

# HAPPY NEW YEAR!



BAY REGION

DOING WHAT'S BEST.®

The weekly newsletter for employees and friends of  
McLaren Bay Region

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# STATLINE

## “SUPPORT FOR THE SUPPORTER” INITIATIVE

Supported by McLaren Bay Region  
Auxiliary

Submitted by: *Rebecca Morgan*

Our Family BirthPlace recently received funding from McLaren Bay Region Auxiliary allowing us to continue offering our Boot Camp for New Dads Program, as well as our Grandparent Class, affectionately known as Grandparent Boot Camp.

We will be celebrating 15 years of offering Boot Camp for New Dads in 2019 (That means the babies of our first graduates will soon be taking driver's education!) The hallmark of this program is dads teaching dads, with the presence of real babies in class through a combination of expectant and new dads. Our Infant/Child CPR & First Aid Class for Grandparents ties in topics such as safe sleep, feedings, postpartum depression, etc. to bring grandparents up to speed on what new families are learning today.

These programs help prepare those who support expectant and new moms by providing them with current information, promoting wellness and safety and



fostering positive relationships between all of these key players. We receive very positive feedback from those who attend these programs and are thrilled that we will be able to continue to offer them. Also included in this initiative is “Coach Care Packages,” which include items to support the coach & mom. These are now being given to the coach once it is established that mom is indeed in labor. Items included in the care package include healthy snacks, lip balm, breath mints, and a fan.

The challenges of childbirth, breastfeeding and parenting are greatly alleviated when there's a strong foundation of support. **We thank MBR Auxiliary for their support as we strive to Do What's Best for the families we serve!**



BAY REGION

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# HUMAN RESOURCES REPRESENTATIVES

## **Carolyn Potter (46417)**

*Vice President, Human Resources*

## **Molly Babcock (46407)**

*Executive Assistant*

Volunteer Services, Front Desk Responsibilities, Verification of Employment, Subpoena Handling & Bereavement Notices

## **Amanda Copas (46402)**

*HR Assistant*

System Generated Reporting, Data Entry, Performance Appraisal Processing, Data Auditing & Increase Hours

## **Stephanie Heintskill (46404)**

*Sr. HR Recruiter*

Recruitment & Employment: Requisitions, Background Checks, Job Offers, and Education Verification

## **Lisa Maillette (46415)**

*Sr. HR Consultant*

Recruitment & Employment: Requisitions, Background Checks. Education Verification and Job Offers

## **Ashley Neuman (46406)**

*HR Assistant*

Contracted Staff and Students, Recruitment Assistance, License/Certification/Registration Verification, Educational Assistance and ID Badges

## **Jon Ratski (46412)**

*HR Consultant*

Employee & Labor Relations, Union Contracts & Policy Administration

## **Kathy Roberts (46414)**

*HR Manager*

Employee & Labor Relations, Union Contracts & Policy Administration, Training

## **Cathy Suchodolski (46405)**

*HR Consultant*

Employee and Labor Relations, Union Contracts and Policy Administration

# HR DIALOGUE

*Submitted by: Molly Babcock, Executive Assistant*

## Welcome to MyHR

MyHR is McLaren's new HR/Payroll System to store and manage your human resources related data, such as:

- Maintain your personal data, such as address and Direct Deposit
- View your benefits
- View your paychecks
- Manage your W-4 and download your W-2...and other tasks

You will use MyHR to complete many of the same tasks you completed in our previous system – but over time we will introduce additional tasks that will make it easier to review and update your own HR information.

Many of our paper processes, such as recording life events (marriage, birth, etc.), will be eliminated.

MyHR replaces UltiPro and is one of the PeopleSoft applications McLaren is adopting that also includes our new Finance and Supply Chain applications.

MyHR is part of OneMcLaren, our company-wide effort to bring all our subsidiaries together on one platform, which will increase McLaren's efficiency and transparency, as well as make it easier for our employees to work across the system.

There are many resources available to help you navigate through PeopleSoft. Please refer to the MHCC Intranet: McLaren Health Care PeopleSoft MyHR Links appear on the left hand side of the page, and the various newsletters that were published appear on the right side of the page.

