

Welcome to
InovaNew!
Our session will begin at 9am...

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Today's Facilitators



Julie Hudtloff



Natalie Brawner



Mario Dones

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Leadership Team



Terri Feely
Chief People Officer



Steve Motew, MD
Chief, Clinical Enterprise



Toni Ardabell
Assoc. Chief Clinical Enterprise



Maureen Sintich
Chief Nurse Executive



Tracey Schroeder
Chief Communications Officer



Jennifer Siciliano
Chief External Affairs Officer



John Gaul
Chief Legal Officer/
General Counsel



Alice Pope
Chief Financial Officer



Sage Bolte
Chief Philanthropy Officer & Inova Health Foundation President



David Quirke
Chief Information Officer

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Leadership Team – Sites of Care



Deborah Addo
President, ILH



Rina Bansal, MD
President, IAN



Susan Carroll
President, ICH
& Administrator, Clinical Platforms



Leon Moores, MD
President, Physician Services



Steve Narang, MD
President, IFMC



Roberta Tinch
President, IMVH
& Administrator,
Musculoskeletal Service Line

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Leadership Team – Service Lines



John Deeken, MD
President, Inova Schar Cancer



James Ecklund, MD
President, Inova Neurosciences



Samuel Jones, MD
President, Inova Primary Care



Linda Lang, MD
President, Inova Behavioral Health



Larry Maxwell, MD
President, Inova Women's



Marshall Mintz, MD
President, Inova Clinical Platforms



John Moynihan, MD
President, Inova Surgery



Christopher O'Connor, MD
President, Inova Heart & Vascular



Robin West, MD
President, Inova Musculoskeletal



Zobair Younoski, MD
President, Inova Medicine

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- People
 - Patients
 - Our People
 - Communities
- We are a **not-for-profit** and use our resources for the **benefit of the communities** we serve
- Inova ('In-o-vah')

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Our Mission



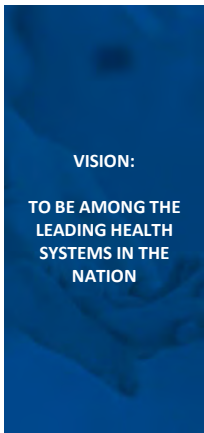
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OUR ASPIRATION

To be among the leading health systems in the nation

Horizontal lines for notes

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- Health care **partner of choice for every person**
- Attract and retain the **best talent**
- Comprehensive and cohesive **clinical service lines**
- Aligned **education and research**
- **Best-in-class results** on all metrics
- Highest level of **distinction** for all **relevant accreditations and awards**

Horizontal lines for notes

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Our Recognitions



Horizontal lines for notes

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Our Values



These set the Standard for Behavior

PATIENT ALWAYS We work with compassion to ensure every action we take puts the patient and family first.

OUR PEOPLE We create an environment of respect and growth, where contributions are recognized and rewarded.

ONE TEAM We are stronger together as a unified healthcare system, enriched by our diversity and driven by a shared purpose.

INTEGRITY We consistently uphold the highest moral and ethical standards and honor our commitments.

EXCELLENCE We act with courage, hold ourselves accountable, and achieve results at the highest level of performance in our field.

