

HUMAN RESOURCES POLICY

POLICY TITLE: PROBLEM SOLVING PROCEDURE

POLICY NUMBER: HR XIII - 1310*

PURPOSE: Open and effective communications are encouraged and are valued principles, as the Hospital is sincerely interested in learning of any condition that may be causing problems for the employee on the job. Employees are encouraged to utilize this process to address employment related issues, although this procedure does not and should not restrict less formal communication with higher levels of management.

Eligibility

Employees who have completed the three-month initial hiring period are eligible to utilize this procedure to resolve problems.

Employment-At-Will Relationship

The following problem solving procedure does not affect the employment-at-will relationship between the Hospital and its employees. The Hospital and its employees have the right to terminate the employment relationship at any time, with or without cause and with or without notice.

Procedure

All reviews and investigations must be thorough and objective. The Hospital is committed to resolving these disputes at the earliest possible step in this procedure. No retaliatory action will be taken against employees who utilize this process in good faith to register complaints or to appeal disciplinary action.

Failure to observe both the procedure and time limits set forth herein may result in a denial of the right to proceed to the next step in the procedure. The time in which to submit problems at each step of the problem-solving procedure are set forth within each step of the procedure.

STEP ONE: Oral Review by Supervisor

The employee should discuss the problem with the employee's immediate supervisor as soon as possible but no later than three (3) working days after the employee knew or should have known of the problem.

The supervisor will evaluate the issue, attempt to address and/or resolve the matter, and keep the employee informed of his efforts. The supervisor will give the employee a written reply within three (3) working days, unless additional time is needed.

* Formerly Policy No. 102-33

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STEP TWO: Written Review by Head of the Department

If the employee feels their issue has not been resolved by Step One, the employee will first notify the Human Resources Director of their intent to proceed. The employee must then forward a written statement to the department head within 5 days after receipt of the supervisor's reply.

The department head shall provide the employee with a response in writing within five (5) working days, unless the department head notifies the employee that additional time is required.

STEP THREE: Written Review by Senior Vice President in Chain Of Command

If the employee desires to continue the process, the employee must, within five (5) working days of the department head's response, forward a written statement to the Senior Vice President in the chain of command. The written statement must include the specific nature of the employee's problem, the names of witnesses, and any previous responses from the supervisor and the department head.

The Senior Vice President shall provide the employee with a response within five (5) working days following receipt of the employee's written statement, unless the employee is notified by the Senior Vice President that additional time is required.

STEP FOUR: Grievance Committee

If the employee chooses to proceed after Step Three, the employee may submit a written grievance to the Grievance Committee in care of the Human Resources Director within five (5) working days of receipt of the Senior Vice President's response.

The Grievance Committee will provide the employee with a written response within ten (10) working days after the hearing, or, alternatively, after the chairperson of the Grievance Committee's determination that no hearing is required.

The CEO will determine the remedy available to any employee receiving a favorable decision from the Grievance Committee.

STEP FIVE: Review by the CEO

If the employee chooses to proceed to the final step in this process, the employee may file a written statement with the Hospital's CEO within five (5) working days after the receipt of the written response from the Grievance Committee. The employee must forward all documents

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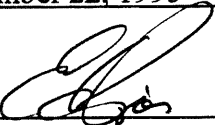
via certified, registered mail to the Human Resources Director, who will place a copy in the employee's personnel file prior to forwarding the original documents to the CEO.

The CEO, or his or her designated representative, will provide the employee with a written response within ten (10) working days, unless the employee is notified otherwise. The decision of the CEO, or his or her designated representative, shall be final and binding.

PROCEDURE FOR DISPUTES REGARDING TERMINATION

Eligible terminated parties wishing to utilize this problem solving procedure shall, within ten (10) working days of the date of termination, initiate this process at Step Five of this procedure. Such written statement must be sent via certified mail, "return receipt requested."

EFFECTIVE DATE: December 22, 1995

APPROVED BY: 
ED PIPER, Ph.D.
CEO

REVIEW DATES: 12/95, 8/99, 8/01, 7/05

REVISION DATES: 9/98, 7/05