New Team Member & Caregiver **TOOLKIT**

Wellstar
HEALTH SYSTEM

Welcome to Wellstar

We recognize you are more than a Team Member and Caregiver. You're a friend, a son, a daughter, maybe even a parent or grandparent. Your life is full, busy and demanding. As you start your new position with Wellstar to serve our patients and consumers, we want to make the transition to your new role as easy as possible. We'll handle the details so you can focus on serving with compassion, pursuing excellence and honoring every voice.

This toolkit is designed to provide the tools you need to get you started at Wellstar, give you a brief introduction to our health system, and answer frequently asked questions.

Again, welcome to the Wellstar family. We are more than healthcare...we're PEOPLECARE!

My To-Do List

Click here for the complete checklist.

☐**Wellstar email (Outlook 365)**

☐**Lawson Employee Self Service (ESS)**

☐**Elect my Tax Withholding in Lawson Employee Self Service (ESS) before Friday.**

☐**Sign up for Direct Deposit in Lawson ESS before Friday**

Wellstar **Rewards**

For Your Total Wellbeing

Click here for more details.

Your **Wellness**

Your **Future**

Your **Pay**

Your **Joy**

Tools

- **Helpful Abbreviations**
- **Wellstar Locations**
- **IT Systems**
- **IT System Job Aids**
- **Resources**
- **Orientation & Payroll Calendar**
- **Direct Deposit Tipsheet**
- **Grassroots (idea submission)**

Our Mission

To enhance the health and well-being of every person we serve.

Our Vision

Deliver world-class healthcare to every person, every time.

Our Values

We serve with compassion.

We pursue excellence.

We honor every voice.

Wellstar Foundation

Click here to donate

Important Reminders and Takeaways from New Team Member Orientation

My user ID: ____________

My Email Address:

____________@wellstar.org

MY TO DO LIST

- ☐ **Wellstar email (Microsoft Outlook 365)**

  Access from Wellstar network computer, go to eSource.

  Select webmail at the top of the page

  Username: whs\xxxxx (employee ID)

  Password: MYID Password

- ☐ **Lawson Employee Self Service (ESS)**

  Access from Wellstar Network computer, go to eSource.

  Username: ____________________ (employee ID)

  Password: MYID Password

- ☐ **Elect my Tax Withhodling in Lawson ESS before _____________.**

- ☐ **Sign-up for Direct Deposit in Lawson ESS before _____________.**

Wellstar

MY TO DO LIST
(Continued)

- Access from Wellstar network computer, go to eSource
- Access from home, go to https://staff.wellstar.org
- Username: Wellstar email address
- Password: password created for MYID
- If you are unable to login, please call: 470-956-6000

- **Meet one on one with Benefits Specialist to review team member benefits (FT/PT only)**
- **Enroll in WellStar's Medical Plan (FT/PT only)**

  Deadline: 31 days from my hire date

- **Enroll in WellStar's 403(b) Supplemental Retirement Savings Plan through**

☐ **Turn in Parking Decal form to Security at my facility**

☐ **Check out the Wellstar Foundation and Team Member Giving website www.teammembergiving.org.**

  ☐ Join thousands of Wellstar Team Member by supporting the Wellstar Foundation through payroll deduction

click here to return to toolkit

Helpful Abbreviations

Wellstar Locations

ACHP	Acworth Health Park
AHP, AVHP	Avalon Health Park
AMC-DT	Atlanta Medical Center Downtown
AMC-S	Atlanta Medical Center South
CHP	Cherokee Health Park
ECHP	East Cobb Health Park
VHP	Vinings Health Park
WAB	Wellstar Administrative Building
WCH	Wellstar Cobb Hospital
WCO	Wellstar Corporate Office
WDC	Wellstar Development Center
WDH	Wellstar Douglas Hospital
WGH	West Georgia Hospital
WHH	Windy Hill Hospital
WKH	Wellstar Kennestone Hospital
WNFH	Wellstar North Fulton Hospital
WPH	Wellstar Paulding Hospital
WSGH	Wellstar Sylvan Grove Hospital
WSRH	Wellstar Spalding Regional Hospital