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Our Behaviors



| | | |
|---|--|--|
| <p>PATIENT ALWAYS</p> <p>We work with compassion to ensure every action we take puts the patient and family first.</p> <ul style="list-style-type: none"> I am present; our patients and families know they are my first priority. I spend time getting to know each patient's unique and diverse needs so I can provide individualized care. I anticipate needs before they are spoken and address them before they escalate. I problem solve in the moment; my empathy drives my response. I act with compassion, knowing my confidence can be the calm for my patients. | <p>OUR PEOPLE</p> <p>We create an environment of respect and growth, where contributions are recognized and rewarded.</p> <ul style="list-style-type: none"> I assume positive intent. When there is doubt, I ask for clarification, not intention. I am authentic and self-aware. I ask for help and learn from my mistakes. I give credit where credit is due and celebrate my team member's successes. I give honest, direct, timely, and constructive feedback. I challenge myself to learn continuously and grow new skills. My passion fuels my resilience. I invest in self-care to counter the growing demand of my reaction. | <p>ONE TEAM</p> <p>We are stronger together as a unified healthcare system, enriched by our diversity and driven by a shared purpose.</p> <ul style="list-style-type: none"> I am an Inova Health System team member and act like the teammate I want to be. I look for and accept my role in others that advance our organization as a unified, high performing healthcare system. I respect others' time by being on time; I am a present, distraction free, engaged team member. I share knowledge and information with my fellow team members proactively, openly, and directly. I leverage communication to accelerate success. I engage and decide. I am intentionally inclusive, seeking diverse views and contributions, so I can make timely and appropriate decisions. |
| <p>INTEGRITY</p> <p>We consistently uphold the highest moral and ethical standards and honor our commitments.</p> <ul style="list-style-type: none"> I build trust by keeping confidences and commitments. I do what I say I am going to do. I am fair and unbiased. My view is not driven by a personal agenda. I am open and courageous. I respectfully say what I think, even if it is controversial. I question actions inconsistent with our values. I consider what meets the highest ethical standards in my decision making, not just what is convenient. I lead by example. I am a role model based on the consistency of my ethics. | <p>EXCELLENCE</p> <p>We act with courage, hold ourselves accountable, and achieve results at the highest level of performance in our field.</p> <ul style="list-style-type: none"> I focus. My pursuit of excellence begins with attention to every detail. I connect my daily efforts to achieve our mission and priorities. I keep things agile by keeping things simple with timely and flexible responses to what matters most. I view change as an opportunity and share my optimism. I am comfortable with ambiguity and risk. I drive results with high reliability. I hold myself accountable and drive others to do the same. I never give up my pursuit of peak performance. I challenge myself to continuously find a better way. | |

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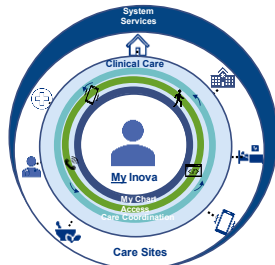
Our Strategy



Mandate
Provide a people-centered, high reliability, high value, seamless system of care

Our Imperatives for Transforming Care

- We must create an environment of **zero harm**.
- We must **know each patient** and honor what **matters most to them** with empathy and compassion.
- We must create a culture of **psychological safety** that empowers each team member to fully engage.
- We must **collaborate in teams** with equal voices, embracing patients and their families as integral members of the care team.
- We must embrace and practice **best evidence**, forging tradition and individual preference.



Individualized Caring Relationships

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COVID-19 at Inova

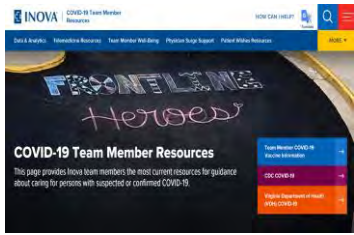


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COVID-19 Team Member Resources



Website: www.inova.org/tmccovid19
Email: COVID19@inova.org

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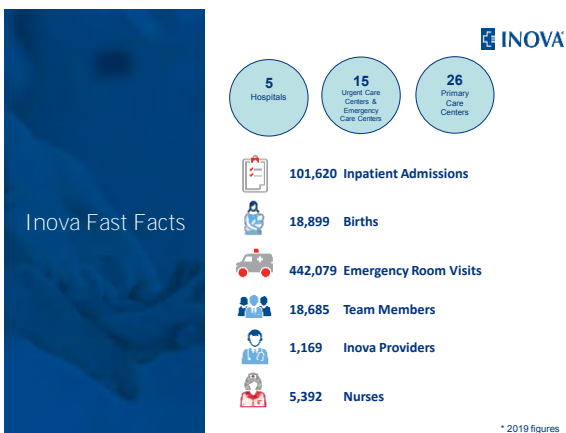
From what you just learned, what stands out? What resonates most with you?

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WHO WE ARE AND WHO WE SERVE

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* 2019 figures

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Inova's History



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Our Patients



What's unique about patients in Northern Virginia?
Where do they live?
How can diversity make us stronger?

