



SSRS Expands—Offering New Opportunities

Scripps System Resource Services (SSRS) is expanding to provide highly skilled, dedicated professionals to work in areas of need throughout the Scripps system. Resource team members fill vital roles while gaining valuable experience in a variety of environments.

“We are now providing supplemental staff for long and short-term needs for the majority of Scripps’ patient services,” says Joann Wright, RN, senior director of Scripps System Resource Services. “Essentially, it’s like Scripps has its own internal travel and registry company.”

In addition to providing staffing coverage, resource services team members are key to identifying best practices and promoting system-wide standardization for better patient care. Kathleen Dunphey, who began her role on the Scripps Travel Action Team (STAT) as a circulating OR nurse in December 2009, has had an opportunity to work at all five hospitals during her assignments. In her current role as education safety officer at Scripps La Jolla, Dunphey’s primary role is to observe and make suggestions about how to incorporate best practices.

“I come from a family of seven girls, so

working with the five hospitals feels like relating to five sisters,” Dunphey says. “Each hospital has their own personality and does things a certain way. When I suggest something should be done differently, I break it to them gently—just as I do with my sisters. It’s a wonderful opportunity to identify and implement best practices system wide.”

For Danielle Boling, joining the resource team helped her find her ideal role at Scripps Green. “I attended a system-wide resource team meeting in April last year” says Boling. “I saw how energized the nurses were about their role in system-wide improvements. I was excited to be part of a phenomenal group of people,” she says.

Boling began her role on the STAT Team as

SSRS Expands *Continued on inside*

Scripps Ranks 5th in Nation for Learning

The E-Learning Media Group has named Scripps one of the 60 best corporations in the nation for learning and development programs; ranking number five on the 2011 list. Scripps was recognized for advancing innovation through performance learning programs that improve health care cost management. Last year, Scripps invested \$30 million on employee learning and development. Here are some highlights from the Center for Learning & Innovation:

Learning & Development BY THE NUMBERS

\$291,000

Scholarship funds awarded

260 **7,988**

Total course offerings through CFLI

CFLI Participants

3,744 **192**

Employees received reimbursement

Scholarships awarded

\$1,343,225

Tuition reimbursement funds distributed



Scripps Cares for Employees in Times of Change

Life moves fast and can be filled with constant changes at work and at home. Scripps offers its employees benefits and resources to thrive personally and professionally through a variety of events. Whether it's quick advice or more personal assistance to help you through a complicated issue or crisis, the following programs are available to help our employees maintain work-life balance:

Employee Care Clinic Expands

Timely access to high quality care at work is important if you are injured on the job or experiencing episodic illness. Scripps now offers access to on-site health care at two Employee Care Clinics (ECC). The ECC at Scripps Mercy Hospital San Diego opened in June, 2010 and a second ECC opened at Scripps Green Hospital in March of this year. The ECC is free for all work-related medical visits.

Immediate Assistance for Crisis Situations

The Scripps Employee Crisis Protocol provides system-wide, rapid response support for our employees and families in crisis. Examples of these crises include deaths, accidents or chronic illnesses. The program is coordinated by Director of Work-Life Services Helen Neppes in collaboration with EAP, Spiritual Care Services and human resource teams.

Career Resource Center Helps Employees in Transition

In the rare occurrence that a position is eliminated due to changing business needs, employees can continue earning their base pay and benefits while the Scripps Career Resource Center (CRC) helps them search for a new job within or outside of the organization. In addition, Center for Learning & Innovation staff assist employees in developing resumes, searching jobs, preparing for interviews and acquiring temporary work assignments to learn new skills.

Scripps Wellness Helps Employees Stay Healthy

When life and work get busy, the Scripps Wellness program provides healthy activities and personal coaches to enhance total well-being.

Benefits & Resources to Care for Family

Whether employees are starting a family or need child care, pet care or elder care, the following benefits can help manage it all:

- ▶ Expecting parents workshops and customized toolkits
- ▶ Gluck Child Care Center and Bright Horizons back-up care
- ▶ SitterCity.com for people and pets of all ages
- ▶ Adoption reimbursement benefit and adoption support group
- ▶ LifeCare.com for resources and referrals for all family and personal situations
- ▶ Employee Assistance Program (EAP) for counseling services and referrals



Giving HOPE

Peers Helping Peers in Emergencies

Helping our Peers in Emergencies (HOPE) is a Scripps system-wide fund that was started by Scripps employees to provide financial support to fellow employees. It's a way of reaching out to help peers when they need it most. Last year, more than \$57,000 and 466 hours of PTO were provided to employees in need.