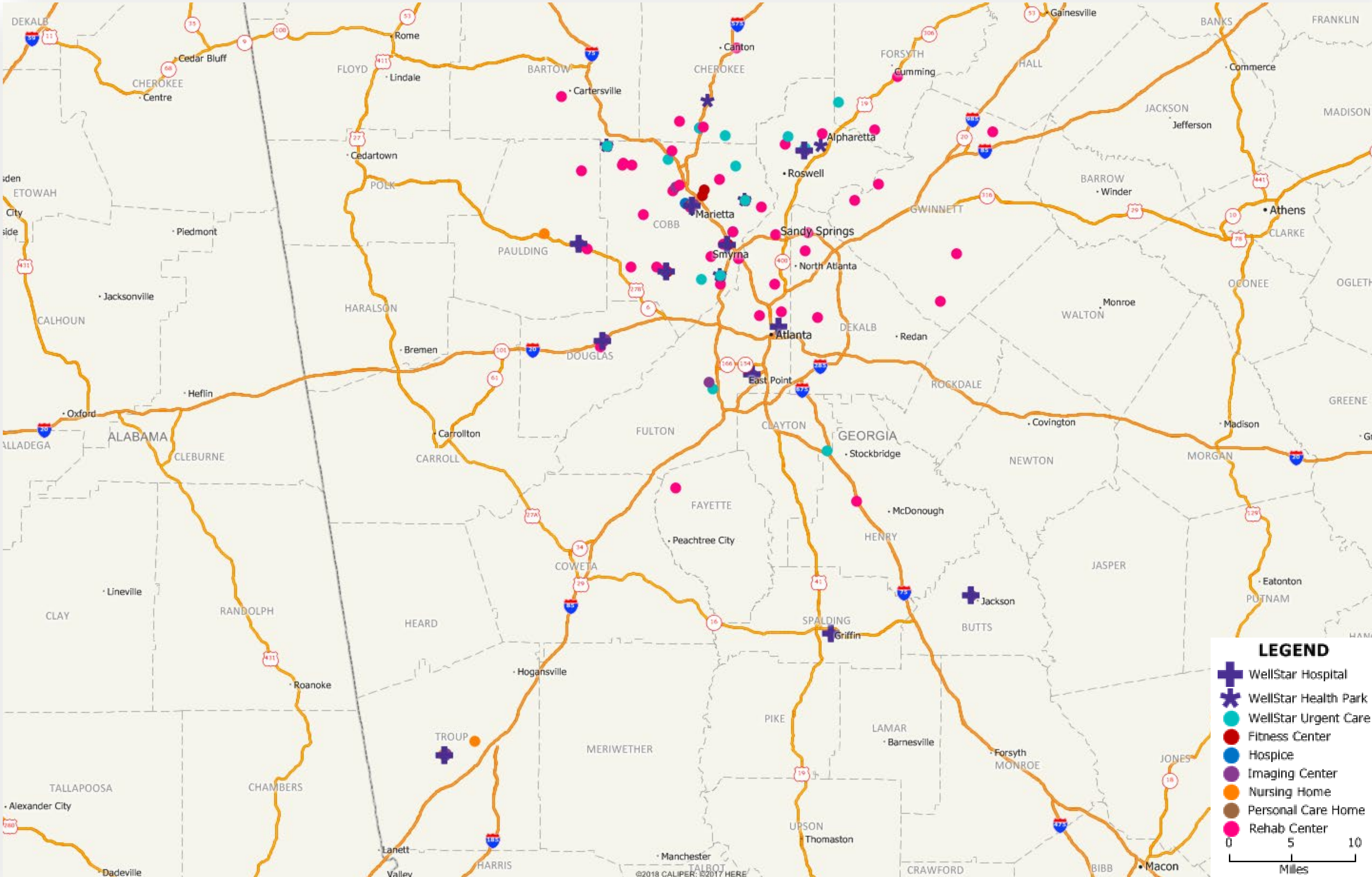
Acronyms

AIDET	Acknowledge Introduce Duration Explanation Thank You	A consistent conversation framework that helps caregivers anticipate the needs of patients and their families so that they can meet and exceed the level of care patients expect.
CC	Continuum of Care	Function Team that assesses compliance of regulations related to this area.
CMS	Center for Medicare Medicaid Services	Federal agency that provides direction to Manage Medicare, and the state QIO's. Website: www.cms.gov
EMR	Electronic Medical Record (Epic)	Clinical system for patient medical records.
GHA	Georgia Hospital Association	The State organization to represent hospitals for the state and coordinate state required data reporting mandates. Website: www.gha.org
GPTW	Great Place to Work	Trust and Engagement department coordinates this survey of employees to uncover actionable insights and get recognized for a great company culture.

Helpful Abbreviations

HICS	Hospital Incident Command Systems	Emergency Preparedness system put in place in emergency situations.
HRO	High Reliability Organization	Quality. Refers to teams that follow HRO guidelines to provide reliable care.
MCE	Medical Care Evaluation Committee	Committee established by the Medical Staff Department for the purpose of peer review of all Medical Staff members with clinical privileges in the department. These exist at CH and KH only. DH, PH and WH's peer review is performed by the medical staff department. The MCE committees or medical staff departments peer review activities are reported to the QRC.
MEC	Medical Executive Committee	Oversight committee at each hospital primarily responsible for activities and policies of the Medical Staff and other practitioners. Has overall responsibility for the medical staff peer review process. The MEC reports to the Medical Affairs Committee.
NPSG	National Patient Safety Goals	Requirements by JCAHO related to patient safety.
OIG	Office of Inspector General	A statutorily created independent entity whose mission is to detect and deter waste, fraud, abuse, and misconduct.
PHI	Protected Health Information	Any information about health status, provision of health care, or payment for health care that is created or collected by a Covered Entity (or a Business Associate of a Covered Entity), and can be linked to a specific individual.
PI	Performance Improvement	Function team that assesses compliance of regulations related to this area.
PPP	Performance Pay Plan	The WellStar Performance Pay Plan (PPP) annual incentive plan is based on achievement of certain metrics related to business goals. There are currently three formal plans: Leaders, Medical Doctors and Advanced Practitioners, and Non-Leader plans. Eligibility includes, but is not limited to, system performance on financial goals, individual performance ratings (3.0 or higher), length of time in role, level of position (for leaders), employment at time of payment and goal achievement.
SBAR	Situation-Background-Assessment-Review	Issue resolution process; rationale used to make business and investment decisions
WMG	Wellstar Medical Group	Medical Practices and Providers

