



laugh listen innovate care comfort achieve grow support teach heal learn

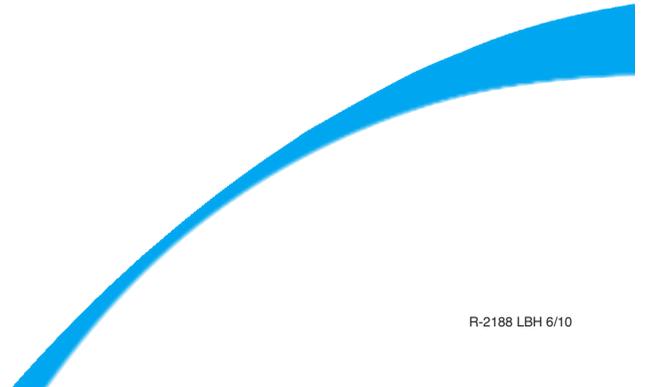
# 2010

The freedom to love your job!  
LifeBridge Employee Annual Report



**LIFEBRIDGE**  
HEALTH.  
Sinai Hospital  
Northwest Hospital  
Levindale Hebrew Geriatric Center and Hospital  
Courtland Gardens Nursing & Rehabilitation Center

2401 W. Belvedere Avenue  
Baltimore Maryland 21215  
www.lifejobs.org



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*Striving to be the best is what*  
**LifeBridge Health**  
*employees do every day.*



Dedication and a commitment to patient satisfaction are trademarks of the work performed by employees at Sinai Hospital, Northwest Hospital, Levindale Hebrew

Geriatric Center and Hospital, Courtland Gardens Nursing and Rehabilitation Center, Practice Dynamics, Inc., and LifeBridge Health & Fitness.

LifeBridge Health employees exemplify the **freedom to succeed, to help, to learn, to have fun, to grow, to make a difference and to care.**

With employees like you, it's no wonder LifeBridge Health was named the winner of the 2006, 2007 and 2008 Best Place to Work by the Baltimore Business Journal. **And in 2010 LifeBridge was named by Fortune Magazine as one of the 100 Best Companies to Work For!**

This growing organization would not be possible without the dedication of loyal employees. In fact, 25 percent of LifeBridge Health employees have been here 10 years or more. We believe employees stay when they trust the people they work for, have pride in what they do and enjoy the people they work with.

**“What sets LifeBridge Health apart is an innovative climate for employees. The organization strives to create an environment where employees can do their best work.”**

**Taylor Foss,**  
VP, Human Resources,  
LifeBridge Health

**comfort achieve grow support teach heal learn laugh listen**



## The Freedom to Know What Is Going On and to Share Your Opinions

LifeBridge Health believes in listening to its employees, sharing information with them, giving feedback and treating employees fairly. Open, two-way communication is valued and encouraged.

All employees are invited to confidentially share their opinions about their work and the organization by completing surveys. Results are shared, and action plans are developed using input from employees. Special surveys covering topics like benefits, wellness and food services are additional ways to get suggestions from employees before decisions are made.

Employees receive information in mailings, newsletters, e-mail and the intranet. Every month, updates on LifeBridge Health initiatives and fun stories about co-workers are featured in The Bridge — a monthly publication designed to keep employees up to date. And remember to check out the electronic message boards for the most current news and information.

**BridgeNet:** By visiting <http://lbhweb>, you can quickly look up phone numbers, check out the cafeteria menu, review a job description or visit the online Education Resource Center. Benefits, payroll and personal update forms are available online, making it easy for you to print out what you need to change an address, file for adoption or tuition assistance, or list an emergency contact. Life events checklists guide employees when they get married, have a baby or move.

**Employee Services:** When you have a question, Employee Services is the place to call or send an e-mail. This dedicated team of HR professionals helps all employees get the answers they need when they need them. Simply call 2-8000, e-mail [employee\\_services@lifebridgehealth.org](mailto:employee_services@lifebridgehealth.org) or visit the Employee Services page on BridgeNet.

