

Methodist Health Services Corporation & UnityPoint Health Methodist Proctor Laboratory 7000 ADMINISTRATION	Page # 1 of 4	Section: UPPIA LA: Personnel/HR	Policy #: 01.002 Formerly: A :02
	Approved by: see signature block at end of document		Date: 1/15/16
	Revised: 11/6/14, 7/11/11 8/27/08, 5/17/06, 8/25/04, 1/7/2003, 2/8/01, 12/29/00, 7/20/00, 3/19/99, 4/9/97, 1/9/97, 9/3/96, 5/28/96		
	Reviewed: 11/2/11, 8/12/13		
	Policy/Revision Submitted by: Richard Borge		
	CAP Standard: NA		
POLICY GUIDELINE ON: Worked Hours			

I. POLICY:

The department will assign staff to cover Laboratory Services at both campuses.

II. PURPOSE:

To provide appropriate staffing to meet the operational requirements of the Departments of Pathology and Laboratory Medicine. The Department of Pathology is divided into sections which include General Laboratory Anatomical Pathology Laboratory and Support Services Laboratory. Employees will be assigned hours and duties consistent with departmental needs.

III. POLICY SCOPE:

This policy applies to all laboratory staff at Methodist and Proctor.

IV. GENERAL INFORMATION:

- A. Staffing requirements are reviewed periodically to assure adequate coverage in all areas of the laboratory.
The Managers, in consultation with Coordinators will monitor coverage throughout the laboratory by keeping abreast of work load, staffing needs, PTO requests, absenteeism, time record corrections, and will approve overtime.
- B. Due to the limited staffing on weekends and holidays, combined with the critical nature of the work of all laboratory staff, it is essential that staff scheduled on weekends and holidays report to work
- C. Revision of assigned hours may occur anytime throughout the year as patient needs, services and budget changes dictate.
- D. A "PRN" pool is maintained to assist coverage of LOAs, vacancies, or emergency staff shortage situations. PRN employees are required to work three shifts per quarter and maintain competencies or may be asked to terminate. (See Policy titled: "PRN Employee").
- E. Employees may be asked to leave work before their shift ends if the Manager or Coordinator determines that less staff is needed due to low volume. The employee may either use or not use PTO in these instances.
- F. Managers will review paid hours based on a weekly basis and not day to day. This will determine the earned time paid out on an individual basis.

V. PROCEDURE:

- A. Schedules:
 - 1. Staff schedules for each Section/Shift will be prepared by a Coordinator, Lead or designee. Scheduled start time for each employee will be designated on the schedule. Start times may vary

from day to day depending upon work station assignment, phlebotomy needs, etc.

2. Coordinators will make final adjustments and will post 3 weeks in advance.
3. Once the schedule is posted, personnel requesting to change days must initiate trades with peers. Coverage must provide appropriate competencies. Approval of trades must be obtained from Manager, Technical Coordinator or Lead Staff, who will revise the schedule accordingly.
4. After posting, all revisions to scheduled days and hours will be handled by Manager or designee. Personnel affected by these revisions will be notified in a timely manner.
5. Coordinators submit schedules to the Kronos Editor, using the following codes where appropriate:

PTO – paid time off (Waged employees requesting time off in advance)

J - Jury Duty

B - Bereavement (Employee provides relationship of the deceased)

V - Vacation (Salaried employees requesting time off in advance)

S - Sick (Employee Illness, FMLA or other - Submit an Absence Report)