Wellstar Locations



Wellstar

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Wellstar IT Systems

EPIC/Wellstar Connect	Electronic medical record, plus patient scheduling, registration, payment and many specialty applications. Includes many modules.
eSource	Wellstar's intranet home page. Most forms, business units, contact and hospital information can be found via eSource.
iCIMS	Applicant tracking system used by Wellstar for recruiting new team members.
KRONOS Time and Labor/Absence Management	Time Management software used by supervisors to document employee attendance and absence management.
Lawson	System used for purchasing, paying our vendors, paying our employees, tracking financial performance for every department, reporting financial performance to our Board and lenders, and managing our human capital.
Lawson Business Intelligence Dashboard (LBI)	The electronic financial information tool that allows leaders to retrieve trial balance reports and variance analysis in real time.
Lawson Requisition Center (RQC)	Supply ordering system used by project and administrative assistant, managers, and others. Anything that is paid through accounting is ordered using this system.
Lawson Travel and Expense Management (TEM)	A module in Lawson that is used to request approval for, and then record travel expenses of, company travel. Mileage reimbursement is also requested through TEM.
Microsoft Teams	Communication and collaboration with your Wellstar team and approved 3rd parties, also includes real-time voice and video communication (like Skype, Zoom, or Webex).
Office 365	Includes—Word, Excel, PowerPoint, OneDrive (secure cloud storage for files), SharePoint, Planner, and Stream (corporate YouTube).
Outlook	Email and calendar management software.
Perceptive/WebNow	Document imaging and approval application, currently used for storing images of patient documents (e.g. insurance cards) as well as images of vendor invoices.
PolicyTech	Policy and procedure management accessible from eSource.
SaFER	Safety First Event Reporting system used to document safety events and near misses.
Service Now	Help Desk online assistance request system. Used to get help from IT, and also used within IT to track all break/fix work, changes to our systems, and all of our IT equipment. Used also for education requests

	from Organizational Learning. Get Help, Buy Something, Knowledge Base.
SmartSquare	Time-management software used by supervisors to schedule employee work hours and monitor daily staffing volume.
SpectraLink	Wireless telephones assigned to clinical staff for use in their department/unit.
StrataJazz	Application used for getting approval of capital purchases, operating budgets and contracts.
SuccessFactors and SuccessFactors Learning	Wellstar's learning and performance management system, used for taking online classes, tracking training and certification, for tracking progress against goals, and documenting performance feedback and annual review.
Symantec VIP	Mobile app used for two factor authentication – it lets you prove you are really you when you're trying to log in to Wellstar systems.
Yammer	Social media for within Wellstar that lets groups publish and share information with open discussions among team members.

Wellstar Office 365 Outlook on the Web Login — Quick Start Guide

Accessing Your WellStar Email Account from External Network Connection Using the Outlook on the Web

With the transition to Microsoft Office 365 users now have external access to their WellStar email account by visiting Microsoft's portal login page. **Note: To use these instruction, you must have already registered your mobile device with Symantec VIP.**

As a WellStar email user, you can visit https://outlook.office365.com from outside the WellStar Health System network to access your WellStar email account.

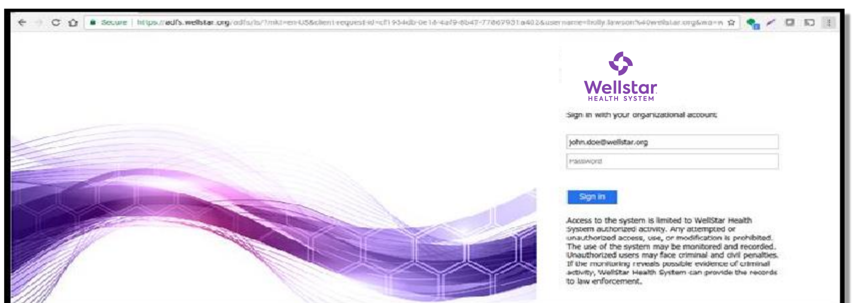
Logging into Microsoft Outlook on the Web

1. Go to https://outlook.office365.com , you will land on the Microsoft sign-in page to begin the login process.

The Microsoft.com Sign In *page displays:*

2. Enter your WellStar email address (ex. – john.doe@wellstar.org).

You will be automatically redirected to the WellStar Organizational Sign In *page:*



3. Enter your network password, and click .

After entering your password open the VIP Access App on your phone and select the checkmark to approve your login.

You should be logged into the O365 web version of their WellStar email account (example below)

Once you are completely logged in, you can access your WellStar email, as well as other web versions of Microsoft software applications (Word, Excel, PowerPoint, & Access).

Note: Users must be registered for Two-Factor Authentication (2FA) ***AND*** have a mailbox with the Office 365 cloud environment to use this method to remotely access WellStar email.

- To register for Two-Factor Authentication (2FA), follow the steps in the WHS 2FA Quick Self-Registration Guide.
- For more information on Two-Factor Authentication, visit the Two-Factor Authentication Informational page.