**Updates:** Whether it's State of the Hospital meetings at Northwest Hospital, Town Hall meetings at Levindale or sit-down meetings with the hospital presidents, leadership is always open to sharing information with and hearing from employees. A new HR Communication Advisory Committee will be working to improve the effectiveness of employee communications.

**Rounding:** Executives "round" on employees to learn what's working and what isn't so solutions to problems can be implemented in a timely manner and employees can get recognized for a job well done.

**"The Employee Services team takes pride in helping you get fast and accurate answers to all your questions. We welcome your suggestions to make this service better for you."**

**Ann Ray,**  
Director, Employee Services  
and Engagement,  
LifeBridge Health

## The Freedom to Benefit

Benefits are important to our diverse workforce. In fact, suggestions for new or enhanced benefits often come from employees, and we listen.

**Adoption Assistance:** LifeBridge Health provides financial reimbursement of up to \$3,500 to eligible employees who adopt a child under the age of 18.

**Phase-In Retirement:** Full-time and part-time, non-union employees age 60 or older, who have worked at LifeBridge Health for at least five years, can keep their lower full-time medical, prescription and dental benefits rates.

**Carebridge Work-Life Services and Employee Assistance Program (EAP):** Whether you need information about child or elder care, buying a home, raising a teenager, or help with legal or financial issues, Carebridge counselors are standing by. Practical solutions and sound advice for life's challenges at home or at work are offered by competent, professionally trained counselors. Carebridge services, which are free and confidential, are available every hour of every day. Call 1-800-437-0911 or send an e-mail to [clientservice@carebridge.com](mailto:clientservice@carebridge.com). You can also go to [www.myliferesources.com](http://www.myliferesources.com) to access a comprehensive treasury of information and tools to make contemporary life manageable and successful (access code: KKNH3).

**Bridgelist:** Similar to craigslist, Bridgelist lets employees connect with each other. Use it to find or be a mentor, get rid of stuff, list community events, find a carpool, or offer to share talents. New this year: Bridgelist now allows employees to sell items to their co-workers.

**Scholarship Program:** Employees' children or dependent grandchildren who will be college sophomores are eligible to apply for the LifeBridge Health scholarship program. Awards of \$2,500 are granted for students with a health care major, and \$1,500 each for students with a non-health care major.

**Telecommuting:** Telecommuting is an opportunity you and your manager can discuss to see if it is a viable work arrangement for you and your work team.

**Flexible Spending Accounts:** Flexible spending accounts allow pre-tax payments for health care expenses like prescriptions; eyeglasses; and dependent care expenses, including child and adult day care, nursery or preschool fees, and summer day camps.

**Vacations:** Buy or sell up to a week of vacation or PTO (paid time off) during annual benefits open enrollment.

## The Freedom to be Healthy

At LifeBridge Health, there is a comprehensive approach to physical and emotional wellness. Employees are encouraged to take advantage of the health and welfare options available. These include:

**LiveWell@LifeBridge:** This is a comprehensive wellness program designed to help employees identify potential health risks and take steps toward a healthier lifestyle. Watch for on-site events, e-mails and newsletters with tips on improving your health.

**Health Insurance:** Choose any doctor under the Triple Option Plus plan. This benefit gives employees the right to choose a LifeBridge Health network provider, a Blue Cross Blue Shield provider or an out-of-network provider. The Prescription Drug Plan provides low-cost generic drugs and cost savings with mail order prescription fulfillment.

**Dental Coverage:** The annual maximum benefit for non-union dental coverage is \$1,500 for all eligible non-union employees.

**Vision coverage:** Receive discounts on eye exams, lenses, frames and contacts with the EyeMed Plan. The Krieger Eye Institute at Quarry Lake offers discounts on lenses and frames.

**LifeBridge Health & Fitness:** Receive a discount on the membership fee at one of Greater Baltimore's preeminent health and fitness centers.

**Fitness Challenge at LifeBridge Health & Fitness:** This program encourages employees to get in shape with a health assessment and a trial membership at LifeBridge Health & Fitness.

**Flu Shots:** Receive a free flu shot each year. In 2009, employees took advantage of getting both the H1N1 and seasonal flu vaccine.

