

Questions from Community Town Hall 9-27-22

1. If an employee does NOT feel safe or comfortable going to the Board (members) OR the CEO, what is their avenue?

Answer: NCH has policies in place that addresses employee concerns. If the employee is uncomfortable with his/her direct report, he or she can come to the board. With seven people on the board, there would likely be one board member that an employee would feel comfortable visiting with. -Jill Edgett, Board of Trustees President

Answer: If an employee does not feel safe or comfortable going to the Board or CEO, they should first go to their one-up or supervisor. If they don't feel comfortable with any of those options, they can go to the Director of Human Resources or the Director of Risk Management as delineated in our NCH handbook: Problem Resolution; Grievance procedure found on pages 42 & 43. -Admin

2. Are we asking our doctors to resign their contracts 2 years into a 4 year contract?

Answer: NCH reviews all employee contracts periodically. Specific details of personnel contracts are confidential and cannot be discussed publicly. -Jill Edgett

Answer: No, we are not asking our doctors to resign. -Admin

3. If you got an award for retention and recruitment, how do you not have enough employees?

Answer: Our community and whole state and nation are in a workforce shortage. Our KHA award was for teamwork and innovation of our committee. -Admin

4. How are we to go to Kirk if he just shuts us up OR runs circles around the question?

Answer: If anyone goes to the Administrator and is not satisfied with the outcome or answer, they should follow our NCH handbook grievance policy or follow the chain of command for resolution. Please see NCH Employee handbook: Problem Resolution; Grievance procedure found on pages 42 & 43. -Admin

5. If there is such good team work then why is the morale become so bad amongst employees, especially female employees?

Answer: NCH hears your concerns. We do have policies in place that will address the problem when facts are brought forward. -Jill Edgett

Answer: We are implementing Hardwiring Excellence and have implemented annual evaluations. Change is never easy. NCH does not discriminate based on gender, but if an incident occurs we encourage following our grievance policy. -Admin

6. Why are people that are not Catholic being treated differently?

Answer: This should never happen. Please contact HR immediately. -Jill Edgett

Answer: NCH does not discriminate based on Religion. Any specific reference and details are welcomed and encouraged with a written grievance and details. NCH follows Federal Law Title VII: Unlawful Harassment policy that protects from adverse action based on religion and includes the process to report to Human Resources. -Admin

7. Best friend came in early December sick as hell with COVID. Nurse met him in parking lot and told he had nothing could be done for him. Go home, drink water and take Mucinex. He died 2 days later. Why???

Answer: NCH extends our deepest sympathy to you for the loss of your friend. Incidents like this need to be immediately reported to be corrected. There is a grievance form on the Contact page of our website. -Jill Edgett

Answer: All patient specific issues are written up and investigated. If there is any doubt or uncertainty whether or not the incident has been resolved, please feel free to write it up and submit. Then we can be sure. -Admin

8. NCH is paying a company to get your billing out correctly?

Answer: Yes, NCH is paying two companies to bill our insurance claims. Ni2 and Millennia are responsible for billing commercial and self-pay claims, respectively. -Admin

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9. It seems employees are being encouraged to write others up rather than bring others together. This is going to cause more division amongst employees.

Answer: NCH and Foundation offers Leadership training opportunities for employees. It is important that any employee in a leadership position or Department head participate in this, so they are given the tools needed to deal immediately with the concerns and resolve the conflict. -Jill Edgett

Answer: Please see NCH Employee handbook: Problem Resolution; Grievance procedure found on pages 42 & 43. -Admin

10. My son-in-law called for an appointment sick as a dog and was told since he had no primary care provider he would not be seen.

Answer: NCH has same day appointments. I would suggest that incidents such as this are reported so corrective action can be taken timely. -Jill Edgett

Answer: All patient specific issues are written up and investigated. If there is any doubt or uncertainty whether or not the incident has been resolved, please feel free to write it up and submit. Then we can be sure. -Admin

11. This is a bold and correct statement. If you want an example of what happens to a town when a hospital leaves look up Independence Kansas/Mercy hospital. Montgomery County Chronicle.

Answer: NCH is well aware of what could happen if we lose our hospital. Financial stability and our excellent employees or our priority for long term success. -Jill Edgett

Answer: There is no question losing a hospital creates significant economic harm to a community. 7 hospitals in the State of Kansas have closed since 2010. We are committed to making sure that does not happen to NCH. -Admin

12. No one should ever be treated differently for religious beliefs. If this is happening please notify HR immediately.

Answer: NCH follows Federal Law Title VII: Unlawful Harassment policy that protects from adverse action based on religion and includes the process to report to Human Resources. -Admin

13. Yes, billing is outsourced, and it's been a mess for a long time. Some people haven't received bills for 9 months or so.

Answer: Yes, we are working on improving the whole process and considering bringing certain billing aspects back in house. It is a work-in-process. -Admin

14. Mr. Kirk informed us tonight at the meeting that the billing has been resolved. It has not. It takes 3+ months before I get a bill. I never get an itemized statement showing what insurance has paid, what I've paid. This is crazy and very frustrating. For a hospital

to be profitable billing must be timely.

Yes, we are working on improving the whole billing process and considering bringing certain billing aspects back in house. While some improvements have been made, it is by no means complete. It is a work-in-process. -Admin