Still having difficulty? Make sure that you are using your Network ID (your

initial login when you log on for the day; what you use to login to Paragon, e.g.). Once you are successfully logged in and may be having problems navigating, please contact your manager or a Human Resources representative. We want to make sure that you are comfortable using the new system.

Even though the system is up, you can still view the Employee Self Service modules in HealthStream. When you login to HealthStream click on the "catalog" tab and type in "Employee Self Service".

- Employee Self Service – Reviewing and Updating Personal Information (ESS 102) MyHR
- Employee Self Service – Reviewing Benefit Information (ESS 103) MyHR
- Employee Self Service – Viewing compensation and Pay Information (ESS 100) MyHR
- Manager Self Service – Viewing Employee Information (MSS 100) MyHR

There you will find four instructional courses available to help you get familiar with the PeopleSoft program. Three of the courses are for employees and one for the managers.

Take a few moments to review this information - it will help with the things you can do in PeopleSoft.

### For leave of absence requests:

Contact FMLASource via telephone (877-462-3652) or website (www.fmlasource.com) to open a claim. FMLASource will manage the dates of your LOA. You must update them if your dates of leave change. Refer all questions regarding your leave to FMLASource.

**For payment of short term disability:**

Contact Lincoln Financial Group (866-783-2255) if you are eligible for short term disability benefits. Our Group ID is BAYREGION. Our policy number is: 000500237163. Lincoln will manage your short term disability benefits. Short term disability checks are processed through the payroll system and follow the same payroll cycle. You are required to use your PTO during the waiting period before your short term disability benefits begin. Also, per the new PTO policy effective January 1, 2018, your PTO will automatically be used to supplement your short term disability benefits, unless you submit a written request not to utilize your PTO. Refer all questions regarding your short term disability benefits to Lincoln.

If you are on a LOA and are not eligible for short term disability, you will need to contact HR to set up a payment plan for your insurance deductions (if applicable).

**Returning from LOA:**

You will need to submit a return to work note from your physician to Employee Health BEFORE you are scheduled to work.

**Adding Dependents to Your Health, Dental & Vision Plans:**

If you are eligible for any of the benefits listed above, you must notify Human Resources within thirty (30) days in order to add new family members.

1. Newborn children or adoption of a child.
2. Marriage – to add your new spouse.

Written proof of eligibility (i.e., marriage license, child's birth certificate or certificate of birth (footprints), adoption or legal guardianship papers) is required for adding your new spouse and for

adding your newborn or adopted child. Social Security numbers for you and family members are also required on all enrollment forms.

When adding a newborn, employee must provide the child's Social Security Card as soon as it is received to ensure coverage is provided by McLaren Health Advantage.

If you miss the 30-day enrollment period, you will have to wait until Open Enrollment with an effective date of January 1st the following year.

Please contact Karen Coe, Corporate Benefits Analyst, if you have any questions regarding your current coverages or options that you are eligible.

Benefit Communication Specialist  
Located at McLaren Bay Region  
Susie Yoder is our Corporate Benefit Communication Specialist at McLaren Bay Region. Susie is located in the Human Resources office on Monday and Tuesday and her phone number is (989) 894-6413. She will also be available during the other days of the week by her cell phone (989) 324-1463 or email [susan.yoder@mclaren.org](mailto:susan.yoder@mclaren.org). Susie looks forward to helping you with your benefit questions.

**Questions on Retirement?**

Are you thinking about retiring now or in the near future? Here are a few suggestions to assist you with this process. Between three (3) to six (6) months before you are planning to retire, contact McLaren's Corporate Retirement Services at 866-238-2419, ext. 1, to confirm you are eligible for a retirement benefit and to discuss your options. This call is confidential.

If you are a participant in a defined benefit pension plan, an estimate of your retirement benefit will be prepared for you. If you are married,

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**HUMAN RESOURCES  
VISION STATEMENT**

Our vision is to provide quality and cost effective service to McLaren leadership and employees supporting superior patient care and customer satisfaction.

