

Congratulations on your new position and welcome to Intermountain Healthcare.

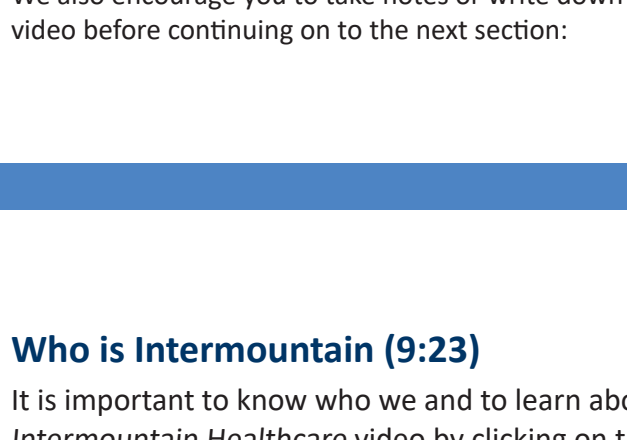
This participant guide will walk you through a series of videos and activities to introduce you to Intermountain Healthcare.

- Follow the instructions below and take note of any thoughts or questions you'd like to follow up with your manager.
- Use the comments section on the posted videos to share your ideas with other new caregivers.
- You will be asked to answer questions and note your thoughts as you work through this material. We encourage you to pull out a notebook or piece of paper to write on.
- If you experience technical difficulties or have any other questions about the content covered in this guide, please contact your manager.
- This guide will take several hours to complete and is an important part of your Welcome to Intermountain Healthcare experience. Please feel free to take breaks as needed. **Complete this guide on your first day before you start working with your team.**

Welcome to Intermountain Healthcare (4:36)

We are happy to have you join our team. Please watch the *Welcome to Intermountain Healthcare* video by clicking on the following link.

https://youtu.be/vSTne_JaPgM



After you have watched the video, please enter a comment on the YouTube channel that answers the question, "What are you most looking forward to about joining Intermountain Healthcare?" Feel free to read the other comments to see what your fellow new caregivers are looking forward to about working for Intermountain Healthcare.

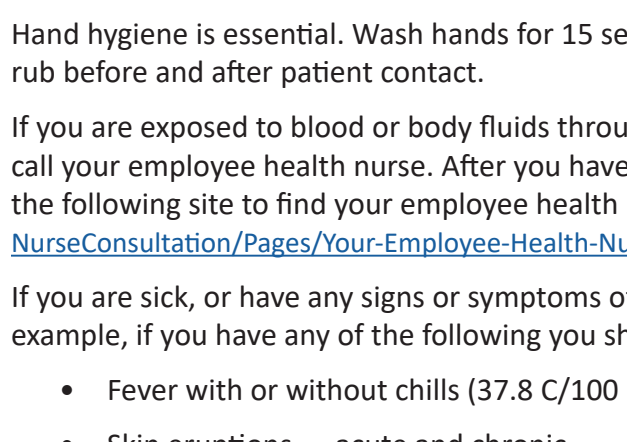
Note: to enter a comment on YouTube, you need to log in with a Google account. It is not required to enter a comment, but we hope that you can log in and join the conversation.

We also encourage you to take notes or write down your thoughts on a separate piece of paper about the first video before continuing on to the next section:

Who is Intermountain (9:23)

It is important to know who we are and to learn about our history. Please watch the *Who is Intermountain Healthcare* video by clicking on the following link.

<https://youtu.be/RWhe6Z5ml-A>



Questions to consider:

- What brought you to Intermountain Healthcare?
- What did you learn about the history of Intermountain Healthcare that will influence your role as a caregiver?

Infection Control

Infection Control is critical for any healthcare system, including Intermountain. We all must do our part to keep our patients and our caregivers safe. There are some things you will learn in your new employee modules that we'd like to share right away. Make sure you are taking standard precautions to prevent transmission of infectious agents. Infectious agents can be present in blood, body fluids (except sweat) and non-intact skin and mucous membranes (mouth, nose, eyes, etc.). Personal protective equipment is available, and it's your responsibility to wear it if contact with those fluids are likely.

Hand hygiene is essential. Wash hands for 15 seconds with warm soapy water or use the alcohol hand rub before and after patient contact.

