A BLUEPRINT FOR SUCCESS

Employee Handbook

Baptist Health South Florida

Doing Our Best:
The Baptist Health Way

The Baptist Health Way defines our corporate culture. It is the core of everything we do, the glue that holds us together.

It begins with our mission and a promise to always put the patient first. The Baptist Health Way also focuses on the importance of our people, patient care quality and safety, and honesty and integrity. It's continually reaching and stretching for the best, ensuring that this is the best place to be your best.

Embracing The Baptist Health Way means creating a positive atmosphere for our coworkers, our patients, and their friends and family. It means being a contributor and a participant in achieving the highest quality standards. It's how you can help build the future for our organization and yourself.

Welcome to Baptist Health South Florida.
We are pleased to have you as part of our family!

Baptist Health is truly the best place to be your best. As an employee you will work in a great environment that will continuously challenge you to reach your full potential. You have joined an outstanding healthcare provider that enjoys an international reputation for achieving some of the best patient satisfaction and clinical outcomes in the industry. A driving force behind our success is our corporate culture known as “The Baptist Health Way,” which is focused on delivering an inspiring and rewarding employee experience.

People are the defining characteristic of our culture and we recognize that your skill, dedication and compassion are the foundation of our organization. Your contributions will play a vital role in our continued success and reputation for high quality care. Therefore, your overall success is important to us, which is why we offer you many opportunities for professional development, personal satisfaction, and work/life balance.

Please familiarize yourself with the content of this employee handbook. Naturally, it can’t cover all the details of your employment experience, but it does give you a general overview of what you can expect as a Baptist Health South Florida team member.

I hope you enjoy an enriching and fulfilling career with us. Again, welcome to the Baptist Health family.

Sincerely,

Adriene McCoy
Corporate Vice President and
Chief Human Resources Officer

1

Welcome to Baptist Health South Florida

1

WELCOME TO BAPTIST HEALTH SOUTH FLORIDA

- The Purpose and Benefit of this Handbook
- The Purpose of the Pineapple Symbol
- Our Mission
- Our Guiding Principle
- Our Vision
- Our Values
- Maintaining the Baptist Health Culture
- Equal Employment Opportunity
- Introductory Period of Employment
- Employment at Will
- What You Can Expect From Baptist Health
- What Baptist Health Expects From You
- Service Excellence Standards

Purpose and Benefit of this Handbook

This handbook has been prepared to inform you about Baptist Health's history, philosophy, employment practices and policies, the benefits provided to you as a valued employee and the conduct expected from you.

We ask that you read this handbook carefully, and refer to it whenever questions arise. No employee handbook can ever answer every question, nor would we want to restrict the normal flow of questions and answers. It is through person-to-person conversations that we can better know each other, express our views and work together in a collaborative relationship. Therefore, please don't hesitate to ask questions. Your manager will gladly answer them.

Policies and procedures are subject to change at the discretion of Baptist Health to reflect changing business conditions.

You can find updated Human Resources policies, as well as other policies, on Baptist Health's intranet Sun Page under Policy Administration Management.

The Purpose of the Pineapple

The pineapple became a symbol of hospitality in Europe during the Italian Renaissance period. American inn-keepers later adopted the European custom of putting pineapples on their doors, and visitors to these inns found themselves in friendly and comfortable surroundings. The pineapple is the symbol of Baptist Health's hospitality and commitment to service excellence.

Our Mission

The mission of Baptist Health is to improve the health and well-being of individuals, and to promote the sanctity and preservation of life in the communities we serve. Baptist Health is a faith-based organization guided by the spirit of Jesus Christ and the Judeo-Christian ethic. We are committed to maintaining the highest standards of clinical and service excellence, rooted in the utmost integrity and moral practice. Consistent with its spiritual foundation, Baptist Health is dedicated to providing high-quality, cost-effective, compassionate healthcare services to all, regardless of religion, creed, race or national origin, including, as permitted by its resources, charity care to those in need.

