

Employee Benefits & Programs

Moreno Medical Center

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Meeting Your Needs

Moreno Medical Center benefits and programs are designed to provide peace of mind in and out of the office. Our benefits provide maximum flexibility in the choices employees can make. We strive to provide the best options available and have taken into account employees' personal and family health care needs, long-term financial goals, educational pursuits and more.

Insurance Benefits

Moreno Medical Center (MMC) offers new and existing employees a top-of-the-line comprehensive benefit package. Our medical, dental, and vision insurance plans offer multiple options for selecting plans that fit your individual and dependent needs and budgets.

Medical/Dental/Vision

Moreno Medical Center is self-insured for medical insurance. Plan selection for employees and dependents determines the premium that is based on level of coverage, co-pays, and deductibles that fit your budget. A summary of benefits for each plan is provided. We contract with a third-party administrator for claims administration of our medical insurance plan.

In addition, there are other insurance benefit options that are not part of our self-insured medical insurance plans and premiums. Each of these plans have separate premiums for each benefit selection level for employees and eligible dependents. These plans include individual and dependent dental insurance, with pediatric coverage and vision insurance. The premium is based on the number insured.

Optional Life/Long Term Disability (LTDI)/Long Term Care Insurance

Additional optional insurance benefits include:

- Term-life insurance for employee options of 1-3 times annual earnings. There are more limited coverage options for eligible dependents.
- Whole life insurance for employees.
- Long-term disability insurance (LTDI) that extends beyond the short-term disability insurance (SDI) that is provided to all employees at no cost. There is a premium cost for a LTDI plan, and there are different options to select from.
- Long-term-care insurance for employees and their eligible dependents.

Workers' Compensation & Short Term Disability Insurance Benefits

Moreno Medical Center is also self-insured for workers' compensation and short-term disability (STD). A third-party administrator oversees claim management and benefits payments for these two plans. Workers' compensation insurance and short-

term disability insurance (SDI) coverage is provided to all employees at no cost to employees.

Workers' compensation insurance coverage and benefits are in accordance with state law and workers' compensation statutes. MMC chooses to offer short-term disability (STD) coverage to employees at no cost.

FMLA

Moreno Medical Center also provides job-protected unpaid time off under the terms of the Family and Medical Leave Act (FMLA). Information on eligibility for and details of FMLA leave can be discussed, if needed, with your supervisor and the HR Director.

Staff Retention and Employee Loyalty

401K Plan

Moreno Medical Center offers its employees a 401K program with multiple plan options. For those employees that elect to participate in this program, Moreno Medical Center will match employee contributions up to 3%. Employees are eligible to participate in this program after 90 days of employment. For more information on this program, contact the HR Benefits Director. The designated MMC registered representative from the insurance company is onsite weekly to meet with new and current employees for setting up accounts, making changes to your plan, consultation, and investment advice. An appointment is required. You will also be provided with a secure login and access code to enable you to make plan changes and view your plan's performance online.

Additional Core Benefits

Moreno Medical Center offers a number of additional core elective benefits including educational tuition reimbursement, flexible-spending accounts for medical and childcare, an onsite Employee Assistance Program (EAP) for employees and dependents, and adoption assistance benefits. More information on each of these benefits can be provided by the HR department.

Continued Education

Moreno Medical Center offers annual continued education reimbursement opportunities for health care professionals requiring continued education credits for credentialing and the development of new knowledge, skills, competencies, and leadership development opportunities. The criteria, annual allowance per employee, and process for applying for advancement or reimbursement can be obtained from HR or the department head.

MMC Service Discounts

After one year of employment, Moreno Medical Center offers employees up to a \$1,000 discount credit annually on many health and wellness related services that are not typically covered. This credit is intended to help reduce out-of-pocket costs, co-pays, and/or deductibles. The amount of the discount credit is based on

full- or part-time employment status. Examples of services include discounts on massage therapy, individual and group Pilates, and hearing aids.

In addition, a number of MMC departments have collaborated to develop a comprehensive preventative and wellness assessment program that includes pre- and post-assessment consultation with a Registered Nurse. This program, **Health First**, offers a number of screening options and discount pricing to MMC employees and their adult dependents.

To show our appreciation to long-term employees, retirees from Moreno Medical Center will continue to be eligible for employee discounts based on the retiree benefit eligibility presented at retirement.

Community of Care and Support

Moreno Medical Center believes in the importance of creating and sustaining a healthy work environment where all employees are empowered by leadership, management, and a supportive work environment. Leadership provides the resources to empower and support caring, committed employees to deliver quality patient care. Based on this philosophy, we promote and nurture a culture of caring for our employees and patients.

We provide the opportunity for employees to communicate openly through quarterly invitations for lunch with the CEO. This luncheon serves as an open-door policy with all levels of management, from the direct supervisor level upward to the executive team and CEO/President. Program and department meetings are held monthly, quarterly, and annually, and are routinely attended by members of the executive team to present organizational updates, solicit ideas to address program/department challenges and issues, as well as to promote the community of caring model.

Employee Health Promotion Program

Moreno Medical Center is pleased to offer a comprehensive employee health promotion program – **Moreno Work/Life Rewards**. This program offers onsite initiatives throughout the year and a website that is managed and administered national health promotion consulting group.