L - Lead/Charge Person

B. Clocking & Time Record Corrections

1. Clocking in and out is the responsibility of each hourly employee. Salaried employees are required to punch once per day worked.
2. Clocking in must occur within a seven (7) minute window of scheduled start time, unless approved which a white slip should be submitted. Clocking in prior to 7 minutes before the scheduled time is in violation of MMCI policy. Clocking in after the scheduled time is considered tardy according to UnityPoint policy. Tardy is defined as clocking in after the start time (0600) or clocking out before end of work time (1530). (See HRS policy #A 3.3)
3. If clocking is missed, the employee must complete a Time Record Correction form signed by Coordinator or manager and submit to the Kronos editor within the week the clocking is missed. Hours worked cannot be paid without a Time Record Correction. Missed punches will be considered tardy and will result in 0.5 against the employee's absent/tardy rate.
4. Employees assigned lead/charge duty should clock "Charge" (**device work rule 5***) at the time of clocking in. If not done at start time, this may be done at any time during the shift. (The Kronos Editor will code the entire shift accordingly.) Charge code may be entered within 1 minute after punch if employee forgets to code at the time of punch in.
5. If working in different department or floating to other campus, employee needs to do the following procedure:
 - a. Press blue button to left of menu item; Dept/Job Transfer/ Press enter
 - b. Key in Department number you are transferring to, press enter
 - c. Key in job code number if working a different job, if Same job, then skip this step.
 - d. Clock requests badge, swipe with badge
 - e. If going to a different department during scheduled shift, **CLOCKING OUT IS NOT NECESSARY, JUST FOLLOW THE ABOVE PROCEDURE**; you **must clock out** (as usual) at the end of shift.
6. Clocking in for call, follow the below procedure:
 - a. Clock in "Call-Back" (**Device work rule 2***)
 - b. Follow instructions on the time clock
 - c. Swipe badge
7. Clocking in for Education, follow the below procedure:
 - a. Clock in "Education" (**Device work rule 3***)
 - b. Follow instructions on the time clock
 - c. Swipe badge

8. If working in a different area on campus, employees can use the time clock located in that area, otherwise they should use their home clock. (Employees name will not show when punching on a non-home clock.)
9. If Time Record Correction form needs to be filled out, the reason should always be given under other if category is not stated on form and form must be signed by Coordinator or Manager.
10. If leaving the campus for any non-work reason, such as lunch or break, the employee must clock out when leaving and clock in when returning.
** Refer to Kronos instruction sheet posted in display stand next to timeclock for complete instructions.*

C. Non-Paid Break Time:

1. Each employee will be provided a 30 minute meal break (non-paid) by the end of the 5th hour of work.
2. This break may be specifically scheduled and may vary depending on daily assignment.
3. If this break time is not specified, the employee will make the appropriate arrangements with co-workers to stagger break times while maintaining coverage of each work station to meet customers' needs.
4. If coverage cannot be arranged with co-workers, the Lead/Charge person is responsible for arranging the break for the employee. Electing to take no lunch/dinner break is not permitted.

D. Scheduled Time Off:

1. Time off will be granted as workload permits.
2. Lead Staff and Coordinators for each section and shift will determine the number of personnel and competencies needed to cover the normal workload. Each section/shift may then anticipate approximately how many employees can be off on any given weekday.
3. Requests for time off must be written, dated, and submitted in advance of schedule posting. Sections may keep a calendar specifically for time off requests. If there are certain dates which are highly desired by many employees in the section, it is recommended that each section set some guidelines for rotating the sign up opportunities so that everyone gets some desired time off. All employees should be given an opportunity to utilize their earned time off each year if earned time accrued allows.
4. When the schedule is prepared, time off requests will be considered by earliest date of request and competencies needed to cover the schedule.
5. Time off requests for days already posted must be written, dated and submitted at least 24 hours in advance to the Manager or Technical Coordinator. The Manager or Coordinator is responsible for approving/denying the request, adjusting the schedule and notifying all the appropriate employees in a prompt, timely manner.
6. Despite the best advance planning unforeseen circumstances may develop such that time off requests must be denied. The Manager or Coordinators will determine which, if any, requests are denied and personally notify the employee as soon as possible.
7. Employees requesting to leave the department for personal reasons, must clock out and obtain approval from Lead/Charge person or Manager on Duty. A Time Record Correction Form should be filled out and submitted to Kronos editor for this reason.
8. Approval to clock in late on a given day must be pre-approved at least one day in advance by the Manager or Technical Coordinator, who will revise schedule accordingly.
9. Requests to reduce or add budgeted hours must be written, dated, and submitted to the appropriate Manger. Approval may be granted as workload and staffing permits.
10. Requests to make up paid hours because employee worked short another day must be approved by the lead, coordinator, or Manager.

