

# Destination Scripps

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News & Information for a Career at Scripps

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## Scripps Employees Get Benefits on the Go

Everyone is busy. We get it. But if Scripps employees don't have time to sit down and review their benefits, they can check out the increasing variety of mobile applications and get their total rewards anytime, anywhere.

### Careers Mobile App

Keep up-to-date with Scripps news, career opportunities and events. This customized app is available for download at the Apple Store or Android Marketplace.

### Careers Mobile Website

Create job alerts for the latest career opportunities, view Careers videos, search jobs, link to the Scripps social media sites and more. Go to [jobsatScripps.com](http://jobsatScripps.com) or select the mobile link on [scripps.org/careers](http://scripps.org/careers).

### Fidelity Retirement Accounts

Employees can access and manage their retirement accounts, or other workplace savings accounts from a wireless device. They can check account balances, see year-to-date performance, view transac-



tion history, and change investment mixes and/or contribution rate.

### My Scripps Health Plan

[MyScrippsHealthPlan.com](http://MyScrippsHealthPlan.com) is the go-to site for anything related to Scripps employee health insurance, and it's also a mobile website.

### Passport Discount Program

Employees are saving hundreds of dollars annually on dining, travel, shopping and everyday services using this popular benefit. The website and app help to search and find the great deals.

### Scripps Employee Twitter Feed

Only Scripps employees have an all access pass to the private @ScrippsEmployee site on Twitter.com. Staff learn about work-life events and deals, or can tweet about favorite benefits and fantastic finds.

## Press Ganey ED Award

In Nov 2012, Scripps was presented with the prestigious "Success Story Award" by Press Ganey Associates Inc. at their National Conference in Washington D.C.

Scripps was recognized for its emergency care redesign. The ER redesign focused on streamlining ER processes, reducing the number of patients leaving without being treated, reducing wait times, and increasing overall patient satisfaction scores.

"We have seen a 91 percent reduction in the number of patients



who have left our facilities without being treated, to less than 1 percent," says President and CEO Chris Van Gorder. Physicians, nurses and technicians partnered with ancillary and support staff and leaders across Scripps to focus on improving the patient experience. The Press Ganey Success Story Award is a highly regarded symbol of achievement in the health care industry. Scripps was one of 13 organizations across the nation to receive this honor in 2012, and one of only nine organizations to receive the 2013 award for satisfaction performance.

# Therapy Provides New Hope for Advanced Heart Failure

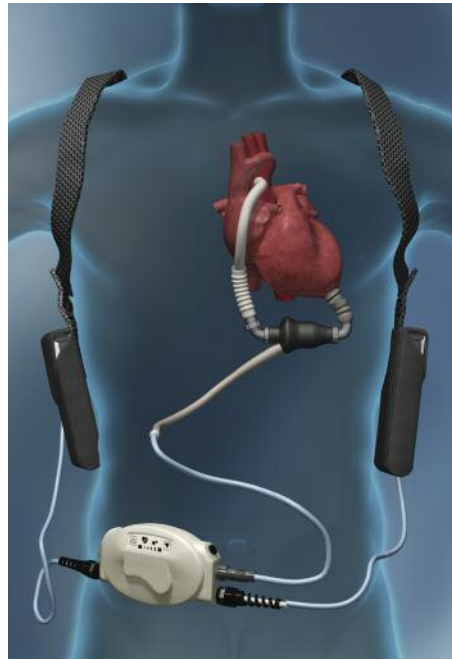
Last June, Frank Andrews, 65, was the first recipient of the Left Ventricular Assist Device (LVAD) at Scripps La Jolla. Diagnosed with congestive heart disease one year ago, Frank was having difficulty with the most basic components of daily living, such as breathing and walking across a room. He had considered placing his name on the heart transplant list, but was told it could take up to a year to get a heart and that he most likely did not have a year to live.

"I knew I was going downhill and I knew I needed to do something to fix it," Andrews says. What complicated the situation further for Andrews was that he and his wife were in the process of adopting their 6-year-old grandson when he made the decision to undergo the LVAD procedure.

"The main thing that saved me is my grandson," Andrews says. "I have to be here for him. I need to be here for at least another 10 years."