**HUMAN RESOURCES  
HOURS & LOCATION**

Open Monday - Friday  
7 a.m. - 4:30 p.m.  
(989) 894-9530

Located on the 2nd floor of the Behavioral Health Building

**MASSMUTUAL**

[www.massmutual.com/retiresmart](http://www.massmutual.com/retiresmart)  
Phone: 1-800-743-5274

Need to Enroll? 1-888-643-7343  
Monday - Friday  
8 a.m. - 8 p.m.

Need to Consolidate?  
Phone: 1-888-526-6905  
8 a.m. - 6 p.m.

**EMPLOYEE HEALTH**

Open Monday - Friday  
7 a.m. - 4 p.m.

**Pat Adams, RN (43158)**  
*Program Administrator*  
**Mandy Harborth (43159)**  
*Adv. Medical Assistant*

Located on the 2nd floor of the Behavioral Health building

**GUIDANCERESOURCES  
EMPLOYEE ASSISTANCE  
PROGRAM (EAP)**

Confidential short-term counseling services for you and your dependents, provided free of charge. Available 24 hours a day, 7 days a week.

For assistance call:  
844-449-6539  
800-697-0353 TDD

[www.guidanceresources.com](http://www.guidanceresources.com)

(Continued from page 3)

the Corporate Retirement Services will confirm your spouse's name, date of birth and Social Security Number. They will require a copy of your and your spouse's birth certificate and marriage license. The estimate will be mailed to you approximately two weeks after contacting Corporate Retirement Services. Any questions regarding this estimate should be directed to them.

## Wellness Program

Eligible employees participating in the Wellness Program will have the ability to be reimbursed for up to \$100.00. Employees scheduled twenty (20) or more hours per week, according to Human Resources' records, are eligible the first of the month following a one year waiting period. These dollars may be used for participation in an approved health club, exercise or weight loss program. As per the program guidelines, your balance was

not carried-over from the previous year.

Reimbursement is available to employees only. Payment is based on 50% of the cost, up to \$100.00 per calendar year. Any fitness facility health club is allowed and reimbursement will be provided for club membership in 3 months, 6 months, or one-year intervals.

Documentation to utilize your Wellness Dollars for Health Club reimbursement must include a Health Club Fee Schedule (No written notes) and a dated receipt of membership payment from the Health Club. The receipt must be in employee's name and proof of payment must be for only the employee's portion.

Programs that require proof of attendance for reimbursement include the weight loss programs through Weight Watchers or the Medical Weight Loss Clinic. Reimbursement

will remain the same; therefore, proof of payment is still a requirement.

Because wellness program reimbursement is a taxable benefit, the reimbursement will be paid through payroll. To receive your reimbursement, send your required documentation directly to the Payroll Office at the Lincoln Center, or you may bring the required documentation to the Human Resources, located on the second floor of the Behavioral Health building, to be forwarded to the Payroll Office. Provided that your documentation meets all of the above-mentioned requirements, and is received in Payroll by the end of the pay period, your payment, subject to taxation, will be made on the subsequent paycheck. Questions regarding how the taxes affect the payment can be directed to Payroll at ext. 46463 or ext. 46461. Questions regarding your wellness benefits may be directed to Pat Adams at ext. 43158.

# VOLUNTEER CORNER

*Submitted by: Molly Babcock, Volunteer Services*

## MEET YOUR HOSPITAL VOLUNTEERS



Rich Durkee has volunteered at the hospital since August 2018. Rich volunteers on Monday mornings at the Admitting Way

Finder Podium in the South Tower. He greets guests and escorts them to their location. The staff say that he is an awesome volunteer and they appreciate all of his help!



Sue Nowak has volunteered at the hospital since March 2018. She has provided approximately 100 service hours. Sue

volunteers at the second floor South

Tower Ambulatory Surgery Lounge on Tuesday mornings and fills in whenever she is needed. She does a great job assisting our guests in that lounge. Sue has been a huge asset to the team and we are so happy to have her volunteering at McLaren Bay Region.

To all of our volunteers, thank you!

## BIRTHDAYS

Volunteers celebrating birthdays in January are: Ava Berthiaume, Geraldine James, Judy Jacobs, Eileen Kukla, Evelyn Mielens, Betty Nutt, Barbara Peacock, Mark Montei and Mary Dewyse.

