

LEADERSHIP GUIDE: CMH Remote Work Program

Eligibility Rules

1. Team member must be part of an administrative department that does not provide direct patient care. CMMG providers and staff are not eligible.
2. Team members must have all of the required software, hardware, phone and internet access that is needed to effectively perform their CMH role to be eligible. In other words, only doing part of the job at home should not be approved.
3. Team members must be willing/able to work a flexible schedule if required. Not all team members will be able to work a normal 8-5 schedule due to the strain it may place on our IT systems. Leaders should establish schedules that split the workforce (where possible) into different shifts or even alternating different weeks of work. Team members should not set their own schedule.
4. Departments should have at least one Manager/Director on site at all times, with enough staff to ensure that key phone numbers are answered during business hours.
5. Productivity standards should be set in advance for anyone working remotely. Not just the hours worked, but focused on measurable results, i.e. projects to be completed, calls to be made and documented, deadlines to be met, etc. This is particularly important for any hourly paid staff. If the work can't be quantified in a meaningful way, the role may not be appropriate for remote work.
6. Work that requires printing/scanning for completion is not eligible for remote work. Due to HIPAA and other privacy requirements, remote workers cannot print to a remote site. They can print, but the printing will be sent to their CMH worksite. However, if you can set up a process by which team members send printing to other team members on-site for completion of task, an exception can be considered. We don't want piles of documents being printed on site without anyone managing the printing and completion of the task
7. Team members must be willing to abide by the remote work policy (HC-HR-3410(R1) and sign the Work From Home Agreement (appendix A of policy). That includes adherence to our privacy and HIPAA guidelines as well as having a safe and private space for the work to be done.

Timekeeping Requirements:

Salaried Staff: Salaried staff will work the schedule assigned by their immediate leader. Any requests for time off should follow the department's normal procedure. When staff take CT, they need to be

disciplined about leaving an “out of office” message on their email and phone so colleagues or customers know how to reach others for assistance. Also, given the flexibility of the scheduling that may occur, these individuals need to regularly check their email to insure that they provide information needed by others on their team. Staff need to report any CT used to their immediate leader and their timekeeper for recording into the Kronos system.

Hourly Staff: Hourly staff will work the schedule assigned by their immediate leader. Leaders need to adhere to the schedules as well and not ask hourly staff to work outside of the scheduled hours. Not doing so will either incur additional compensation expense or risk a Wage & Hour violation. Any requests for time off should follow the department’s normal procedure. When staff take CT, they need to be disciplined about leaving an “out of office” message on their email and phone so colleagues and customers know when and how to reach others for assistance. No overtime will be allowed for hourly paid remote workers.

Important: Hours worked for hourly staff must be documented daily using the Kronos Timestamp application available on the portal. If a team member is not currently registered to use Time Stamp the manager must request registration. To request registration send an email to Rosemary Malpass in IT, with the following information for each user:

Team Member Name, Title, Department, Cost Center

Deployment of Remote Work:

Given our current IT resources and bandwidth, we will be rolling out remote work in phases.

Phase I will be departments that have staff already fully equipped for remote work. Phase I departments can implement as soon as they have determined the staff, the scheduling and ensured that hourly staff have access to Time Stamp for payroll.

Phase II will be those departments who have staff that need the addition of VPN and/or CITRIX access. IT is already working on the deployment of that capability. Phase II departments will be notified when the access installation is complete.

Due to current market demand, purchasing laptops and/or phones for remote staff is not feasible for those areas that require that equipment to be functional in a remote location. Team members who are not currently remote equipped will need to continue to work on site, but are expected to follow social distancing practices wherever possible.

Leaders please keep a list of those team members who are working remote and the schedule you set up for them on a bi-weekly basis.

Phase I Departments:

- ACO
- HR

- Quality
- Marketing
- Legal (incl Risk, Compliance)
- Revenue Integrity
- Strategy
- IT

Phase II Departments (once access is installed):

- HIM (may need to split into different shifts due to number of staff)
- Financial Clearance (Financial Counselors as appropriate)
- CSU (once TASKE is installed)
- Purchasing
- Payroll (when equipped) on non-payroll weeks
- Accounting
- Financial Planning

If your department is not listed in Phase I or Phase II and you believe it should be, please contact Michele Talka for further clarification of the requirements of your department.