



PROGRAM AND PERSONNEL COMMITTEE

**Friday, July 9, 2021
8:00 a.m.**

376 E. Apple Ave., Muskegon, MI 49442

**Program and Personnel Committee Chair: Cheryl Natte
Program and Personnel Committee Vice-Chair: John Schrier**

REVISED AGENDA

	<u>Disposition</u>
1) Call to Order	Quorum
2) Approval of Minutes of June 11, 2021 meeting as written. (Previously Forwarded)	Action
3) Items for Consideration	
A. Authorization to Approve the Addition of the Remote Work Policy 02-028 (Attachment #1)	Action
B. Authorization to Change the Hourly Status of Eight Behavior Analysist Technicians as a Way to Increase Interest in Open Positions (Attachment #2)	Action
4) Old Business	
A. Cultural Intelligence (CQ) Board Workshop Proposal	Information
5) New Business	
6) Communication	
7) Director's Comments	Information
8) Audience Participation	
9) Adjournment	Action

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Program/Personnel	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Human Resources	REQUEST DATE July 9, 2021	REQUESTOR SIGNATURE Julia Rupp, Executive Director	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>			
<p>Authorization is requested for approval of the attached draft policy and procedure #02-028 titled "Remote Work".</p>			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>			
<p>I move to authorize the addition of policy and procedure 02-028 titled "Remote Work" and effective July 23, 2021.</p>			
COMMITTEE DATE	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE	BOARD APPROVAL _____ Yes _____ No _____ Other		

HealthWest
Policy and Procedure
DRAFT No. 02-028

Prepared by:

Effective:

Julia Rupp
Executive Director

Approved By:

Subject: Remote Work

Julia Rupp
Executive Director

I. PURPOSE:

To establish a protocol and process for Staff persons to work remotely including their home or other identified location. Our priority will always be to provide services to our customers of the highest quality, delivered by staff who practice the highest standards of professionalism in their fields. Telehealth and remote work options allow employees to work at home or in an alternative location for all or part of their work week. HealthWest considers remote work arrangements to be viable, flexible work options when both the employee and the job are suited to such an arrangement and services are provided while maintaining quality and professional standards.

II. APPLICATION:

All HealthWest employees who choose to and have been approved to be able to work remotely at least part time.

III. DEFINITIONS:

A. Remote Work: Working from a location other than a HealthWest location.

B. Telemedicine/Telehealth: HealthWest aligns with MDHHS, as well as Section 3476 of the Insurance Code of 1956, 1956 PA 218 MCL 500.3476, as updated on December 20, 2017. Therefore, telemedicine means the use of an electronic media to link beneficiaries with health care professionals in different locations. To be considered telemedicine under this section, the health care professional must be able to examine the beneficiary via real-time, interactive audio or video (or both) telecommunications system, and the consumer must be able to interact with the off-site health care professional at the time the services are provided.

IV. PROCEDURE: The following procedures are intended to ensure minimum standards of security, professionalism, and quality of care in the delivery of virtual services, as well as for virtual meeting attendance. Following these guidelines will also maximize comfort, convenience, and wellness while working from home. Any employee working from home to any extent must follow these procedures, so the quality and security of services/operations delivered from remote location match those delivered face to face or when in the office.

A. Eligibility

1. Remote work is a privilege, not a right or entitlement. The ability to work remotely may be granted and revoked as needed without notice in order to fulfill HealthWest's mission and goals. Changes in circumstances relating to the job being performed or the individual(s) performing it can also change the ability to work from home.
2. Remote work is not available to individuals who are not meeting applicable productivity targets or are subject to discipline.
3. Remote work may be available to a group but not to some individuals within that group. For some positions/job functions, remote work is possible and productive; however, this may not be so for all individuals working in the same position. Internet connectivity from a home, the noise level in a home, family and pet situations, and other factors may contribute to a determination that work from home is not possible.
4. Remote work will not be mandated for any individual or position. No one will be required to work from home. Anyone who wants to work in a HealthWest building, for any reason, will be permitted to do so and provided appropriate space and resources.
5. Remote work can be a hybrid of time in the office and time working from home. Clinic and program leadership will determine which approach is the most effective. For some jobs, it may be possible that one day per week or one day per month in the office is effective. For others, it may be that work from home is done two days per week. There are different arrangements that are possible, leadership will work with their teams to make the determination.
6. All employees will complete and sign remote work agreement.
7. All requests to work remotely will be considered and staff will be notified if they are approved to work remotely. Any approved remote work can be rescinded at supervisor's discretion.
8. Work from home is not available for certain types of service delivery.