Our Guiding Principle

Through our compassionate healthcare services, we seek to reveal the healing presence of God.

Our Vision

Baptist Health will be the preeminent healthcare provider in the communities we serve - the organization that people instinctively turn to for their healthcare needs. Baptist Health will offer a broad range of clinical services that are evidence based and compassionately provided to ensure patient safety, superior clinical outcomes and the highest levels of satisfaction with a patient- and family-centered focus. Baptist Health will be a national and international leader in healthcare innovation.

Our Values

People - Our greatest asset: our employees, physicians, Board members and volunteers

Compassion - For those we serve

Excellence - In all we do: customer service, patient care, relationships and organizational performance

Integrity and Transparency - In all our actions and decisions

Belief - In our faith-based heritage and mission

Stewardship - To manage resources prudently and ethically to ensure the future ability to fulfill our mission

Maintaining the Baptist Health Culture

Baptist Health is proud to be union-free. Our policies and programs are designed to meet the needs of our employees by providing a positive environment where each employee enjoys maximum opportunity for open communication, conflict resolution and job satisfaction. We believe that our employees, patients, community and organization are best served when we deal directly with our employees rather than through a third party.

(See BHSF-HR Policy #5800, A Word About Unions)

Equal Employment Opportunity

Baptist Health is an Equal Employment Opportunity employer. Baptist Health prohibits any form of unlawful harassment or discrimination against applicants for employment or employees on the basis of race, color, religion, ancestry, sex, pregnancy, national origin, age, marital status, familial status, military/veteran status, disability status, genetic information with respect to the applicant or employee, sexual orientation, or any other classification/characteristic protected by applicable federal, state or local law. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, corrective action, termination, layoff, recall, transfer, leaves of absence, compensation and training.

(See BHSF-HR Policy #5050 Equal Employment Opportunity)

Introductory Period of Employment

The first 90 days of all newly hired and rehired Baptist Health employees shall be an Introductory Period of Employment. This period of time is an opportunity for the new or rehired employee to adjust to his or her new position. It is also an opportunity for his or her leader to observe and evaluate the employee's work performance and determine the suitability of the individual for continued employment with Baptist Health.

(See BHSF-HR Policy #5150, Introductory Period of Employment)

Employment at Will

Employment at Baptist Health is for no definite period and may, regardless of the time and manner of payment of wages and other compensation, be terminated at any time by Baptist Health or by the employee, with or without cause, and with or without notice. [**NOTE:** This policy does not apply to any Baptist Health employee who is a party to a written Employment Agreement with Baptist Health. If applicable, please refer to the "Term and Termination" section of the written Employment Agreement.]

What You Can Expect From Baptist Health

Baptist Health recognizes that everything starts with **YOU**! If you are committed and engaged, we can create greater service value and quality, and improve patient satisfaction, which is the basis for our growth. Our employee relations policies strive to create an environment where you are treated fairly, with dignity and respect.

What Baptist Health Expects From You

Baptist Health expects you to provide the highest level of quality and service as it relates to our patients and customers; to follow all policies and procedures; and to represent Baptist Health in a positive manner at work and in the community.

Service Excellence Standards

Our service goal is to provide consistently excellent care and service to patients, guests, co-workers, physicians and others. In support of this goal, all employees are expected to meet and (we hope) exceed the following service standards.

Standard 1: Caring and Compassion
Provides patient- and family-centered healthcare services with care and compassion.

Standard 2: Teamwork
Works as an organization-wide team member, providing quality, compassionate care and services.

Standard 3: Privacy and Confidentiality
Maintains and protects privacy in every aspect of care and service.

Standard 4: Effective Communication
Communicates effectively by using appropriate methods.

Standard 5: Safety
Consistently promotes and provides safe care and services.

Standard 6: Quality and Service Recovery
Provides consistently high-quality care and services and is active in service recovery.