11. Employees may not work beyond scheduled time for a day if punched in late that day in order to make up time.

E. **Unscheduled Absence/Tardiness**

1. The employee should be on duty at assigned area at the scheduled time.
2. Clocking in any time after the scheduled time is considered tardy according to UnityPoint Health policy.
3. Clocking out early without approval unless low census is considered tardy and included in the calculation of the employee's absent/tardy rate according to UnityPoint Health policy.
4. The employee is responsible for reporting an unscheduled absence at the earliest opportunity prior to start of shift so that coverage can be arranged.
5. The person notified is responsible for submitting an Absence Report and notifying a Manager or Lead Staff and placing the Absence Report in the appropriate location.
6. Lead Staff, Manager or Technical Coordinator will make appropriate schedule revisions to ensure adequate coverage. The Manager or Coordinator will determine if the short notice bonus policy applies.
7. If a staff employee calls in on a weekend or holiday, in addition to going against their absent tardy rate, the employee will be scheduled another weekend/holiday at the managers discretion.

F. **Overtime Hours**

1. In accordance with UnityPoint policy, overtime and out-of-range will be kept to a minimum. In certain situations, also according to UnityPoint policy, any employee may be required to work overtime/ out-of-range to cover workload needs.
2. In the event that staffing is not adequate, a lead person, coordinator, or Manager may call in off-duty personnel and/or request on-duty personnel to stay past scheduled time to cover priority work.
3. To minimize overtime and inconvenience to employees, the use of such mandatory overtime will be kept to a minimum by reassigning on-duty staff whenever possible.
4. An employee who incurs any unscheduled overtime must complete a Time Record Correction form with the reason for the overtime and submit it to the Manager or Coordinator.
5. An employee may be asked to work less hours another day during that same week in order to reduce the amount of overtime.
6. When a consistent pattern of overtime becomes apparent, coordinators may adjust schedules to address operational needs or coach/counsel when appropriate.

G. **Reassignment of Hours**

1. Reassignment of hours may occur due to changing needs of laboratory. These changes may include:
 - a. More flexing from shift to shift (i.e. – 1st shift assigned to an off shift)
 - b. Changing part-time hours to more days with fewer hours worked per day
 - c. Working more or less weekends and holidays.
 - d. Assigned to work at afferent campus or split hours at each campus in a single day
2. If shift reassignment is required, assignment of hours will be done according to seniority in addition to looking at amount of training and expertise needed scope of services to be provided, number of staff hours required, and areas of overstaffing. Employees being reassigned will have first opportunity to return to original hours.

- a. Filling schedule holes
 - aa. Each Section utilizes a process to assign competent employees to fill in for expected uncovered vacancies in the schedule. (Unexpected openings are covered under short notice policy). This process is utilized if no one volunteers.
 - ab. This process is rotated among all employees who are competent in that section.
 - ac. The manager will track these assignments.

V. MAINTENANCE AND STORAGE:

- A. All policies and procedures are reviewed every two years by Laboratory Administration and or the Medical Director of the Laboratory or designee.
- B. The Laboratory Administration and Medical Director review policies and procedures when there are changes in practice standards, or requirements.
- C. All policies and procedures are reviewed every two years by staff or at the time new or revised ones are put in effect.
- D. All policies are retained 8 years after being discontinued or revised.
- E. All procedures are retained 2 years after being discontinued or revised.

REVISION HISTORY (began using 2011)			
Rev	Description of Change	Author	Effective Date
2.0	Updated maintenance, every 2 years per CAP regulations. Added revision history chart	R. Borge	7/11/11
3	Added D10, D11, clarification on low census for E3, Managers will review paid hours on weekly basis.	R. Borge	11/2/11
4	Added policy scope, changed Logo	T. Lanan	9/9/13
5	Revised policy to reflect both campuses and made clarification of outcomes for calling in on weekends or holidays.	R. Borge	11/5/14

Reviewed by

Designee	Date	Laboratory Director	Date
		<i>Richard J. Borge</i>	1/15/16