B. Remote Guidelines

1. Where work from home is possible, employees will still be required to come to their assigned home office from time to time as requested or required. For any staff working from home or working a hybrid of home and office, those staff will still be expected to come into assigned office as required by supervisor.
2. The standards for security, professionalism and quality of care can and must be met when duties/services are delivered virtually.
3. In a work from home situation, both the employer and employee provide certain resources necessary to support the work from home arrangement.
4. Consent from the client must be obtained, and his/her active participation maintained, for any virtual service delivery. See telehealth policy 06-025.
5. Many administrative services can be performed by staff who work from home, and this will vary by the nature of the work, both in terms of whether staff may work from home and how much they may do so.

C. Privacy/Confidentiality and Professionalism

1. Delivering quality services and protecting our clients' information is of utmost importance. We must adhere to these standards regardless of whether we perform service delivery or administrative support. In a work from home environment, these priorities require extra effort and attention to be met. To meet this obligation, everyone working from home must have an appropriate "home office" space that provides ample privacy and a professional appearance. No two living environments are identical, either in terms of the physical space or the schedules and habits of the people who live there. The below requirements may or may not be applicable in every situation and employees are required to follow them in a manner that fits their unique circumstances.
2. Physical space – The "home office" space must be in a room with a door that can be closed to provide privacy. Alternatively, this space can be in the home far enough away from others that conversations cannot be overheard.
3. Background noise/visible distractions – Noise from household members and pets can interfere with the ability to deliver quality services to clients and can distract meeting attendees. Employees should take steps to ensure this does not happen. This can be done several ways and varies by the circumstance. Employees cannot work from home while being the primary caregiver for children (or an older loved one). If employees are working from home while children are at home, there must be another person serving as the primary caregiver.
4. Internet connection – The home network connection must be fast enough and stable enough to allow an employee to perform their work, this includes ability to use Microsoft Teams and Zoom and be able to keep your video on as required.

5. Appearance – Employees must maintain the same standards of professional appearance as are expected when we are in our offices or in our communities delivering services virtually. You are encouraged to use virtual backgrounds available for virtual meetings that can blur or block any distracting background in the home environment. These backgrounds must meet the standard we would require of services and meetings in our offices. The background, whether it is a virtual one or an actual home office as it appears in the camera, must be professional and neutral enough that it does not distract those with whom you are connecting.
6. Clothing must be professional and meet the standard of working in an office as outlined by the dress code policy.
7. A cup of coffee, bottle of water, etc. are acceptable, however eating lunch while attending a meeting or serving a consumer virtually is not.
8. Cameras are expected to be always on when delivering services or in meetings. Staff are expected to be visible to colleagues, community members, persons served with whom they are interacting.

D. Security

Each employee has a duty to secure the information they receive in the course of their work. This includes protected health information of persons served, financial, legal, or other business operations information. HealthWest's Information Technology setup contains numerous strong security features that protects information. However, each employee should take steps to protect sensitive information that is used or accessed from home in the course of your work. This includes:

1. Home network security – Employees working from home and using their home internet connection must have password protection enabled on their networks. This means they must select the setting in their home internet software that requires a password to join the network.
2. Physical security – Documents or other written materials that might contain protected information must be secured at all times. This includes protection from even innocent observation of confidential information by others in the home. This means that protected information should not be left out in the open in common areas of the home, nor should it be left unattended in the staff member's workspace in the home. This applies whether that information is health information regarding a client, or legal, financial, or human resources information the staff member might have in his/her possession. Each employee working from home must have and use a lockable filing cabinet, desk drawer, briefcase, or other secure location for any documents he or she may use while working from home.
3. Printing – The same technology that permits virtual service delivery also permits a nearly paperless system, so the need for printing is minimal. However, we also recognize that

certain instances do require the printing of documents in order to facilitate care delivery or otherwise perform your job. No printing is allowed at your home office unless specifically permitted by leadership. These requests will be reviewed individually and if approved a separate agreement outlining procedures will need to be signed.