Standard 7: Cost Effectiveness
Performs work in a cost-effective manner while consistently providing high-quality care and services.

Read the Service Excellence Standards full text with the expectations by clicking on the following link and reviewing the brochure:

(See BHSF Service Excllence Standards and Expectations Brochure)

2
Respect

2

RESPECT

- Policy Prohibiting Harassment and Discrimination
- Accommodations for Applicants and Employees with Disabilities
- Performance Expectations
- Employee Conduct
- Employee Attendance
- Corrective Action: Non-management Employees
- Preventing Workplace Violence
- Resolution of Grievances
- Drug-Free Workplace
- Unauthorized Release of Confidential Information
- Social Media Policy
- Dress Code Policy
- No Solicitation/No Distribution on Baptist Health Premises Policy

Policy Prohibiting Harassment and Discrimination

Baptist Health is committed to providing an environment where employees are treated with dignity and respect, and where the environment is free from all forms of harassment or discrimination, so that employees can perform effectively and experience personal and professional satisfaction from their work.

Baptist Health expressly prohibits, and has a zero tolerance for, any form of unlawful harassment or discrimination based upon race, color, religion, ancestry, sex, pregnancy, national origin, age, handicap/disability, marital status, familial status, genetic information with respect to the applicant or employee, sexual orientation, or any other classification protected by applicable federal, state or local law.

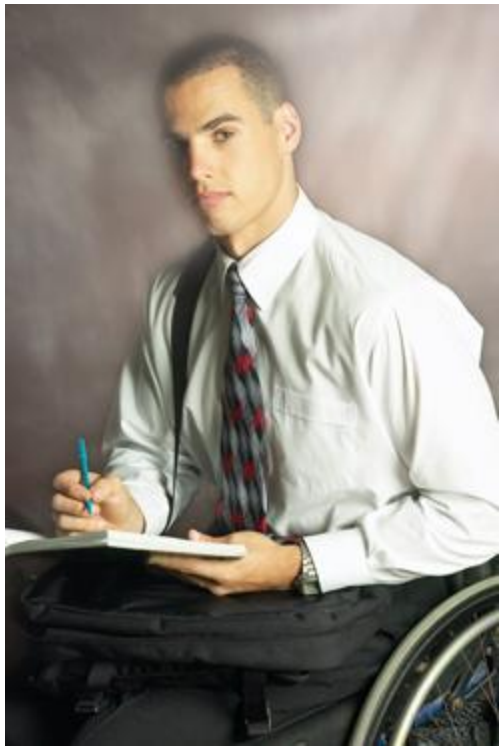
Baptist Health strongly urges the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct which is contrary to this policy or who have observed the disrespect or harassment of another person must report the incident promptly to Human Resources. You may also call the Baptist Health Compliance Hotline at **888- 492- 9329.**

(See BHSF-HR Policy #5075, Policy Prohibiting Harassment and Discrimination)

Accommodations for Applicants and Employees With Disabilities

Baptist Health is committed to providing access to applicants and employees with disabilities. To that end, Baptist Health will provide reasonable accommodations in the workplace for qualified individuals with disabilities, unless to do so would result in an undue hardship to Baptist Health, or would pose a direct threat to the health or safety of employees or patients of Baptist Health.

(See BHSF-HR Policy #1500, Accommodations for Applicants and Employees With Disabilities)



Performance Expectations

You and your leader will discuss your duties and how to do them promptly, correctly, courteously and professionally. As an employee, you are expected to follow all policies and standards set forth by Baptist Health.

(See BHSF-HR Policy #5250, Employee Conduct and All Baptist Health Service Standards)

Employee Conduct

Trust and respect are freely given to all Baptist Health employees in the expectation they will conduct themselves with honesty, integrity, maturity and exhibit a commitment to professional performance. This policy establishes standards that form the foundation of acceptable conduct throughout Baptist Health. Employee behavior inconsistent with the standards in this policy is subject to the Corrective Action process.