Volunteers celebrating birthdays in February are: Joan Adamkiewicz,

Patricia Dettmer, Larry Hall, Linda Kintner & Jeannine Schmitz.

Volunteers celebrating birthdays in March are: Deanna Bronson, Julie Essenmacher, Diann Gorte, Meg Norman, Guin Petrimoulx, Joanne Vanover, Linda Williams, Annette Wenglikowski and Michael Wood.

When you see them, please wish your fellow volunteer a Happy Birthday.

## VOLUNTEER HELP NEEDED

If you have friends, family members, church and/or card club members, or other acquaintances that have a few hours to spare each month, please ask them to consider volunteering. Many of our current services need volunteers now, particularly the Gift Shop, Way Finder Podiums, Surgery Lounge, Van Driver, Information Desk, Hospitality/Comfort Cart and more. If you are a volunteer that is available

**(Volunteer corner Continued)**

for more hours, or if you know of someone who might be interested in volunteering, please contact the Volunteer Office at (989) 894-3540.

**How to apply to become a volunteer:**

Visit the McLaren website at [mclaren.org/bayregion](http://mclaren.org/bayregion) and at the bottom on the left side of the screen click on Volunteers. The volunteer application is available to complete and submit online.

Upon receipt, your application will be reviewed and if you meet all the requirements of our program, including a criminal background check, you will be invited to begin the orientation process.

**SPOTLIGHT SERVICE**

This is a description to help give you some insight on what some of the duties are when you volunteer as a Way Finder at the Information Desk on the main campus..

- Greets patients and visitors entering the medical center.
- Determines patients and visitors needs and directs appropriately.
- Escorts visitors/patients and takes them to the proper floors, locations or departments; this includes pushing patients/visitors in wheelchairs.
- Adhere to the Medical Center's rules of confidentiality, safety practices, regulations and applicable policies/procedures.

If this sounds like something you would enjoy doing, please submit an application at [mclaren.org/bayregion](http://mclaren.org/bayregion) to become a volunteer at McLaren Bay Region.

**NEXT QUARTERLY VOLUNTEER IN-SERVICE MEETING**

The next Quarterly Volunteer In-Service Meeting is scheduled for

Wednesday, January 30, 2019 at 12:00 Noon in the Johnson East and West Conference Rooms.

**Remember.... Our Values**

**T** Trust – Portrays confidence in and reliance on good qualities, especially fairness, truth, honor or ability.

**E** Excellence – Performance overall job responsibilities at a very high quality or standard.

**A** Accountability – Is responsible for their own actions and ensure that others are held accountable for their actions, as appropriate.

**M** Motivation – Displays a feeling of interest and enthusiasm in the work that is performed. Energizes and encourages other staff.

**W** Welcoming – Expresses a friendly or courteous greeting to all medical staff, patients, visitors, volunteers and staff.

**O** Organization – Conducts work in a systematic and efficient manner. Works cooperatively with coworker to conduct business.

**R** Respect – Shows consideration and appreciation to all medical staff, patients, visitors, volunteers and staff. Maintains patient confidentiality and respects the rights of patients.

**K** Kindness – Is considerate, and demonstrates a caring and compassionate attitude when interacting with others.

**AIDET**

**A** Acknowledge the customer

- Smile, make eye contact, greet them in a pleasant manner

**I** Introduce yourself

- Tell them your name, and what you are going to do
- Highlight your experience

**D** Duration

- Give them a time expectation
- Keep them informed as to the amount of time the process will take

**E** Explanation

- Information them what you are going to do
- Give them clear expectations of what will be happening

**T** Thank

- Thank them for choosing McLaren Bay Region for their care
- Ask if there is anything else you can do for them

Example: Good morning, welcome to McLaren Bay Region. My name is Sue, and I have been a volunteer for the last two years. It is my understanding that your doctor has discharged you to go home, so I'm going to help you. If your wife would like to go get the car and pull up to the Visitors entrance, I will take you down in a wheel chair, and we will meet her there in just a few minutes. Thank you so much for choosing McLaren Bay Region for your care, it's been our pleasure to serve you.

**The 10/5 Rule is as follows:**

In our hallways and common areas, when a guest, patient, or a member of our healthcare team comes within 10 feet, all McLaren associates should acknowledge the approaching person by smiling and making eye contact.