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RESOURCES

DEPARTMENT	PHONE	EMAIL ADDRESS / WEB LINK
ACADEMIC AFFAIRS/STUDENTS	866-870-8055	Students@wellstar.org
CENTER FOR NURSING EXCELLENCE	470-956-6435	Centerfornursingexcellence@wellstar.org
COVID HELPLINE	470-956-5400	
CUSTOMER SERVICE	770-956-7827	Customerservicehelp@wellstar.org
EMPLOYEE HEALTH	470-956-6052	
HIRING LEADER PORTAL		www.welcometowellstar.com/leaders
IT SERVICE DESK	470-956-6000	ITServiceDesk@wellstar.org
LEADERSHIP & DEVELOPMENT	470-956-6400	Lead@wellstar.org
MY BENEFITS	844-948-0484	
NEW HIRE PORTAL		www.welcometowellstar.com
ONBOARDING HELPLINE	470-956-6688	
ORGANIZATIONAL LEARNING	470-956-6400	Orglearning@wellstar.org
PAYROLL	470-956-5090	Payroll@wellstar.org
SAFETY & QUALITY	470-956-5654	Safety.first@wellstar.org
SECURITY & PARKING SERVICES		Click Link: Security Portal
WELLSTAR FOUNDATION	770-956-GIVE (4483)	www.teammembergiving.org
WELLSTAR INTERPRETING SERVICES	470-793-6846	

2021 Orientation & Payroll Calendar

JANUARY

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JULY

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AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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HOLIDAY PAY PERIOD STARTS PAY DAY TMCO (Team Member & Caregiver Orientation)

LAWSON EMPLOYEE SELF SERVICE DIRECT DEPOSIT TIP SHEET

Direct Deposit Facts

- **You may have up to 4 direct deposit accounts**
- **Your direct deposit changes are effective immediately. (WellStar does not Pre-Note.)**
- **You cannot make changes once payroll processing begins. All direct deposit information that is in the system by noon on Monday prior to check date will be used for that week's paycheck.**
- **Employee Self-Service typically is unavailable beginning at noon on payroll processing Monday until Tuesday evening after payroll processing is complete; any changes made at that time will take effect on the following paycheck.**
- **If you have multiple direct deposit accounts, one of the accounts must be 100%. This means 100% of what remains after all other elections will be deposited to this account. Lawson refers to this as the Default account.**

Logging in to Lawson Employee Self Service

For Users on the Wellstar Network

From eSource select the Lawson link WELLSTAR. LAWSON ENTERPRISE

and select the Employee & Manager Self-Service \ Lawson Log In

- OR -

For Users not on the Wellstar Network

Go to **https://staff.wellstar.org**

Login using your **MYID** network User Name and Password

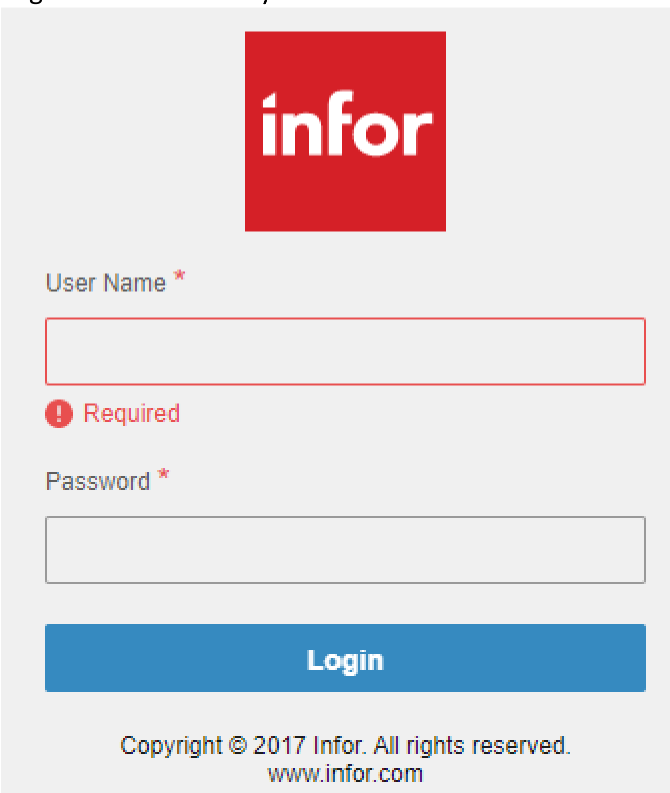
(if you do not know your **MYID** information go to the MYID password reset site https://sspr.wellstar.org/sspr/private/login

If still having problems call the IT Service Desk at 470-956-6000).

After putting in your MYID credentials Open the VIP Access App on your Cell Phone and Approve your Sign in request by selecting the check mark.

Select the Lawson Icon in the Wellstar Staff Portal

Log into Lawson with your MYID credentials.



How do I add a new Direct Deposit account?