(See BHSF-HR Policy #5250, Employee Conduct)

Employee Attendance

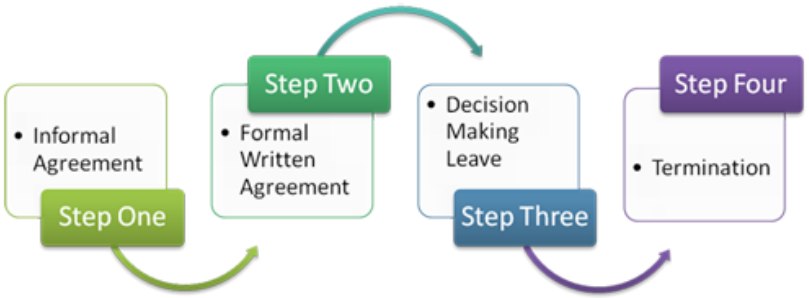
Absenteeism and tardiness can adversely affect our ability to serve our patients, their families and the community. For these reasons, excessive absenteeism and tardiness will be addressed through the Corrective Action process.

(See BHSF-HR Policy #5400, Guidelines for Employee Attendance)

Corrective Action:
Non-management Employees

Self-discipline is the best form of discipline, and is expected in our organization. Baptist Health expects its employees to commit themselves to perform well and responsibly and to exhibit positive self-discipline in their work.

Employees whose performance and/ or conduct is unacceptable will be counseled. Depending upon the circumstances of the performance and/or conduct deficiency, the leader may skip one or more of the following in the four-step Corrective Action process:



(See BHSF-HR Policy #5300, Corrective Action)

Preventing Workplace Violence

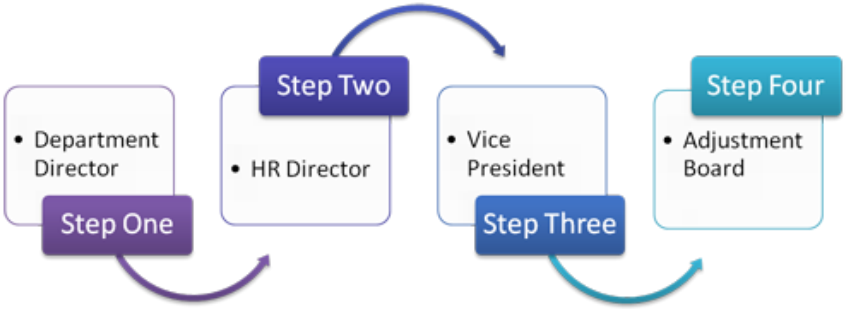
Baptist Health has a zero tolerance of violent or threatening conduct in the workplace. Threats, threatening language or any other acts of aggression or violence made toward or by anyone will not be tolerated.

(See BHSF-HR Policy #5100, Workplace Violence)

Resolution of Grievances

A grievance process is available to employees whose dispute and/or complaints have not been resolved to the employee's satisfaction by the employee's immediate leader or for employees who choose to directly make use of the formal grievance process.

Any employment decision made as a result of an incident of workplace violence is disqualified from consideration in the grievance process, and performance evaluations scored overall as 'Fully Meets or Exceeds Expectations' do not qualify for the grievance process. During the Introductory Period, employees are not eligible to use the Resolution of Grievance policy and procedures.



(See BHSF-HR Policy #5200, Resolution of Grievances)

Drug-free Workplace

Employees deserve a work environment that is free from the effects of drugs and alcohol and the problems associated with them. Baptist Health has a responsibility to provide a healthy and safe workplace. The illegal use, sale, manufacture, distribution or possession of drugs while at work or on the premises of Baptist Health will result in disciplinary action up to and including termination.