At approximately 5 feet, we should offer a greeting such as "Good Morning". If a person appears to be lost or confused, offer assistance and use Key Words at Key Times, such as "I'll take you there".

# DID YOU KNOW...

We recently gave away 20 pair of tickets to a Saginaw Spirit game on the employee app “MBR Pulse”?

Keep your finger on the “pulse” of what’s happening at McLaren Bay Region by downloading the FREE employee app!

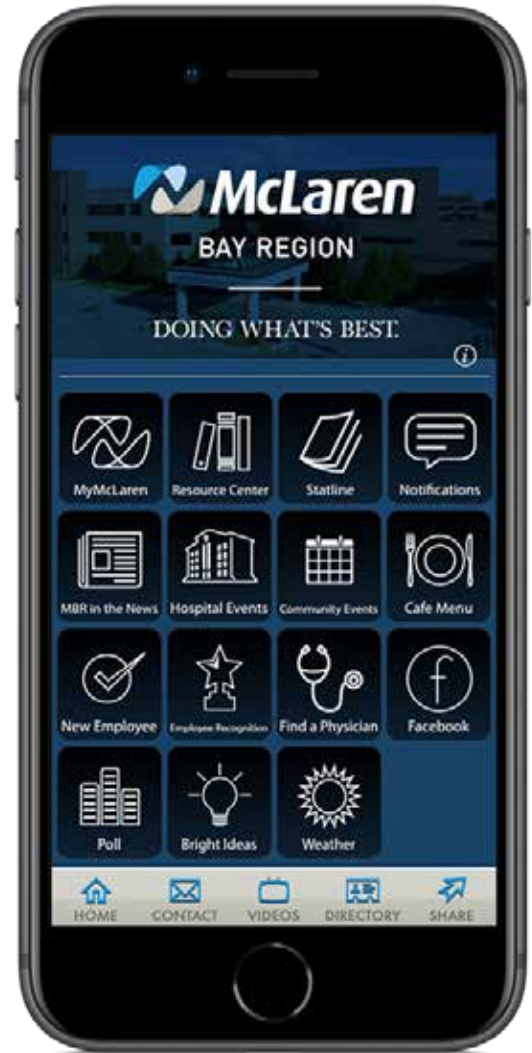
MBR Pulse has been designed as a communication tool that allows employees of McLaren Bay Region to receive real-time updates. We know many employees are unable to access internal news and information shared via email as often as they would like because they are caring for patients. This tool has been created to provide a solution to communicate with greater ease, anytime, around the clock.

Some of the features include:

- Access to StatLine
- McLaren University
- Employee of the Month nomination form
- Hospital events
- StatLine article submission form
- Polls
- And much more!

**Make sure to allow notifications in your settings so you can participate in the next giveaway!**

MBR Pulse is available for Apple and Android devices. Search “MBR Pulse” in the Apple and Android app stores to download today!