Every February, employees are asked to donate to the HOPE fund—any staff member can contribute. Employees can make a donation to the general fund, or HOPE endowment, by designating a specific withdrawal amount from each paycheck, or through a single donation of cash or paid time off (PTO). The HOPE Fund is solely supported through employee donations and 100 percent of HOPE fund contributions go directly to employees in need.



Parking structure at Scripps Clinic/Green

New Scripps Facilities Improve Patient Care

From large equipment purchases and major construction projects to new paint and fixtures, Scripps facilities received many upgrades over the past year to improve our workplace and care for patients. Here are some highlights:

Scripps Clinic: Renovated the Center for Integrative Medicine and Del Mar clinic.

Scripps Coastal Medical Centers: Remodeled the Urgent Care, Del Mar, Mission and Escondido sites. Opened an MRI center at Cedar and a new radiology center at Eastlake.

Scripps Green Hospital: Renovated a general surgery operating room (OR) into a transplant OR. Renovated a cath lab suite and added new equipment. Renovated hematology/oncology patient rooms and patient education area.



Scripps Memorial Hospital Encinitas: Opened a new parking structure, second floor nurses lounge and chapel. Added 10 new beds. Added a second c-section operating room and CT scan trailer.

Scripps Mercy Hospitals: Installed new vital sign monitors and applied new paint throughout both campuses.

Mercy Chula Vista: Installed a new chiller, flooring in the operating rooms and furniture in the emergency and radiology departments. Acquired powered gurneys and new environmental services and dietary equipment.



Mercy San Diego: Opened a new central energy plant and employee parking garage. Remodeled the fourth floor.

Scripps Memorial Hospital La Jolla: Upgraded flooring and paint for seven nursing units. Added a new operating room. Upgraded the Mericos waiting rooms, cath lab electrophysiology equipment, elevators and air balance equipment for the east tower.

Scripps Administrative Services (SHAS): Opened the Campus Point annex building. Remodeled Sorrento Valley facilities to accommodate growth in patient financial services, Allscripts and supply chain management departments.

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an OR charge nurse at Scripps Mercy Chula Vista and Scripps La Jolla before moving on to Scripps Green. Five weeks into her 13-week assignment there, her manager asked her to step in as interim OR manager until the position was filled. Boling not only accepted the interim role, but applied for the position as soon as it was posted. She was hired as the surgical services supervisor in February.

New Resource Pool Opportunities in 2011

In early March, SSRS expanded to offer system-wide float and hiring pools for those that are interested in dynamic and satisfying roles as team members:

- The float pool will provide coverage for every Scripps service line, including day-to-day coverage for sick calls, census surges and leave of absence coverage. The pool is comprised of casual, non-benefitted staff and will expand to include CNAs and positions in respiratory, pharmacy, rehabilitation and lab services.
- The hiring pool includes medical/surgical and telemetry nurses who will be pre-booked in areas that need them. The pool will expand to include additional job titles as needed. These employees can quickly cover short-term leaves of absence, unit vacancies and daily needs.

Join us for
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 Talent Manager every Friday from 1-3 pm PST. Visit Scripps.org/Careers and click on "Join the Chat."

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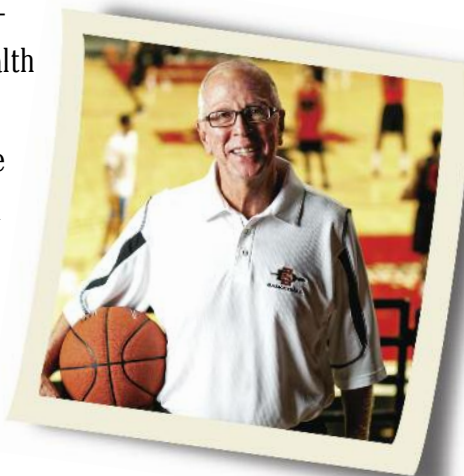
A nationally recognized employer of choice, Scripps has been named one of FORTUNE magazine's 100 Best Companies to Work For, one of the nation's Best Employers for Workers over 50 by AARP and 100 Best Companies by *Working Mother* magazine.

Know Your Score

Scripps and SDSU Team Up for Health

San Diego State University Aztecs men's basketball coach Steve Fisher knows that his players need to stay in great shape to win the game, but staying healthy isn't just for athletes. Everyone should know their health scores as part of a healthy lifestyle. That's why Scripps teamed up with the Aztecs this season to spread the word on the importance of prevention and knowing your health scores such as blood pressure and body mass.

Scripps was onsite at Viejas arena during select men's home basketball games giving free health screenings and information to Aztec fans. Visit scripps.org/myscore to view a video message from Coach Fisher and read tips on how to "stay in the game."



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 for a current listing of employment opportunities.