(See BHSF-HR Policy #6150, Drug-free Workplace)

Unauthorized Release of Confidential Information

Employees, employed physicians, contractors, vendors and volunteers of Baptist Health are prohibited from accessing, using or disclosing confidential information (as defined in the Policy) for any purpose other than to conduct the business of Baptist Health. The sharing, copying or transmission of confidential data or information to anyone who is not authorized to receive it is prohibited. At all times, the integrity and security of confidential information must be maintained and safeguarded.

(See BHSF-HR Policy #5225, Unauthorized Release of Confidential Information)

Social Media Policy

This policy provides guidelines for Baptist Health employees, employed physicians, contractors, vendors and volunteers (“users”) regarding acceptable and prohibited uses of social media on the intranet or Internet during working and nonworking time, whether at work or at home or elsewhere. All external representations on behalf of Baptist Health must first be authorized, in writing, by the VP Marketing & Public Relations or her or his designee.

(See BHSF-HR Policy #6750, Social Media Policy)

Dress Code Policy

This policy establishes standards that form the foundation of acceptable dress code throughout Baptist Health. Establishes a standard for personal appearance and grooming that promotes cleanliness, safety and professionalism and the confidence of patients, guests and all others with whom we come in contact at work. Depending on their business needs, various entities, campuses and departments may have dress code policies that shall supplement this policy. Please check with your leader to see if there is a supplement you need to review.

(See BHSF-HR Policy #5275, Dress Code)

No Solicitation/No Distribution on Baptist Health Premises Policy

This policy outlines guidelines for solicitation and distribution (including electronic communications) to avoid disruption of Baptist Health's operations and disturbance of patients. Solicitation and distribution of literature on Baptist Health property shall be permitted only in accordance with this policy. This policy applies to all Baptist Health employees, volunteers, contractors, visitors and guests.

(See BHSF-HR Policy #6175, No Solicitation/No Distribution on Baptist Health Premises)

3
Stability

3

STABILITY

- Employee Development
- Baptist Health University
- Job Postings and Transfers

Employee Development

Baptist Health is committed to helping employees be their best by offering learning opportunities that are important stepping stones for employees' professional and personal development. Employee development specialists are available to assist you with career counseling, resume writing and interviewing skills.

Baptist Health University

Baptist Health University (BHU) offers access to online courses, educational transcripts and the course catalog 24 hours a day. Use the Employee Learning Programs link to complete an online course or register for an instructor-led class; many are approved for continuing education credits (CEUs). Access your transcript and mandatory courses such as Annual Required Education. You can also find self-development courses in the SkillSoft Elective Learning catalog on topics such as business communication and interpersonal skills.

Job Postings and Transfers

To apply for a transfer to another position, you must meet the minimum qualifications for the role, have been in your current position for at least six months and have no written disciplinary action within the last six months.

(See BHSF-HR Policy #1250, Transfers and Promotions)

4
Compensation

4

COMPENSATION

- How We Determine Your Pay
- Payday
- Paycheck
- Payroll Deduction
- Hours of Work
- Uninterrupted Meal Breaks
- Performance Evaluation

Baptist Health is committed to ensuring our employees are paid correctly and timely in accordance with all state and federal laws. It is your responsibility to review your pay statements for completeness and accuracy. If for any reason you believe your pay statement is not accurate, please contact your supervisor immediately.

How We Determine Your Pay

Your pay is influenced by several factors, including the nature and scope of your job, what other employers pay their employees for comparable jobs and individual performance.

Payday

Payday at Baptist Health is every other Thursday. Your check reflects the 14-day period ending on the Saturday before you are paid. You can choose either direct deposit or have a check mailed to your home. Refer to your New Employee Orientation Resource Guide or the intranet for the payroll calendar.

Paycheck

Each paycheck will include the hours you worked during the pay period, your earnings for those hours, amount taken out for Social Security and taxes, your current rate of pay, your Paid Time Off (PTO) balance and detailed deductions for the pay period and year-to-date. Please review your paycheck in Employee Self Service (ESS) every payday to ensure it is correct.