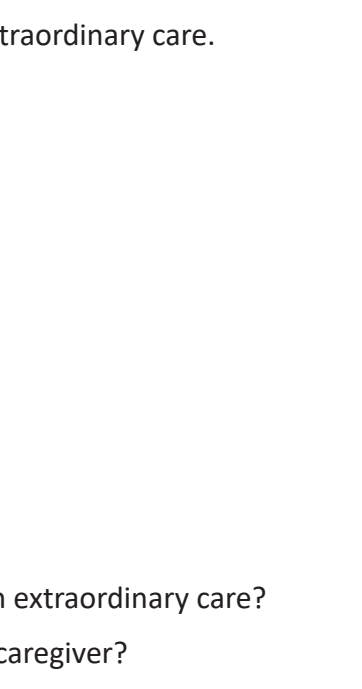
If you are exposed to blood or body fluids through a needle stick or a splash to a mucous membrane, call your employee health nurse. After you have your Intermountain username and password, go to the following site to find your employee health nurse: <https://m.intermountain.net/hr/EmployeeHealth/NurseConsultation/Pages/Your-Employee-Health-Nurse.aspx>

If you are sick, or have any signs or symptoms of a communicable disease you should stay home. For example, if you have any of the following you should stay home and get feeling better:

- Fever with or without chills (37.8 C/100 F)
- Skin eruptions — acute and chronic
- Pus-like drainage
- Jaundice (yellow color to skin or eyes)
- Prolonged sore throat
- Productive or chronic cough
- Flu-like illness (vomiting, large lymph nodes, body aches, fever, sore throat, weakness, etc.)
- Diarrhea

Immunizations are also important to ensure we are creating an environment that allows patients and members to live the healthiest lives possible. Below is some important information regarding your immunization requirements.

- Complete TB testing within 14 days
- Complete immunization requirements within 30 days
- Non-compliance will result in suspension and possible termination



Employee Health will email you during your first week of hire if you have additional immunization or TB requirements.

Due to COVID-19, also known as the Coronavirus, we have implemented several changes to the way we operate to keep you and our patients safe. After you have your Intermountain username and password, please navigate to the following page to find the most up to date information on COVID-19 procedures, as well as answers to common caregiver questions, and ways to protect yourself and others: <https://m.intermountain.net/PatientExperience/COVID-19/Pages/Home.aspx>

If you suspect you have been exposed or have developed any COVID-19 related symptoms (fever, shortness of breath, cough, diarrhea, body aches, or reduced sense of taste or smell), please call an employee health nurse 24/7 by calling AskHR (801-442-7547). They will provide testing, exposure consultations, and return to work criteria.

Questions to consider:

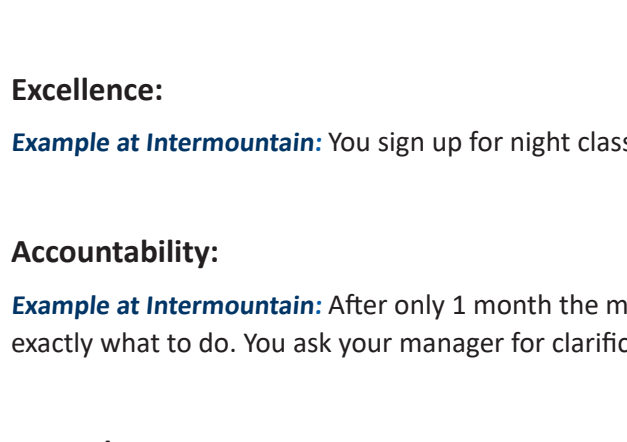
- How does infection control keep other caregivers and our community safe?
- Do you have any questions about how to safely do your job during the COVID outbreak? If so, please write down your questions to discuss with your manager.

Extraordinary Care (10:10)

Here at Intermountain Healthcare, we strive to always provide extraordinary care. But this isn't just to our patients. It also includes our care to our fellow caregivers.

Click to watch the following video with explanations of how we provide extraordinary care.

<https://youtu.be/vnKsH9592zk>



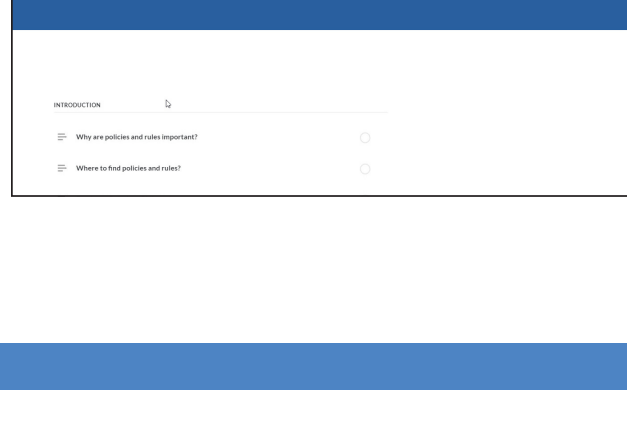
Questions to consider:

- How did the caregivers in Panguich, Utah respond to this crisis with extraordinary care?
- How do you plan to show extraordinary care in your new role as a caregiver?
- When have you seen extraordinary care in your life?