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YOUR WELLBEING



Inova is committed to a culture of resilience and well-being. Investing in our own self-care is critical to our success.

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YOUR WELLBEING



Resilience

The ability to rebound from adversity, stronger and more capable. It's a practice – something we work at each day. Habits that support our wellbeing help us build resilience and strengthen our coping skills.

Self-Care

- It's what you do to support your well-being
- It's personal – what you do must work best for you
- It's how we maintain resilience – particularly during challenging times

Let's Chat! How do you take care of YOU?

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Supporting You - Inova Well



- Inova Well's main goal is to support all Inova team members and encourage a healthy lifestyle that promotes resilience
- Resources, events and activities span 7 wellness dimensions
 - Physical
 - Emotional
 - Social
 - Career
 - Community
 - Financial

All Inova team members may receive awards for completing various wellness activities throughout the year. For specific information on Inova Well programs, please visit:

www.inovawell.org

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Supporting You – Inova Resources



Team Member Well-Being

Messages of Gratitude from Our Patients | Healthy Wellness Center

Daily Living Support

Inova Employee Assistance Program
1-800 346-0110
www.inova.org/eap

<https://www.inova.org/mcovid19/tmwellness>

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Your Development is a Top Priority!  INOVA

“At Inova, we believe that you, our team members, are the single greatest driving force in our ability to achieve our Mission and Vision.

Your growth and development is a top priority for us.

Whether you are a new team member, in the early stages of your career, or a veteran professional contributing from your deep experience – we want you to feel the satisfaction of work well done and the exhilaration of growing your skills. We want our team members to **thrive**.”

Terri Feely
Chief People Officer

Let's Chat! What does it mean to thrive?

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Coaching Conversations



Coaching conversations provide people leaders and team members with the ongoing opportunity to reflect on critical accomplishments and identify areas of improvement.

What makes a good coach?

Ongoing coaching conversations are:

- Formal AND informal
- Very short interactions AND longer scheduled meetings
- Just-in-time / day-to-day AND broader career development
- Asking questions AND giving specific examples

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The Yearly Check-in



- Using Coaching Conversations all year allows us to have a simple Yearly Check-in process
- Team Members are rated on:
 - **My Job:** The extent to which I fulfill the fundamental responsibilities of my job
 - **My Team:** The degree to which I contribute to the success of my team
 - **My Inova:** The manner in which I consistently demonstrate Inova's values and behaviors
- Team Members explore development and support needed in the year ahead

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Let's Chat: Our Values



What can you do in your new role to live our values?

Utilize the chat function to share your story with the group



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Two Big Questions

When do I get paid?

When do my Benefits start?



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Time, Attendance and Pay Practices



| | |
|---|---|
| 26 pay periods per year | Paychecks are issued every two weeks |
| Direct Deposit available | Paid Time Off (PTO): One bank of days to cover sick leave and vacation time |
| Pay practices are based on a 40 hour week | 7 Paid Holidays |
| Team member is accountable for recording time accurately | |
| Read your instructions before swiping in or signing off on your time card! | |

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Personal Information



Inova will be transitioning to new systems for accounting, payroll, supply chain and human resources in late March.

New integrated technology platform will feature more convenient workflows and an intuitive customer-focused experience

What this means for you:

- Your first paycheck will be hard copies mailed to your home address*
- **Please call Inova eServices between March 29 and April 2 to confirm your home address**
- Inova eServices phone number: 703-205-2166

*Instructions on how to sign up for direct deposit are included later in this program (slide 73)



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Benefit Enrollment Resources



This guide includes plan information to help you make your selections:



www.inova.org/benefits

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Coverage begins first of the month coincident with or following date of hire

You need to take action **within 31 days** or you will receive **Default Coverage**

Default Coverage is single coverage in High Deductible Plan for full time team members

Inova Benefits Center
• call 1-877-INOVA01 (1-877-466-8201)
• www.inova.org/benefits

Our Health Insurance Plans



Two Plans offered:
Innovation Health PPO1
Innovation Health HSA & HDP*

Both Plans:

- Preventive care covered at 100%
- Once you meet your out-of-pocket maximum, the plan pays 100% of eligible expenses for the rest of the year
- Pay less when you use Inova/Aetna facilities and providers



*Health Savings Account & High Deductible Plan

Our Medical/Rx Plans



| Innovation Health PPO1 | Innovation Health HSA & HDP |
|--|--|
| <ul style="list-style-type: none"> • Pay a copay for most common services <ul style="list-style-type: none"> • Physician visits • Emergency Room • Generic drugs • Deductible \$250/\$500 • Pay the deductible and/or co-insurance for other services <ul style="list-style-type: none"> • Outpatient surgery • Physical Therapy • Annual Out-of-pocket Maximum – \$3,500/\$7,000 • Higher monthly premium | <ul style="list-style-type: none"> • Pay full price for all services (medical and pharmacy) until you meet the deductible <ul style="list-style-type: none"> • Deductible – \$1,500/\$3,000 • Pay co-insurance after deductible is met <ul style="list-style-type: none"> • Inova facilities – 20% • Annual Out-of-pocket Maximum – \$3,500/\$7,000 • Lower monthly premiums |





Health & Dependent Care Accounts



Type of spending accounts available depend on your selected health plan

- Healthcare Savings Account
- Flexible Spending Account
- Limited Healthcare FSA
- Dependent Care FSA

Inova Benefits Center

- call 1-877-INOVA01 (1-877-466-8201)
- www.inova.org/benefits



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Dental & Vision



Dental & Vision coverages are separate from your medical coverage

- Dental (Aetna) – choose from two plans:
 - Aetna Dental Maintenance Organization (DMO) plan
 - Aetna High plan
- Vision (VSP) – choose from core and buy-up plans:
 - Core coverage available at no cost
 - Two buy-up options also available

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Retirement Benefits



401(k)

- Matching contribution on first 5% you contribute
- Automatic enrollment at 5% deferral unless you opt out or change by contacting Fidelity within 60 days of hire date
- Automatic deferral escalation each year of 1% (up to 10%) unless you opt out (at any time)
- 3-year vesting in Inova's match
- Available for rollovers from other employer plans
- Roth contribution feature available

403(b)

- No matching contribution to team member deferrals
- Available to team members working for a non-profit division only
- Available for rollovers from other employer plans
- Roth contribution feature available



Contact Fidelity:
www.inovabenefits.com
 1-877-694-6682

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Income Protection



- Basic Life Insurance Full Time 1 x Pay; Part Time ½ x Pay
- Supplemental Life AD&D FT and PT up to 8x (buy up)
- Dependent Life – Child/Spouse Life Insurance (buy up)
- Short Term Disability 100% pay first 2 weeks then 66 2/3% weeks 3 to 26 max; 1 week waiting period
- FT Team Members – Long Term Disability 60%; LTD Buy Up to 70% available



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Educational Assistance



- You are eligible to apply for educational assistance if you are a regular full-time or part-time team member budgeted to work at least 40+ hours per pay period
- Team member may receive up to \$5,250 per calendar year
- Educational assistance can be provided for these types of programs:
 - College credit courses that lead to a certificate, undergraduate or graduate degree granted by a regionally accredited college or university and prepare you for a profession within Inova
 - Formal instructional programs and examinations/tests that lead to a professional certification designation not required for your current position
 - Fellowships

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Supplemental Benefits



Pet Insurance

BenefitHub

Bright Horizons
Regular and Backup Child/Elder Care

\$7500 in Adoption Assistance

aetna
Critical Illness Insurance
Accident Insurance
Hospital Indemnity

Auto & Home Insurance

winFERTILITY
Fertility Resources & Support

Hyatt Legal Plans
A Hyatt Company
Legal plans & assistance

SoFi
Student loan refinancing

iD Watchdog
Identity Protection Services

Pre-tax commuter benefits

PURCHASING POWER
a better way to buy.
Deduct purchases from your paycheck!