Payroll Deductions

Required deductions include Federal Income Tax (FIT) and Federal Insurance Contribution Act (FICA-Social Security). Voluntary deductions include medical, dental and other benefits, Credit Union loan payments or savings plans, retirement contributions, gift shop and food purchases, Florida Prepaid College Plan and tuition payments to the Early Learning Centers.

Hours of Work

Baptist Health cares for patients every day of the year, 24 hours a day. The standard workweek begins at 12:01 a.m. on Sunday and ends at midnight the following Sunday. The standard work day begins at 12:01 a.m. and ends 24 hours later. A regularly scheduled, full-time shift is normally 8 ½ hours long, including an unpaid 30-minute meal period. Please check with your leader for your specific schedule and clock in and out according to your scheduled work time.

Uninterrupted Meal Breaks

Baptist Health automatically deducts 30 minutes from nonexempt employees' time after 5.5 hours of compensable working time for an uninterrupted meal break. An uninterrupted meal break means that the employee is completely relieved of work duties during the 30-minute meal break. Any employee who is unable to take a 30-minute uninterrupted meal break during his or her shift must document the fact that he or she did not receive a 30-minute uninterrupted meal break as set forth in the Uninterrupted Meal Breaks Policy.

(See BHSF-HR Policy #2295, Uninterrupted Meal Breaks)

Performance Evaluation

Performance evaluations are conducted on an annual basis. Our ongoing evaluation system provides the opportunity for a review to discuss progress, goals and job performance.

(See BHSF-HR Policy #5500, Employee Performance Evaluation)

5
Employee Benefits

5

EMPLOYEE BENEFITS

- Pineapple Perks
- Wellness Advantage
- Paid Time Off
- Leave of Absence
- Financial Benefits and Assistance
- Family-friendly Benefits
- LifeWorks Employee Assistance Program
- Tuition Reimbursement

Pineapple Perks

Baptist Health offers employees and their dependents the following benefits, also known as **Pineapple Perks**:

- Paid Time Off (PTO)
- Group medical, dental and vision insurance plans
- Retirement plan, which includes matching contributions from Baptist Health
- Group life, supplemental, dependent and accidental death and dismemberment insurance plans
- Short- and long-term disability insurance
- Healthcare and dependent care flexible spending accounts
- Home Buyer's Pineapple Perk
- Legal services
- Pet membership savings program
- Transportation benefit program

Please be sure to review eligibility requirements. Details about eligibility, covered benefits, exclusions and how to make a claim can be found on the intranet home page under Employee Benefits or at Employee Self Service.

Wellness Advantage

Baptist Health offers a nationally recognized employee wellness program that offers a robust portfolio of programs and services. Our Wellness Advantage mission is for Baptist Health to have the healthiest workforce in America. Here are a few of our programs available for your consideration:

- **Free fitness centers** — locations available throughout the system
- **Employee Care Hours** — free treatment for minor illnesses and injuries
- **Health Check Program** — free chronic condition coaching
- **Free Health Screenings** — twice each year
- **Free Health Assessment** — at myWellnessAdvantage.net
- **Stop Smoking Programs** — several to choose from
- **Weight Watchers powered by Peppy** — Baptist Health pays 50 percent of your fees
- **Wellness Advantage meal** — low cost, and low in calories, sodium and fat
- **Healthy snacks** — healthy choices at lower prices in vending machines
- **My Unlimited Potential** — intense, year-long program for employees with chronic conditions
- **Boot Camps**, **Walking Classes**, **Competitions**, **Top Chef**, **Steps to Unstress**
- **Negotiated discounts at community gyms**
- **And much, much more…**

For more information about any of these programs, please contact **Wellness Advantage** at **786-596-2387** or email: **wellnessadvantage@BaptistHealth.net.**

Each of our hospitals has an Employee Health Office, where employees can receive basic medical care if they become sick at work or if they are unable to see their own doctor quickly. The Employee Health Office also provides annual TB tests and Influenza vaccination. Employees can receive care Monday through Friday from 7 a.m. to 4:30 p.m. with the exception of Mariners Hospital, which is open 8 a.m. to 4 p.m.