E. Timekeeping

1. Employees working remotely who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked. Hours worked in excess of those scheduled per day and per work week require the advance approval of the employee's supervisor. Failure to comply with this requirement may result in the immediate termination of the remote work agreement.
2. All staff should use outlook calendars to inform others of schedule and location.
3. Employees must adhere to a work schedule for the workday, or the work week as outlined by the supervisor. If an employee is unable to work the established schedule, they should report this to their supervisor and request time off as needed.
4. Unexpected Circumstances. If a circumstance presents itself that prohibits you from conducting your business remotely (internet down, loss of electricity, equipment malfunction) you are required to notify you supervisor immediately. Options include coming into the office or utilizing paid time off.

F. Comfort/Safety

In addition to having a home office that is private, professional, and secure, it should be ergonomically sound. Employees must consider appropriate desk and chair setup and height, breaks, sufficient space, and factors such as that. Work from home done correctly should be like working from the office. If this setup cannot be achieved, the employee and supervisor may decide working from home is not an option. All reporting requirements for any injury or illness are extended to remote location during the scheduled hours. Prior to working at home/remote location the staff must certify that their location conforms to safety standards.

G. Productivity

Productivity requirements will be the same as those used for office-based staff and/or may be adapted for those working remotely. There may be additional performance metrics developed to ensure tasks are performed as assigned. Performance metrics will be determined and monitored by program leadership.

H. Travel and Mileage Reimbursement

Employees working remotely will not be reimbursed for mileage for their commute from their home office to their assigned office location. When traveling to locations away from their

home or office location, employees should deduct their regular commute from home to their assigned office when determining total mileage for reimbursement.

- I. As when in the office, all agency and county policies and procedures must be followed when working remotely.

V. References:

- A. Technology Policies
- B. Telehealth Policy
- C. Travel Policy

REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

COMMITTEE Program/Personnel Committee	BUDGETED X	NON-BUDGETED	PARTIALLY BUDGETED
REQUESTING DIVISION Clinical Services	REQUEST DATE July 9, 2021	REQUESTOR SIGNATURE Cyndi Blair, Chief Clinical Officer	
<u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u>			
<p>HealthWest Board authorization is requested to change the status of the following positions:</p> <ul style="list-style-type: none"> • Behavior Analysis Technician-Hourly, Position N11729 (Wage Grade HO 00160/Cost Center 7319) to Behavior Analysis Technician – Full-Time, which will not change the wage grade or the cost center. • Behavior Analysis Technician-Hourly, Position N11730 (Wage Grade HO 00160/Cost Center 7319) to Behavior Analysis Technician – Full-Time, which will not change the wage grade or the cost center. • Behavior Analysis Technician-Hourly, Position N11731 (Wage Grade HO 00160/Cost Center 7319) to Behavior Analysis Technician – Full-Time, which will not change the wage grade or the cost center. • Behavior Analysis Technician-Hourly, Position N11732 (Wage Grade HO 00160/Cost Center 7319) to Behavior Analysis Technician – Full-Time, which will not change the wage grade or the cost center. • Behavior Analysis Technician-Hourly, Position N11733 (Wage Grade HO 00160/Cost Center 7319) to Behavior Analysis Technician-32 hour, which will not change the wage grade or the cost center. • Behavior Analysis Technician-Hourly, Position N11734 (Wage Grade HO 00160/Cost Center 7319) to Behavior Analysis Technician-32 hour, which will not change the wage grade or the cost center. • Behavior Analysis Technician-Hourly, Position N11735 (Wage Grade HO 00160/Cost Center 7319) to Behavior Analysis Technician-32 hour, which will not change the wage grade or the cost center. • Behavior Analysis Technician-Hourly, Position N11736 (Wage Grade HO 00160/Cost Center 7319) to Behavior Analysis Technician-32 hour, which will not change the wage grade or the cost center. <p>The reason for changing these positions from hourly without benefits to part-time with benefits is because we are having difficulty filling hourly positions. We have 85 kids on the list for autism testing and 50% of them will require services. We need to create capacity to accommodate these services.</p>			
<u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u>			
I move to authorize changing the status of positions N11729, N11730, N11731, and N11732 to full-time and positions N11733, N11734, N11735 and N11736 to part-time, 32-hours, effective July 23, 2021.			
COMMITTEE DATE	COMMITTEE APPROVAL _____ Yes _____ No _____ Other		
BOARD DATE	BOARD APPROVAL _____ Yes _____ No _____ Other		