## How it Works

The LVAD restores normal blood flow to a person whose heart has been weakened by heart disease. The LVAD is a pump that is placed inside a person's chest, where it helps the heart pump oxygen-rich blood throughout the body. One end is inserted into the left ventri-



cle—the chamber of the heart that pumps blood out of the lungs and into the body—and the other end is attached to the aorta, the body's main artery. An electrical connection passes from the device through the skin to the control unit and batteries.

Since his open heart surgery, Andrews can always be found wearing a five-button black vest that houses the battery pack and the cords for the LVAD—similar to what former Vice President Dick Cheney used to wear prior to his heart transplant surgery. Andrews admits that the adjustment to the LVAD has been a challenge, but he is happy to be on the road to recovery and is looking forward to throwing a ball again with his grandson.

"I know this is going to work out for me," he says. "I'm one of the lucky ones."

## New Program Offers Immediate, Personalized Recognition

Employees have told us through surveys and focus groups that they want more immediate recognition from their peers and managers when they do excellent work and make a difference. Scripps now has a new program for on the spot recognition that will be more frequent and consistent across the organization.

This month Scripps launched the Excel Together recognition program, an integrated, system-wide program designed to appreciate employee's specific achievements that make a difference and support our culture of excellence. Performance based recognition will be delivered in a personal and timely manner through this new online program accessible to all employees. The motto of the program, Excel Together, encourages staff to achieve excellence together and be rewarded for it.

All Scripps employees can thank colleagues and nominate them for great work using traditional means such as nomination forms, or by sending e-cards and e-buttons through the online recognition program. Nominations will automatically be sent to the recipient's manager for approval. The rewards earned through this recognition program are points that can be saved or redeemed for gift(s).

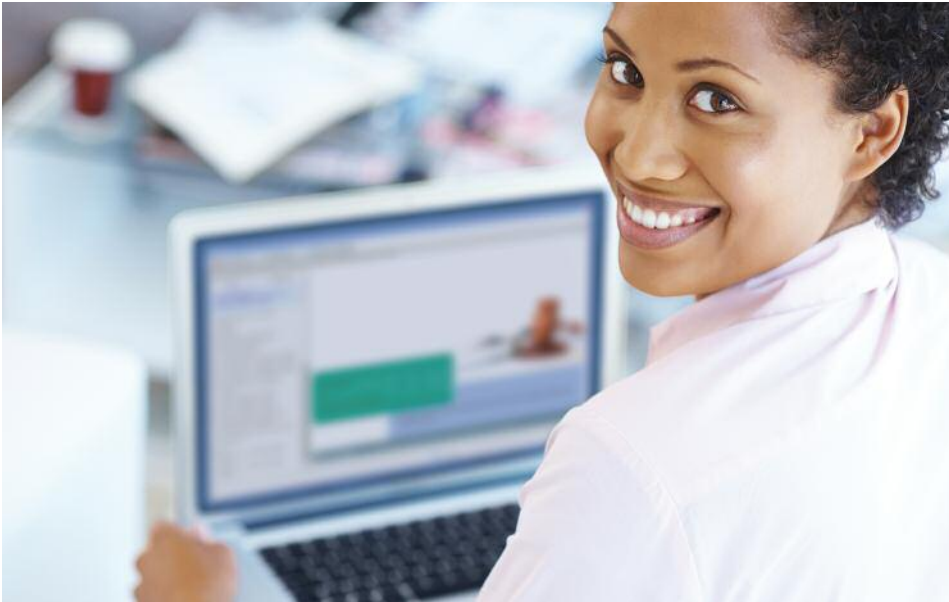
The online recognition program is also accessible from home.

Now employees can immediately show appreciation for peers and excellent work all around them using the Excel Together program.



APPRECIATE.  
RECOGNIZE.  
REPEAT.

APPRECIATION AND RECOGNITION HIGHLIGHT OUR SUCCESS ONE ACHIEVEMENT AT A TIME. AND WHEN EMPLOYEES HAVE CLEAR EXAMPLES OF EXCELLENCE, THEY'RE EVEN MORE INSPIRED TO EXCEL TOGETHER.