Paid Time Off

Regular part-time and full-time employees earn Paid Time Off (PTO). The time accrued is based upon the number of hours you work (up to 80 hours a pay period). PTO may be used for holidays you wish to celebrate, vacations, sick time, to take a sick child to the doctor, to do volunteer work or whatever you choose. As a reminder, you must schedule your PTO with your leader and adhere to departmental policies for holidays, vacations, sick days and other uses of time off.

(See BHSF-HR Policy #3800, Paid Time Off)

Leave of Absence

Baptist Health offers various types of leaves such as:

- **Family Medical Leave of Absence (FMLA)**
- **Medical Non-FMLA Leave of Absence**
- **Personal Leave of Absence**
- **Domestic Violence Leave of Absence - state and county ordinance**
- **Military Leave of Absence**
- **Bereavement Leave**

There are eligibility requirements for these types of leaves. Employees must notify their leader and call Unum (877-663-7437) of their need for a leave of absence. For more information regarding leaves of absence, call your Human Resources representative or the Leave and Disability Administration representative. You can also visit Human Resources, HR Policies and Procedures link on the intranet.

Financial Benefits and Assistance

Baptist Health offers employees various types of financial benefits, such as:

- **Credit Union** — offers services at each hospital campus
- **Direct deposit and payroll deduction**
- **Gift Shop payroll deduction** — privileges in the hospital gift shops
- **Florida Prepaid College Plan payroll deduction**
- **PTO cash-outs** — emergency and elective cash-outs
- **Sunshine Fund** — interest-free loans to assist employees having financial difficulties
- **Tuition reimbursement** — offers employees financial assistance for undergraduate/graduate education
- **Scholarships**
- **Adoption benefit** — financial assistance of up to $10,000 per year for a maximum of two adoptions
- **Personal financial management seminars** — free seminars on a range of financial planning issues
- **Discounts for various service and products in the community and nationwide**

Family-friendly Benefits

Baptist Health offers employees various types of family-friendly benefits, such as:

- **Flextime** — ability to arrange your hours (with leader approval) to meet personal needs
- **Early Learning Centers** — on-site childcare
- **Back-Up Care Advantage Program** — services for children/ adult dependents when usual care is unavailable
- **Paid Parental Benefit** — up to 40 hours paid time off for childbirth, adoption or foster care
- **Lactation Services** — private areas for breast-feeding mothers
- **Elder Care** — resources/referrals to assist employees in locating appropriate services
- **Pastoral Care** — available at each hospital campus
- **Meals-to-go** — affordable meals available in Baptist Health dining rooms
- **Watchful Eye** — on-site childcare during a hurricane

For more information, visit the intranet and read through the benefit options listed in the Pineapple Perks online guide or contact your local HR team to inquire about any additional site-specific, family-friendly benefits.

LifeWorks Employee Assistance Program

LifeWorks is Baptist Health's employee assistance program. It offers employees and their loved ones free, confidential assistance with work and family issues and provides resources for everyday life needs.

Contact information:

English: 888-456-1324; Spanish: 888-732-9020; and TTY: 800-999-3004
24 hours a day, seven days a week
LifeWorks.com
User ID: baptist
Password: lifeworks

(See BHSF-HR Policy #5700, Employee Assistance Program)

LifeWorks

Baptist Health South Florida

Tuition Reimbursement

Baptist Health fosters an environment of continuous education and career development. Tuition reimbursement is available for eligible employees who have a desire to improve their skills for today and prepare for tomorrow. All tuition reimbursement applicants must complete a pre-approval process prior to registering for classes.