**Disability:** Short-term and long-term disability is available. In the event of a long-term disability, full-time employees will continue to receive part of their pay.

**Healthy Food Choices:** Cafeterias, vending machines and gift shops offer healthy meals and snacks for employees and visitors.

**“To help reduce your health care costs and improve your health, here are three tips:**

1. Use generic prescription drugs.
2. Get regular checkups and screenings.
3. Use an emergency room only when it's a real emergency.”

**Guy Van Tiggelen,**  
Director, Compensation and Benefits,  
LifeBridge Health

## The Freedom to be Recognized

**LB Points and Bucks:** This innovative employee recognition and rewards program is designed to reward employees for excellent performance. Points are awarded for achievements or years of service and can be redeemed for merchandise, gift cards and travel. You have the freedom to choose the gift you want when you want it. You can also be recognized with an LB Buck, worth a dollar in our cafeterias and it may have extra LB Points as well. New this year is “Praise Your Peer,” which gives employees a quick way to thank a co-worker.

**Service Awards:** LifeBridge Health celebrates the contributions of employees who have served five, 10, 15, 20, 25, 30, 35, 40, 45 and 50 years of service with a special event and a gift.

**“Being a great place to work means that we never stop focusing on our people and what it takes to meet their needs, and to reward them for the terrific things they do for LifeBridge Health.”**

**Warren Green,**  
President and CEO, LifeBridge Health,  
on LB Points

**Star and SuperStar:** These are examples of programs where employees who demonstrate superior customer service are recognized by patients and co-workers. Many departments also have special employee recognition programs.

### **Employee Appreciation Days:**

These annual events highlight the special work done by co-workers. Employees can send chocolate, balloons or other tokens of appreciation to colleagues as a thank-you.

**Health Care Employee Recognition Events:** Nurses Week, Doctors Day, Allied Health Professionals Week, Health Care Environmental Services and Housekeeping Week — these are just a few of the employee groups who are celebrated throughout the year.

**Referrals:** When an employee recommends someone for a position and the person is hired, the employee may be eligible for a cash reward. Thanks to everyone who recommends one of our facilities as a great place to work.



## The Freedom to Help and Get Involved

**United Way:** LifeBridge Health supports the United Way through an annual campaign, and employees are encouraged to participate through payroll deduction. WINGS is a group of LifeBridge women who give at a leadership level and support a women's day shelter.

**"I give because I know five or six people whose lives have been directly affected by United Way's help."**

**Lionel Weeks,**  
VP, Facilities, Sinai Hospital  
Chair, LifeBridge Health United Way Campaign

### **LifeBridge Diversity Council:**

At LifeBridge Health we embrace a culture of inclusion and mutual respect by valuing the unique contributions of each employee. A group of 25 employees from across the system meets monthly to work on making this vision a reality for all employees.

**LifeBridge Community Service Corp:** Join your co-workers and community members in volunteer initiatives that support our surrounding neighborhoods. Past activities include spring cleaning and painting at a school and preparing and delivering Thanksgiving food baskets.

**Blood Drives:** LifeBridge Health actively supports the local chapter of the American Red Cross by organizing blood drives at Sinai, Northwest and Levindale. Hundreds of employees roll up their sleeves each year to donate the gift of life...and often receive a gift for giving!

**Community Outreach:** LifeBridge Health sponsors a number of community events designed to draw attention to and support programs at our hospitals. The Save-a-Limb Ride, Race for Our Kids run/walk, braVo! and the LifeBridge Health gala are just a few of the events that employees can become involved in. LifeBridge Health also supports events focused on raising awareness of breast cancer, heart disease in women and premature births.

**Community Screenings:** Regular screenings for heart disease, blood pressure, depression and other medical ailments are offered to employees and local residents.

**December Drives:** Departments throughout the system often adopt a family during the holiday season and provide toys, clothes and food for the adopted family.

**Mentoring:** Employees can offer to be a mentor or ask for mentoring assistance using Bridgelist. LifeBridge Health partners with two schools in a formal mentoring program — Building Bridges. Students in 7th and 8th grade are paired with employees for monthly meetings to learn and have fun together.