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Benefit Hub



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Inova Compassion Fund



| Fund Overview | Eligible Events |
|--|--|
| <ul style="list-style-type: none"> Provides financial assistance to team members experiencing an unforeseen catastrophic event that causes financial hardship Max \$2,500 per rolling 12-months Not taxable to team member in most cases Full-time and part-time (above .5) team members eligible Funded solely by team member contributions You can donate through Inova Gives Back at www.inova.org/igb | <ul style="list-style-type: none"> Natural disaster, fire or flood Transitional housing Emergency travel Funeral expenses Non-reimbursable acute or emergency medical expenses Essential life expenses due to an extenuating circumstance Death of spouse More information on eligibility guidelines and how to apply can be found on InovaNET |

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Important Email from eServices

- Inova Badge Form*
- Team member ID Number (use to access Healthstream)
- Network ID (your credentials to access the network – including email- and e-Profile)
- Healthstream eLearning- **PD 100 New Team Member Orientation**
 - Safety Training
 - Infection Prevention and Control at Inova
 - Compliance and Ethics Training
 - Equal Access: Language and Disability Services
- Reminder to check in with your manager
 - InovaPass & Network login instructions

*NOTE: You are not able to access personal email from the Inova system

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Inova ID Badge Form

Inova Identification Badge and Parking Permit Request Form

Please bring this form to the Security Office of the Hospital you are assigned to work at. If you currently work in a hospital in the "Specialty Center" please bring this form to the Specialty Center at 8100 Greenway Dr, Suite 101 W, Falls Church, VA 22040 (Access for about 1 hour from Training Center).

Reason for Badge Request: New Hire Badge Transfer Change of Dept Change of Title Other (Specify)

Please print New Hire badge form to get your badge.

Type of Badge: Temporary Medical Staff Contractor Volunteer Student

Date of New Hire: SSN: Email:

Department Name:

WORKING IN A: REGISTERED NURSE OR SPEC. ONC:

Employment Status: External Address:

JOHN DOE
HUMAN RESOURCES CONSULTANT

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HealthStream



- Team Member Learning Management System
 - Elective and assigned elearning
 - Live courses
 - Internal and external training transcripts

Step by step instructions are included in the Virtual InovaNew packet

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March 29: Actions Needed



Starting March 29:

All team members will be able to access Oracle's Team Member Self-Service system!

Important actions to take between March 29 and April 2:

- Verify and update home address
- Update tax withholding
- Request and update direct deposit

- Screen shots on how to update this information can be found on InovaNet
- An e-learning module will be available for all team members starting mid-March



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Inova Emergency Alerts



- Receive alerts about critical emergencies here at Inova. For example: tornado, active shooter, bomb threat, infant abduction, evacuation and building lockdown
- Accessible on your mobile device
- Participation is **voluntary**, each team member can tailor their mode of notification
- Open only to Inova Team Members, Physicians, Contractors, Volunteers and Students
- To receive emails – must use your Inova email address

Registration Details: www.getrave.com/login/inovahealth

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InovaNew Checklist



| What needs to be done: | By when: |
|--|--------------------------------|
| Get ID badge | First day on-site |
| Call eServices at 703-205-2166 to verify your home address (if haven't already) | March 29 - April 2 |
| Update home address (if applicable), tax withholding and sign up for direct deposit in Oracle team member self-service | March 29 - April 2 |
| Complete InovaNew eLearning | Due 30 days after date of hire |
| Select or opt out of health insurance | Due 31 days after date of hire |
| Select or opt out of 401(k) | Due 60 days after date of hire |
| Flu Shot or approved exemption* | Due within 7 days |
| Sign up for emergency alerts | Recommended first day on-site |

*New Team Member Checklist and the InovaNew Virtual Packet include an email address on where to send this information

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Epic Training



- Epic Training is being held virtually
- You will receive a temporary Soft Token ID from IT in order to access Epic remotely
- Registered students will receive email communication containing a webinar link and instructions for HealthStream which will be sent to your personal email address
- Please review class email to confirm any pre class tasks needed
- Your Inova network user name and password will also be important to have for your Epic training classes