## LMS Exceeds Employees' Expectations

Since Scripps launched a Learning Management System (LMS) one year ago, employees have taken full advantage of the centralized online learning application. The LMS provides access to system-wide educational opportunities and development programs (including mandatory trainings), a searchable course catalog, personalized employee histories and more. With more than 1,000 different course sessions, 657 instructor-led courses and 461 eCourses, the LMS has earned the following rave reviews from employees and management.

"The LMS has made a positive impact on virtually everyone within Scripps and really helped to support the goals of One Scripps," says Veronica Zaman, Corporate Vice President, Human Resources and Learning. "From the system-wide mandatory training deployed through the LMS to standardizing instructor-

ees to pursue learning and development."

Because the system enables the Center for Learning & Innovation to send qualifications or deploy required learning to a specific group of people—for example, a handful of techs in certain departments or all nurses across the system—targeted learning is more efficient.

*"I love this new system! I like that you can see everything: pending, completed, option to print certificates. I think this will really help all employees and departments!"*

led courses across all sites, we are achieving our goals of reducing variances and improving efficiencies, while making it easier for employ-

*"I love the new LMS training eCourses. It's very easy to use!"*

Glen Mueller, Corporate Vice President, Audit and Compliance, agrees. "We've automated some of our most important processes, most notably the annual corporate compliance education for all 12,200 employees, and we're doing targeted education in the area of clinical trials and physician education as well," says Mueller. "The technology plus the delivery mechanism and the tracking of completion

have been big wins for us."

Zaman added that the LMS has been especially valuable during Joint Commission visits. "It is very helpful to be able to show tran-

*"This is really an amazing tool. It will definitely keep me up to speed with any mandatory training I need."*

scripts of the training employees have completed and track results."

The year ahead will include even more learning opportunities. In addition to adding more commercial eCourses, the LMS will expand in early 2013 to include contract staff, volunteers and others. The upgrade will offer expanded capabilities for managers as well.

## A New Talent Development Tool for Employees

### My Career Planning Toolkit

Whether employees are looking to excel in their current role, develop their skills for a promotion, or want to completely change careers, the new career

toolkit is an online career planning tool, with



information about Scripps career paths, academic partnerships, financial resources and career development opportunities. The tool will be a valuable resource for employees looking to grow their careers in 2013.



## Join the Career Chat

Visit our weekly Career Chat to learn more about working for one of the nation's best employers. Chat online with a Scripps representative every Friday from 1-3 pm PST. Visit [scripps.org/careers](http://scripps.org/careers) and click on "Join the Chat."

Find us on Facebook 



A nationally recognized employer of choice, Scripps has been named one of FORTUNE magazine's 100 Best Companies to Work For, one of the nation's Best Employers for Workers over 50 by AARP and 100 Best Companies by *Working Mother* magazine.

## In the News

In November 2012, Scripps received a Workplace Excellence marble award as the best mega-size employer in San Diego. The San Diego Society for Human Resources Management (SHRM) honored Scripps for strategic human resources management of projects that are "preparing the company to meet health care reform challenges while continuing to provide superior care."

At the awards ceremony, SHRM said Scripps "focuses efforts on keeping employees engaged through times of rapid change by intensifying communication and implementing key strategies. An Employee 100 initiative connects high-performing, front-line staff directly with chief executives, including President and CEO Chris Van Gorder. Annual employee focus groups are scheduled so executives can hear directly from employees."

More than 47 families in Southern California had a happier holiday thanks to Scripps' support of the Operation Homefront—Adopt a Military Family Program. Scripps employees raised more than \$57,000, which provided food and gifts for families that would have not had these things during the holidays. This is the third year Scripps has participated in Operation Homefront as a way to support local military families.



The *Destination Scripps News* is a quarterly newsletter providing updates and information for those interested in a career at Scripps. As Scripps continues to grow, we invite you to stay up-to-date on our new programs and benefits. Now more than ever it is critical for our system to hire and retain top talent to deliver quality patient care. Scripps is a career destination with unlimited opportunities for growth and career satisfaction where employees can fulfill their career ambitions at one organization. Visit our web site [scripps.org/careers](http://scripps.org/careers) for a current listing of employment opportunities.