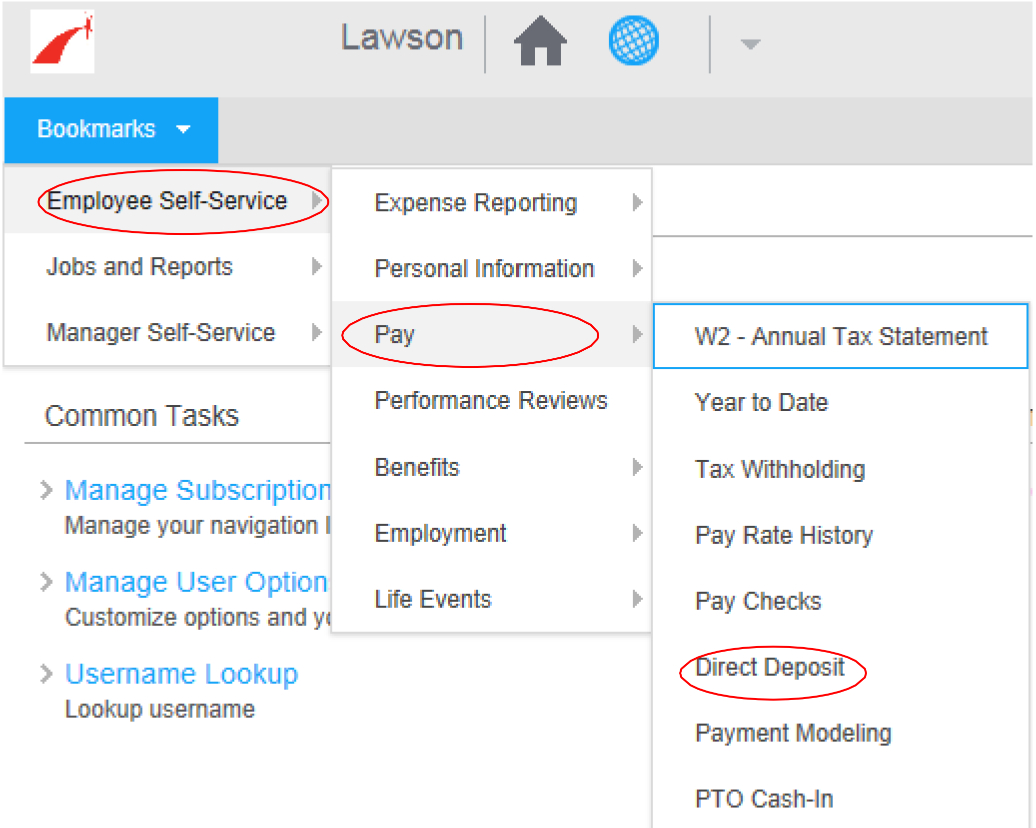
- **After you login, Click on “Globe” Next to the House at the Top of the Page**

- **Click on the Drop-Down Arrow Next to “Bookmarks” in the Top Left of the Page**

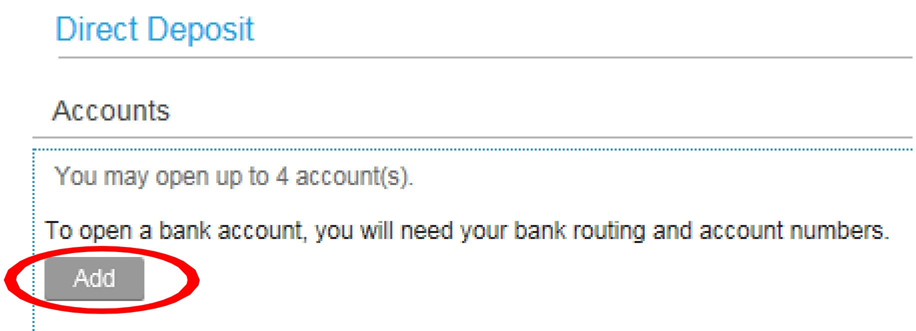
Select Employee Self-Service (use arrow to Right to open next Panel)

Select Pay (use arrow to Right to open next Panel)