For questions about Epic Training:
Learnepic@inova.org

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Accessing Computer Systems



| System | Login Credentials | Access outside network? | How can I access? |
|---------------------------|--|-------------------------|--|
| Email | Network ID | No | Inova workstation or via remote access |
| Healthstream (e-learning) | Team Member ID number (5 digit number) | Yes | www.inova.org/for-employees |
| Inova Benefits Center | Team Member ID number | Yes | www.inova.org/benefits |
| Fidelity (Retirement) | Name, DOB, Last 4 digits of SS# | Yes | www.netbenefits.com |

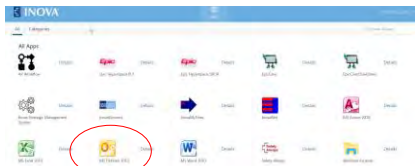
Screenshots in New Team Member Packet

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Remote Access



- Your manager submits request on your behalf
- Email from IT with RSA Token and instructions to load
- Access network via Citrix (www.inova.org/for-employees)
 - "Remote and Extended Access"



For questions call IT Support at 703-889-2000

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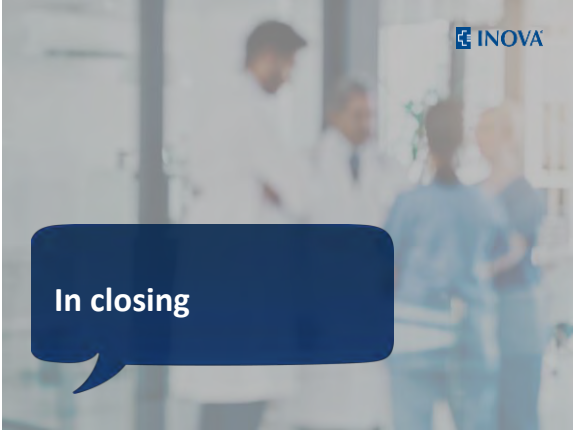
How to Stay Connected



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We have a long history of providing exceptional experiences, especially for our patients

We know you will be part of stories like these in your time with Inova!





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We have a long history of providing exceptional experiences, especially for our patients

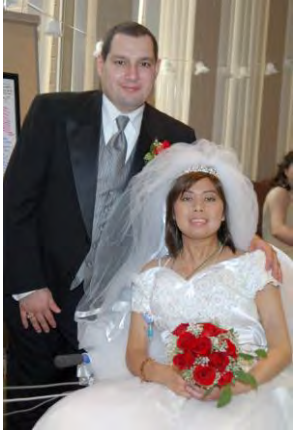
We know you will be part of stories like these in your time with Inova!



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We're Glad You Chose Inova! 



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Frequently Asked Questions

How do I know if I need to attend Inova's nursing orientation?

- Our system nursing orientation is for nurses who will be working in inpatient areas and Emergency Departments. This past Friday, an email with a link to a virtual information session was sent to those who should attend. For questions contact Karole Nielsen: Karole.Nielsen@inova.org

Which Healthstream e-learning do I need to complete today?

- PD 100D – New Team Member Orientation: Safety, Infection Prevention and Control, Compliance and Ethics, Equal Access: Language and Disability Services.

I logged into Healthstream but do not see my new hire courses.

- Please continue to scroll down or move to the next page in order to see all of your assigned learnings.

Where am I supposed to go tomorrow?

- Your supervisor or the team member who is onboarding you can best answer this question. If you do not have your supervisor's contact information, please call e-Services at the number below.

Helpful Contacts:

- E-Services: [703-205-2166](tel:703-205-2166) or eServices@inova.org
- Epic Training: Learnepic@inova.org
- IT Support: [703-889-2000](tel:703-889-2000)
- Healthstream: Healthstream@inova.org

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HealthStream Login Instructions

- **Logging in for the very first time:** Use your Team Member ID number and initial password Inova1 or Inova999 (rehire).
- **If you have logged in previously for training:**
 - If you used your five digit Team Member ID number use the password you created when you first logged in
 - If you did NOT use your five digit Team Member ID number, login with it now and use initial password Inova1 or Inova999.

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