to college courses (where space is available) at public higher education institutions across the state, including the UW. http://hr.uw.edu/pod/overview/tuition-exemption

Professional & Organizational Development offers a wide range of training courses, workshops, and e-Learning. http://hr.uw.edu/pod/courses-and-workshops

More
• Auto, home, renter, and boat group insurance available to employees. https://hr.uw.edu/benefits/insurance/other/discounts-auto-home-renters-insurance/
• UW Combined Fund Drive, the state’s workplace giving campaign at http://depts.washington.edu/uwcfd
• Federal Student Loan Forgiveness Program encourages individuals to enter and continue to work full-time in public service jobs in return for qualified student loan forgiveness. http://hr.uw.edu/benefits/more-ways-to-save/loan-forgiveness-program/

Questions
For eligibility and enrollment in Workday contact the Integrated Service Center (ISC) at 206-543-8000 or ishelp@uw.edu
Pre-made Pocket Page
back
At the Resource Fair you can:

- Meet with your Union Representatives
- Complete I-9 Process
- Visit Nursing Personnel tables (if instructed) to turn in certification & other paperwork
- Pick up Your Badge
- Turn in NEO Evaluation
- Visit other tables to ask questions, learn about employment at UW, and get swag!

All done?
- Have a wonderful evening!