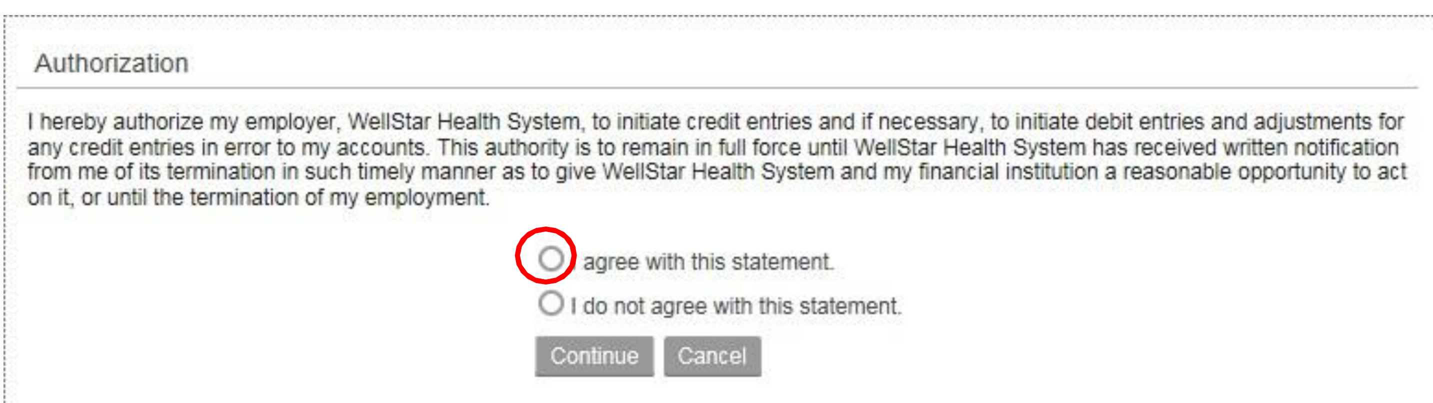
Select Direct Deposit



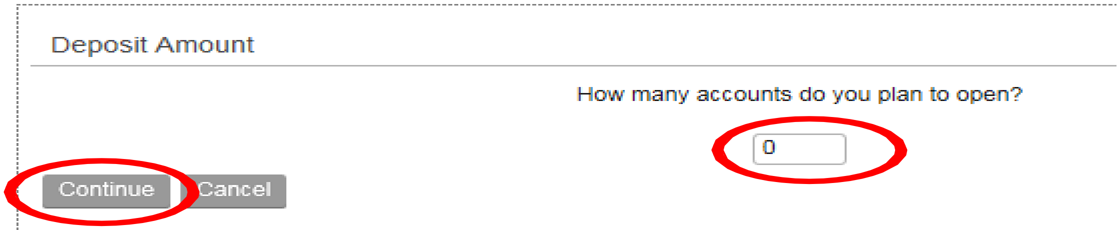
- **Click the "Add" button to begin adding new direct deposit account(s).**



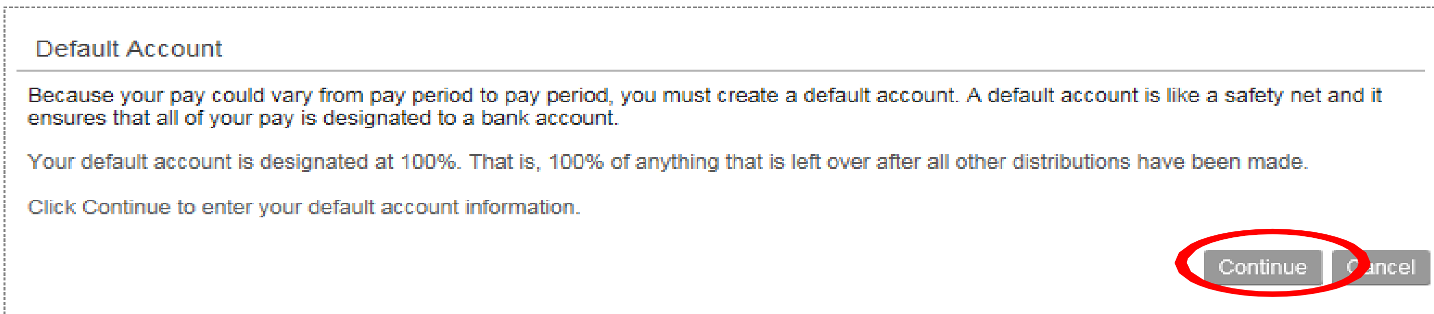
- **Read the Authorization statement and click to agree or not agree with the statement.**



- **Specify the number of accounts you want to add, then click Continue.**



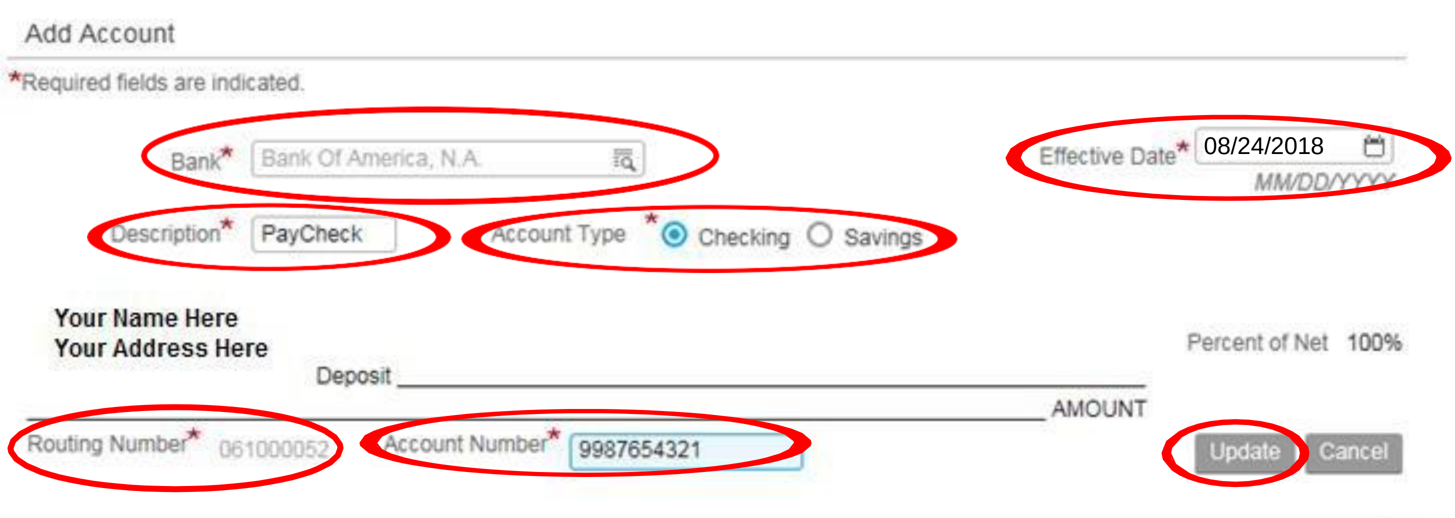
• **If you are setting up more than one account, start with the 'default' account, this is the account that will have what is left of your check after all other direct deposits have been assigned.**
(example: you want $50 each pay period to go to your savings account at the Credit Union and the rest of your check to go to your checking account at Bank of America (the Bank of America is your Default Account).
If you only have one direct deposit account, it will be the default account.
Click Continue.