- Information on current program initiatives and community partnerships that offer available discounts is available from HR.
- Employees can obtain program information, sign up for and receive wellness counseling and health coaching, complete health-related assessments, and gain access to other resources and virtual tools on the website. These are designed to promote a healthy workforce on and off the job.
- Every fall, many MMC departments offer free assessments and screenings for all employees.
- For those employees that are already on an MMC medical plan, there is the added option of completing an annual health risk assessment through the program

website. Completion of the assessment earns each employee a \$100 gift card incentive.

- Throughout the year, MMC offers other gift card incentives and prize drawings for employees that participate in a variety of program events and complete select program initiatives.
- Aggregate program utilization and outcome reports, employee satisfaction surveys, and interest polls are reviewed throughout the year. The Chief HR Officer presents program evaluation findings to leadership to consider future plans for the program based on program success, employee utilization, and organizational resources.

Performance Appraisals

All employees of Moreno Medical Center receive a performance appraisal by their direct supervisor after 90 days of employment; then, 6 months and annually after that. An appraisal is also completed at the time of any job transfer or promotion. Approximately 2 weeks prior to any performance appraisal, employees will receive a folder with a copy of their current job description and the performance appraisal document for self-evaluation and goal setting. Included will be a list of online annual and periodic training and assessments that are to be completed by a specific date. The employee should return the folder a week prior to receiving their performance appraisal from their direct supervisor.

Because of the open-door policy and team approach at MMC, co-workers and their supervisors communicate their needs and address most issues as they arise. As a result, employees and supervisors should typically be in agreement with what has been accomplished during the appraisal process, including where employees are at in achieving personal goals and objectives, as well as supporting departmental goals and objectives.

During the appraisal review meeting, the employee and his or her direct supervisor will discuss what the employee has achieved since the last review. Observations that positively and constructively impact performance will be appraised within a specific area and overall.

- Any issues that need to be addressed and/or supervisor recommendations that warrant refining goals and objectives will be discussed, summarized, and noted, with the expectation of completion before the next scheduled pre-annual or annual review.
- Based on the results of a performance appraisal, an overall performance average rating is calculated by your direct supervisor. The employee and their direct supervisor sign completed performance appraisals.
- The performance appraisal is sent to the department director for their review, which will be used to make a final decision on any recommended merit increase.

- Merit increase recommendations are submitted to the Director of Benefits and Compensation for processing and forwarding to the Director of Payroll. This process, including calculations that determine merit increases, will be reviewed with employees at the end of the appraisal and is also described in the employee manual.
- Each year, MMC sets a merit increase scale that is based on current financial resources, while maintaining a competitive wage for their employees.

Incentive Pay/Rewards Program

There are various forms of incentive pay offered to Moreno Medical Center employees based on shift, approved annual salary, and merit increases and any other merit awards that are recommended and approved by hospital leadership

On an annual basis, an employee bonus is awarded to all full-time employees that have completed at least 6 months of employment. The Director of Benefits and Compensation provides the Chief Financial Officer a full list of active employees in good standing that are eligible for the annual bonus. This list will be presented for review by the President/CEO.

The Moreno Medical Center Board and Chief Executive Officer establish the amount of the annual bonus per year based on the hospital's financial performance. Individual bonus amounts are calculated based on the number of years of employment completed prior to the award determination.

Career Development and Training Opportunities

Moreno Medical Center is committed to advancing the skills, knowledge, and abilities of all employees that have career and training goals which are in alignment with MMC's vision and mission. Career development and training opportunities are discussed at the time of recruitment, during orientation, and at all performance appraisals.

- MMC has partnerships and collaborative initiatives with area and national colleges, universities, and organizations that offer career development, advanced education, continued education, and training opportunities.
- MMC offers education and continued education reimbursement benefits. The HR department has a complete listing of career track development and training programs.
- HR also provides information on any resources and incentives, including current financial and paid time off incentives, for participating in certificate, degree, and approved training and continued education programs, as well as future job openings and career opportunities.

Occupational Health Services

Occupational Health Services (OHS) is a department within Moreno Medical Center where employees primarily go to receive medical and rehabilitation services for work-related injuries and employee health services. The department is under the leadership of the Director of Occupational Health Services.

- There is a shared front desk for this department. There is a separate waiting area for MMC employees seeking services for employee health. The main occupational health services clinic provides services to both MMC employees and those of area employers.
- The OHS department is open weekdays, excluding holidays. If an employee is injured on the job when the clinic is closed, they are to go to the Emergency Department for their first visit. Follow-up appointments are to be made by calling the OHS clinic.
- The OHS clinic provides other occupational health services in addition to treating work-related injuries such as physicals, medical monitoring, and onsite services to MMC departments in need of worksite evaluations, ergonomic assessments, and job analyses.
- There is a clinic manager that oversees the day-to-day operations of the clinic and supervises office support and rehabilitation staff including physical and occupational therapists. The medical director is Board Certified in occupational medicine and oversees other board certified physicians, a physician assistant (P.A.), and a medical assistant. An Employee Health Manager coordinates HR post-offer needs and supervises other occupational health nurses and medical assistants.
- Employee Health provides annual and periodic immunizations, nurse case management services for injured workers based on an injury severity protocol, and medical leave monitoring for employees who are off of work due to an approved medical leave of absence. They also coordinate the scheduling of occupational health service appointments with the OHS clinic.