(See BHSF-HR Policy #4100, Tuition Reimbursement Program)

6
Additional Information

6

ADDITIONAL INFORMATION

- Identification Badge
- News Media Inquiries
- Employee Self Service (ESS)

Identification Badge

Wear your ID badge at all times above your waist and with your photo clearly visible. Your badge is the property of Baptist Health and needs to be returned if you leave employment or upon request of your leader.

(See BHSF-HR Policy #5275, Dress Code)

News Media Inquiries

All communication with the news media, including written communication such as by letter or email, news releases, and / or by phone, must be coordinated by the appropriate marketing and public relations representative for each affiliate. This includes the initiation of contact with any reporter or news media representative, as well as responding to a request from a reporter or news media representative. Exceptions are made for responding to media requests at night and on weekends when routine media inquiries regarding patient condition will be handled by the nursing supervisor, with assistance from the public relations representative on call, as needed.

(See BHSF Policy #301, Release of News to the Media)

Employee Self Service

Employee Self Service (ESS) is an online system that enables you to view your current and historical paycheck information and emergency contact information. In addition, you can track your current PTO balance and modify your W-4 (tax) withholding status through the paperless, password-protected system. ESS is also the system used for benefits enrollment. The ESS helpline is **786- 662- 7155 (Ext. 27155).**

7
Addendum

7

ADDENDUM

Frequently Used Acronyms

ACLS – Advanced Cardiac Life Support
AOC – Administrator on Call
ASC – Ambulatory Surgery Center
BCH – Baptist Children's Hospital
BCVI – Baptist Cardiac & Vascular Institute
BHE – Baptist Health Enterprises
BHM – Baptist Hospital of Miami
BHMG – Baptist Health Medical Group
BHSF – Baptist Health South Florida
BHU – Baptist Health University
BLS – Basic Life Support
BMAB – Baptist Medical Arts Bldg
BOC – Baptist Outpatient Center
BOS – Baptist Outpatient Services
CCU – Critical Care Unit
CEU – Continuing Education Unit
CME – Continuing Medical Education
CPR – Cardio Pulmonary Resuscitation
CVCU – Cardiovascular Care Unit
DH – Doctors Hospital
DX – Diagnostics
EAC – Employee Activities Committee
EAG – Employee Advisory Group
ECC – Emergency Cardiopulmonary Care
EHO – Employee Health Office
EIB – Extended Illness Bank
EICU – Electronic Intensive Care Unit
ELC – Early Learning Center
EMG – Emergency Management Group
EOP – Employee Opinion Poll

Frequently Used Acronyms

ESS – Employee Self Service
HCAHPS – Hospital Consumer Assessment of Healthcare Providers and Systems
HH – Homestead Hospital
HICS – Hospital Incident Command System (formerly HEICS – Hospital Emergency Incident Command System)
HR – Human Resources
HRIS – Human Resources Information System
ICU – Intensive Care Unit
IRB – Institutional Review Board
LDI – Leadership Development Institute

Frequently Used Acronyms

LEM – Leader Evaluation Manager
LIM – Leader Incentive Manager
MASC – Medical Arts Surgery Center
MEC – Medical Executive Committee
MH – Mariners Hospital
MSS – Manager Self Service
NDNQI – National Database of Nursing Quality Indicators
PALS – Pediatric Advanced Life Support
PAF – Personnel Action Form
PACU – Post Anesthetic Care Unit
PCC – Physician Contracting Committee
PCLC – Patient Care Leadership Counsel
PO – Purchase Order
PTO – Paid Time Off
SMH – South Miami Hospital
TJC – The Joint Commission
UCC – Urgent Care Center
WINK – What I Need To Know
WKBH – West Kendall Baptist Hospital
911 – Purchase requisition

Baptist Health retains the sole discretion to alter this handbook from time to time. The policies and guidelines provided here have been adopted voluntarily by Baptist Health and are not intended to create either an express or an implied contract of employment for any period of time. Rather, Baptist Health is an at-will employer, and retains the right to terminate an employee at any time for any reason. This handbook reflects updates made in **March 2014**.