Mission, Vision, and Values (6:17)

Understanding the Mission, Vision, and Values of Intermountain Healthcare will help set the foundation for your work as a caregiver. Click the following link to watch a video explaining more about the Mission, Vision, and Values of Intermountain. After the video, answer the questions below on a separate piece of paper.

<https://youtu.be/OsnqOJJdX4>



Our Mission: Helping people live the healthiest lives possible

Our Vision: Be a model health system by providing extraordinary care* and superior service.

Our Values: Integrity, Trust, Excellence, Accountability, Mutual Respect, Equity

Extraordinary Care:

- Safety
- Quality
- Equity
- Experience
- Access
- Stewardship
- Engaged Caregivers

You've seen an example of what Integrity looks like at Intermountain. Now it is your turn. On a separate piece of paper, write down an example of where you have seen these values in your own life.

Integrity:

Example at Intermountain: A caregiver receives a gift card that was actually meant for someone else. Instead of just accepting the gift card, they report it to their manager to make sure it goes to the appropriate caregiver.

Trust:

Example at Intermountain: An ER nurse does not mention the local celebrity who was treated for a broken leg to her family and friends when she gets home.

Excellence:

Example at Intermountain: You sign up for night class to learn more about a specific area of your job.

Accountability:

Example at Intermountain: After only 1 month the manager asks you to perform a new task. You're unclear on exactly what to do. You ask your manager for clarification and help.

Mutual Respect:

Example at Intermountain: A caregiver avoids participating in gossip.

Equity:

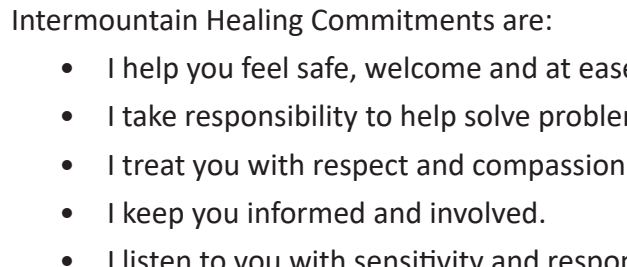
Example at Intermountain: A caregiver helps a patient access needed translation services to ensure they get excellent care.

Policies, Payroll, and Privacy

Intermountain Healthcare has many policies that are in place to keep our caregivers and patients safe and protected. The following link will take you to a self-guided learning module that will give you an overview of our policies, as well as information about payroll guidelines and privacy information. This link will open in an internet browser, and you will need to complete all of the sections of the module. Once you have completed all of the sections, please return to this Participant Guide to complete the rest of the sections.

Please click to following link to open the Policies, Payroll, and Privacy learning module.

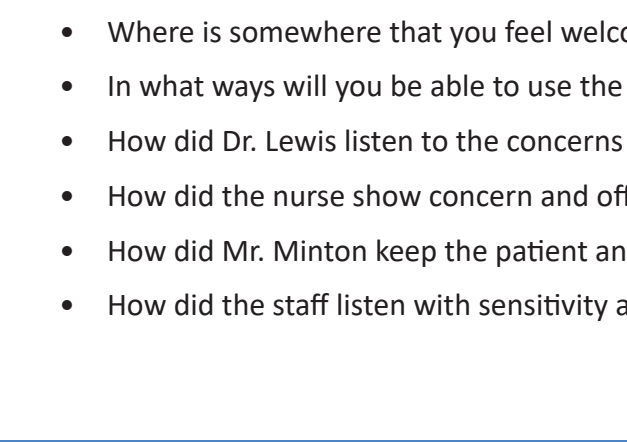
<https://intermountainhealthcare.org/ihcu/public/NEO/Policies/Index.html>



Intermountain.net (12:33)

One of the main resources you will use at Intermountain Healthcare, is Intermountain.net. This site will serve as a way to stay up to date on what is going on within the company, and find links to your employee information, benefits, payroll information, learning, and many other aspects of your daily work. Click the link to watch an introduction of how to use Intermountain.net and what information you will find on it. Your manager will also play an important role in helping you understand how to use Intermountain.net in your particular unit.