• **Continue by entering information in all required fields notated with an asterisk** *

Bank: Enter the Name of your Financial Institution (Example Bank of America)
****you <u>must</u> enter something in this field to proceed**
Effective Date: usually today's date, but can be future dated if needed.
Description: this field is for your personal use so can contain anything but must be completed.
Some examples are: "Joint", "Vac Acct", "Crdt Un", "Main", "Mine", "Checking", "Savings", "PayCheck"
Account Type: you must click to choose what type of account your bank considers this to be.
Routing Number*: Your Routing Number located on a check or provided to you by your financial institution.
Account Number: Your Bank Account Number located on a check or provided to you by your financial institution.

(Below is an example with each of these fields completed)



***Below are "POSSIBLE ERROR" Messages if you have entered an incorrect Bank Routing Number**

Message One is returned if the number entered is a valid number but is not setup in our system. You would need to contact the Payroll department to have the number verified and added to our system so that you can use it.

**Routing number_________not found.
Please contact the Payroll department
for further assistance at 470-956-5090**

1

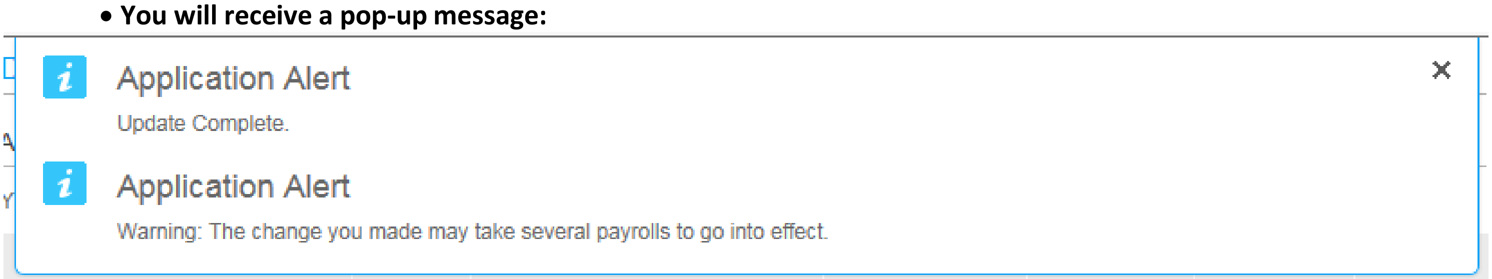
Message Two is returned if the number is typed incorrectly or not a valid routing number by Federal Reserve standards. If you get this message, you will need to contact your banking institution to verify their routing number for direct deposit transactions.

**Error: Invalid Routing Number
Please contact your bank to verify
the number and try again.**

2

<u>Verify the information entered</u>, remember this is where your money will be going, if it is not correct you will not have any money in your account on payday; the delay is usually about a week before you receive a paper check via US Postal Service mail delivery.
If in doubt, please call the Payroll Department for assistance: 470-956-5090.
After you have verified all information is accurate, click "Update" button.

- **You will receive a pop-up message:**



Depending on the timing in relation to payroll processing, your change will take place immediately or on the following pay period (no more than one payperiod).

How do I add another Direct Deposit?

- **After you login, Click on "Direct Deposit". You will see your current direct deposit information listed.**
  - *** Click "Add"**
  - *** Read Authorization statement and click to Agree or Not Agree, then click "Continue"**
  - *** Click the symbol in the box labeled "Bank" to get the filter box**
  - *** Enter routing number, then click "Filter"**
  - *** Click bank name on result of filter, then complete all required fields, then click "Update"**

***See above for details on each of these steps**

How do I update/change my Direct Deposit?

- **After you login, Click on “Direct Deposit”. You will see your current direct deposit information listed.**

Direct Deposit

Accounts

You may open up to 2 account(s).

Bank	Order	Account	Description	Type	Amount	
Members First Credit Union	1	123456789	CU	Savings	50.00	Close Account
Bank Of America, N.A.	2	9987654321 Default	pk	Checking	100.00%	Close Account

Add | Select New Default

- Click on the account number of Account you want to update.
- You can change the Account Type, Account Description and whether you want a Flat Amount or Percent of Net for this account. (Unless this is your Default account. Only Account Type and Account Description can be updated on a Default account.)
- Click Update after you have made your changes.