**"There's always the opportunity to make and effect change here."**

**Cheryl Boyer,**  
Director, Human Resources  
at Sinai and LBH  
Employee and Labor Relations



## The Freedom of Convenience

**Dining Options:** On-site cafeterias offer employees a variety of options for a meal or snack. Vending machines for snacks and beverages are conveniently located throughout LifeBridge Health campuses.

**Smart Card:** Don't like to carry cash? Enroll in the Smart Card program, which allows food purchases to be automatically deducted from your paycheck.

**Parking:** Each facility provides free parking with shuttle service to campus where needed.

**Banking:** In addition to on-site ATMs, some locations offer the convenience of an on-site credit union.

**Retirement Plans:** 403(b) and pension plans are offered at LifeBridge Health. Investment advisers help employees with their retirement plans in face-to-face meetings or over the phone.

**Direct Deposit:** Employees are encouraged to take advantage of the convenience of having their paycheck deposited directly into the bank account of their choice.

## The Freedom to Have Fun

**Activity Committees:** Each LifeBridge Health center recognizes the importance of fun in the workplace. Committees organize activities throughout the year to foster an environment where employees can have fun and get to know each other better. Past events have included Bring Your Pet to Work Day, LifeBridge Idol singing competitions, bowling tournaments, basketball tournaments, bull roasts, dance contests and Orioles games.

**Spring Picnics:** These annual picnics give everyone the chance to enjoy sunshine, and a delicious meal and time to get to know their co-workers better.

**Holiday Parties:** Enjoy the chance to mingle, eat and celebrate in the spirit of the season.

**Celebrations:** Major accomplishments are celebrated with LB Points, food and a special thank-you to all involved.

**Trips:** LifeBridge Health groups sponsor regular trips to New York City. The Department of Pastoral Care and Chaplaincy Services also sponsors an annual religious trip abroad. Past trips have been to Israel, Italy and Ireland.

## The Freedom to Learn and Grow

**Tuition Assistance:** Receive up to \$5,000 annual reimbursement for higher education courses.

**Education Resource Center(ERC):** The ERC provides training to enhance clinical performance and safe practice for LifeBridge Health. Additionally, the ERC offers continuing education in various forms: in-services, consortiums, workshops, computer-based training and internships to meet your individual, unit or department needs.

**Center for Leadership and Professional Development (CLPD):** Employees can take courses in time management, cultural diversity, computer skills or other areas that help in their professional development. Managers are offered courses focused on building their skills as leaders in areas such as coaching, team effectiveness, resolving conflict and leading change. Physicians and senior leaders enhance their skills at the LifeBridge Leadership Academy.

**Performance Management:** To do your best work you need to receive feedback on how you are performing. LifeBridge Health employees receive annual reviews and regular feedback from their supervisors that help them be more effective in their current job and help prepare them for future opportunities.

**Job Postings:** Open positions are posted for all employees to see, and hiring preference for these opportunities is given to qualified internal candidates.

**Competitive Pay:** A comprehensive program is in place to evaluate jobs throughout the system ensuring that pay rates are competitive. Market adjustments are made to ensure that pay keeps pace with changes in the Greater Baltimore area.

**Workforce Development:** Supporting employees seeking advancement beyond entry-level jobs is the focus of our Freedom to Learn program. Classes aimed at enhancing reading and math skills and preparing individuals for college-level classes are paired with career planning and one-on-one coaching.

**“LifeBridge Health cannot excel in delivering quality care if we do not attract, retain and motivate a workforce with exceptional skill and commitment. Taking care of those who take care of others is step one in the realization of high clinical quality.”**

**Warren Green,**  
President and CEO,  
LifeBridge Health

**For information about any of the services or programs listed above, call Employee Services at ext. 2-8000 or send an e-mail to [employee\\_services@lifebridgehealth.org](mailto:employee_services@lifebridgehealth.org).**

A representative will answer your questions about benefits, policies and programs or help you process changes.



This workplace has been recognized by the American Heart Association for meeting criteria for employee fitness.



All LifeBridge Health employment opportunities are found at

**[www.lifejobs.org](http://www.lifejobs.org)**

Refer a friend today!