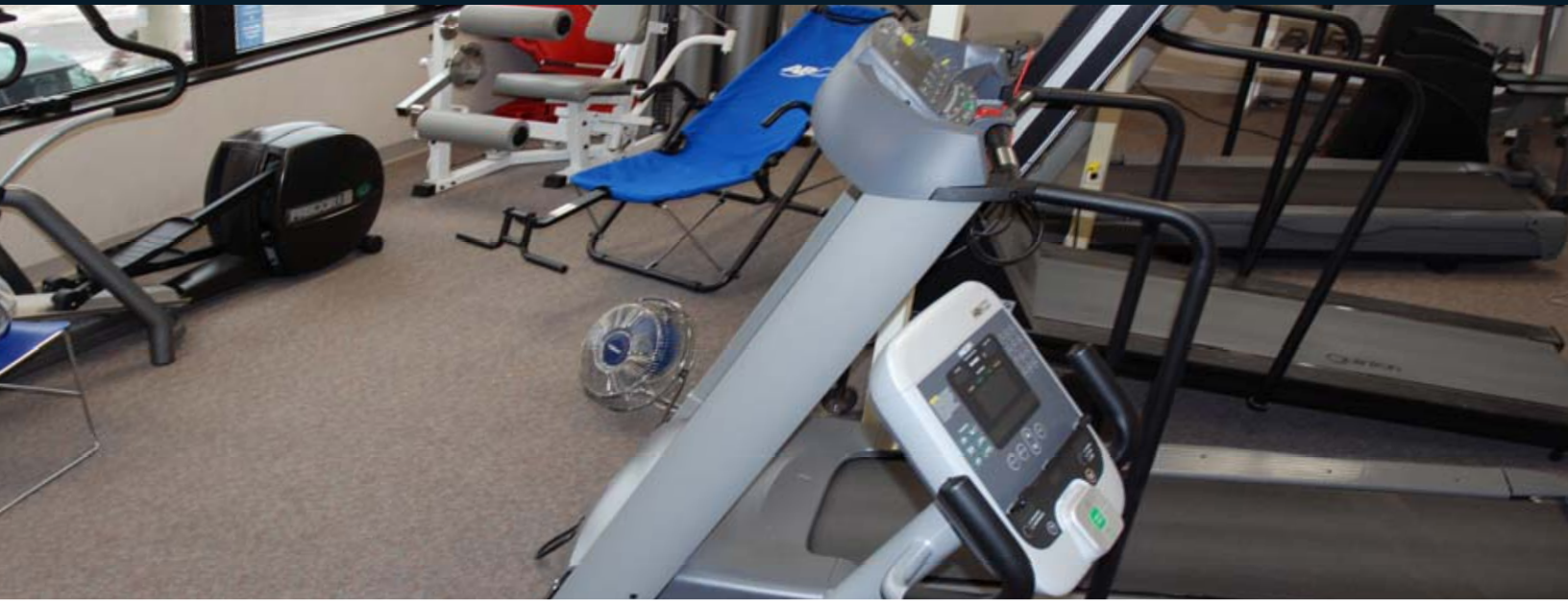


## FOUNDATION IN FOCUS

# Happy New Year!

*May this New Year bring love, joy and even more success in 2019!*





# EMPLOYEE FITNESS CENTER

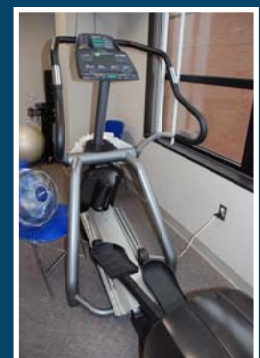
**Open 24/7 - No Fee!**

Located on the 2nd floor of the Behavioral Health Building. Take the hallway just past Human Resources, turn left, and the Employee Fitness Center is located in the last room on the right.

Open to physicians, employees, retirees, and volunteers.

Stop by and check out the equipment. **Just in time to help out with your New Year's Resolution!**

- 3 treadmills
- 1 recumbent bike
- 1 elliptical trainer
- 1 stairmaster
- 3-station weight machine
- free weights
- exercise mats



**BAY REGION**

DOING WHAT'S BEST.®



# 2019 WEIGHT LOSS CHALLENGE

*A 3 month challenge to start the new year right.*

## Getting started:

**\$10 per person (cash only)**

Create a team with up to five people and submit your team name and the names of your team members to Megan Geierman in Food & Nutrition (by interoffice mail or [megan.geierman@mclaren.org](mailto:megan.geierman@mclaren.org)) by January 9.

Success will be measured by percentage of weight loss per team with the following prizes:

- 100% of entry fees will be distributed to the winning 1st, 2nd and 3rd place Teams as well as 1st place Individual
- Seung-ni Fit Club is also donating a one month unlimited everything membership (\$99 value) to all members of the winning team of the McLaren Weight Loss Challenge (Midland or Bay City locations only)

## Initial Weigh In:

Thursday, January 10th (Required! No coats or shoes)

6am - 5:30pm

Employee Health (Main Campus) or McLaren Bay Special Care (West campus)

## Weigh in every 30 days:

February 7th - optional weigh in

March 7th - optional weigh in

April 4th - final weigh in (required)

**Must weigh in at the first and final weigh in; otherwise the entire team is disqualified.**

*All individual data is confidential and will not be shared publicly.*

*Brought to you by the Workplace of Choice Quality Impact Team!*



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