How do I change my Default account?

- **You must always have a default account which receives 100% of the money after any other deposits. You can change the Default account by clicking on the “Select New Default” button.**

Bank	Order	Account	Description	Type	Amount	
Members First Credit Union	1	123456789	CU	Savings	75.00	Close Acc
Wells Fargo Bank	2	135792468	new acct	Checking	60.00	Close Acc
Bank Of America, N.A.	3	9987654321 Default	pk	Checking	100.00%	Close Acc

Add | Select New Default | Reorder

- Click circle next to the account you want to make the Default.

Direct Deposit

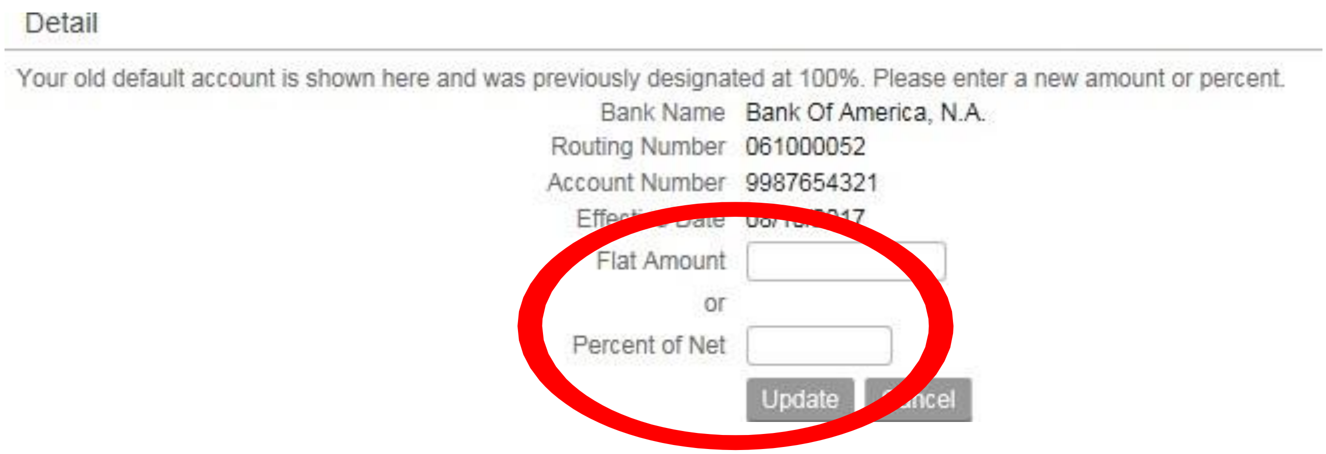
Accounts

Select a new default.

Select Account	Bank	Order	Account	Description	Type	Amount
○	Members First Credit Union	1	123456789	CU	Savings	75.00
○	Wells Fargo Bank	2	135792468	new acct	Checking	60.00
	Bank Of America, N.A.	3	9987654321 Default	pk	Checking	100.00%

Cancel

• The following message will appear so that you can specify the amount you want to be deposited in the account that was previously your Default account. Enter the Flat Dollar Amount or a Percentage you want deposited into that account, then click “Update”



How do I stop/close my Direct Deposit?

• Click on ‘Close Account’, located to the right of the account you want to close.
You will be prompted to verify if you want to close the account.
Click “OK”. Your direct deposit will no longer be sent to this account.

Note: If you choose to close your Default account, you will be prompted to select for the remaining account(s) which you would like to designate as the new Default.

Bank	Order	Account	Description	Type	Amount	
Members First Credit Union	1	123456789	CU	Savings	75.00	Close Account
Wells Fargo Bank	2	135792468	new acct	Checking	60.00	Close Account
Bank Of America, N.A.	3	9987654321 Default	pk	Checking	100.00%	Close Account

Add | Select New Default | Reorder

• If you need to close an account due to an emergency, please stop the direct deposit in Lawson Employee Self Service immediately.
If it is a Payroll processing week: Monday after 12 noon, call the Payroll department ASAP at 470-956-5090 to alert them of the change; Tuesday, Wednesday or Thursday of a processing week, let your bank know a direct deposit transaction has been sent to the closed account.

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Do YOU have an IMPROVEMENT IDEA to share?

Visit the Grassroots website on eSource and submit your idea today!

Wellstar HEALTH SYSTEM

Your voice matters! Share your thoughts and ideas where it counts!

- Do you know of ways to improve areas within your department, facility, and overall system?
- Have you seen an opportunity to reduce waste or create value?
- Did you discover a more efficient way to streamline processes and workflows?
- Have you identified a method to enhance patient and workplace safety or to increase quality outcomes?
- Do you have an idea that will heighten patient experience to share across the System?

NO IDEA is TOO SMALL!

1. Submit your idea to the Grassroots website via eSource.
2. Your idea will be sent to the Grassroots team to review and approve.
3. If approved, your idea will be routed to the appropriate Leader for further analysis and approval.
4. If achievable, your idea will be assigned to a Leader who determines timing, plans, budget and executes idea.

click here to return to toolkit