<https://youtu.be/Uj2NKQTxUCs>



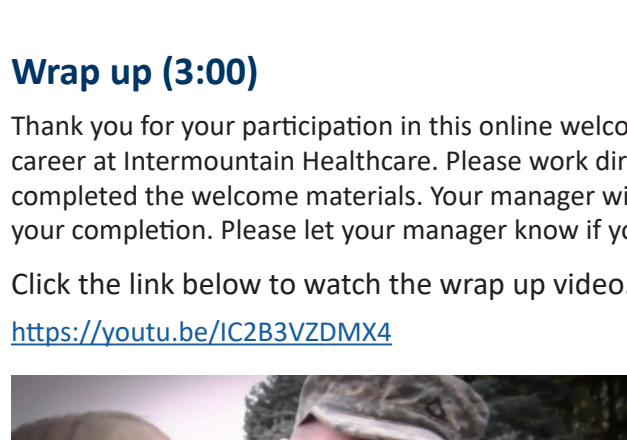
Questions to consider:

- List 2 ways that you can access Intermountain.net

Research and Medical Foundation (6:52)

In addition to the patient care that Intermountain provides, we also strive to reach out to the community and beyond. Click the link below to watch how Intermountain Healthcare uses its resources to help people live the healthiest lives possible.

<https://youtu.be/GFyU-c3VBHE>



Questions to consider:

- List 2 ways that you can access Intermountain.net

Understanding your Benefits

We want to make sure that you understand the benefits that are available to you. Intermountain Healthcare values your overall health and wants to help you live the healthiest lives possible. Click on the link below to explore the benefits that will be available to you. *Please Note: You will need to complete your onboarding tasks in Workday before you will be able to enroll in benefits. If you have additional questions regarding your benefits, you may contact AskHR to speak with a Benefits Specialist.*

Link to caregiver/APP benefits: <https://intermountainhealthcare.org/ihcu/public/NEO/Benefits/EEBenefits.pdf>

Link to Nevada caregiver/APP benefits: <https://intermountainhealthcare.org/ihcu/public/NEO/Benefits/NVBenefits.pdf>

Link to physician and executive benefits: <https://intermountainhealthcare.org/ihcu/public/NEO/Benefits/PEBenefits.pdf>

After you have your Intermountain username and password, go to the Intermountain benefits page on Intermountain.net to learn more and watch a video about your benefits.

<https://m.intermountain.net/hr/benefits/NewCaregiverBenefitsEnrollment/Pages/default.aspx>

Healing Commitments (1:00:14)

The Healing Commitments are important to our work at Intermountain Healthcare. Our six Intermountain Healing Commitments are:

- I help you feel safe, welcome and at ease.
- I take responsibility to help solve problems.
- I treat you with respect and compassion.
- I keep you informed and involved.
- I listen to you with sensitivity and respond to your needs.
- I ensure our team works with each you.

This video will help you understand each one of the Healing Commitments and why they are important. You will get a chance to hear discussion from other new caregivers. As you watch the video, the facilitator will ask several questions of the group. Please follow along in your participant guide and answer the questions on a separate piece of paper. Feel free to pause the video at any time to allow plenty of time to respond to the questions.

Click here to access the video to learn about Our Healing Commitments

<https://youtu.be/jmzogCQFm4>

Questions to consider:

- Where is somewhere that you feel welcome?
- In what ways will you be able to use the healing commitments in your role?
- How did Dr. Lewis listen to the concerns and take the responsibility to solve his problems?
- How did the nurse show concern and offer comfort?
- How did Mr. Minton keep the patient and other staff informed and involved?
- How did the staff listen with sensitivity and respond to the patient's needs?

Online Assignments

Now that you have completed your Welcome Day activities, there is required learning and additional role-specific learning for your career at Intermountain Healthcare. In an effort to stay educated and informed as a caregiver, you will be required to complete online, self-guided learning modules on a regular basis.

Please work with your manager to ensure that you have time and access to complete required learning before the due date. Several important safety courses are required within your first 14 days after hire. Visit the [My Learning page](#) on Intermountain.net to view current assignments.

Wrap up (3:00)

Thank you for your participation in this online welcome experience. We are excited for you to begin your career at Intermountain Healthcare. Please work directly with your manager to let them know that you have completed the welcome materials. Your manager will need to send an email to learning@imail.org to record your completion. Please let your manager know if you have any further questions.

Click the link below to watch the wrap up video.

<https://youtu.be/IC2B3VZDMX4>

Evaluation

Your feedback is essential to help us create a great experience for new hires at Intermountain. Please give us your feedback in the "Intermountain Welcome Acknowledgement" learning module found in your [My Learning](#) portal. *Please note: This site is accessible at any intermountain facility or through remote access using PingID. Contact your manager to request PingID access.*

Thank you for your participation. Please check your other welcome materials to see if there is anything else that you need to complete today. Your manager will work with you in the coming weeks to ensure you have everything that you need, and we welcome you to Intermountain Healthcare.