

*System – Human Resources***TITLE:**

Grievance

OUTCOME STATEMENT:

SSM Health (SSM) is committed to providing a safe, respectful environment for our employees. Part of ensuring such an environment is providing a clear, open and formal means of communication to address employee complaints fairly and promptly.

SCOPE:

This policy is applicable to SSM Health*, SSM Health St. Louis and its wholly-owned operating entities, SSM Health Medical Groups, and all other wholly-owned operating entities of SSM Health with the exception of Navitus and SSM Health Saint Louis University Hospital which maintain separate policies.

FILE MAINTENANCE INFORMATION:

Original Effective Date: 11/01/2014
Revision Dates: 9/17/2017
Review Dates:
Author(s): Assistant General Counsel – Employment
Key Stakeholder Reviews: SSM Health System Human Resources Council
Body or Person Last Approved: Senior Vice President, Human Resources

* As required by CMS Regulation §482.12 A-0043 Conditions of Participation: Governing Body, the following hospitals are included as SSM entities:

Missouri: (1) SSM Health St. Mary's Hospital – St. Louis and SSM Health Cardinal Glennon Children's Hospital, (2) SSM Health DePaul Hospital – St. Louis, (3) SSM Health St. Clare Hospital – Fenton, (4) SSM Health St. Joseph Hospital – Lake St. Louis, (5) SSM Health St. Joseph Hospital – St. Charles and SSM Health St. Joseph Hospital – Wentzville, (6) SSM Health St. Francis Hospital – Maryville, (7) SSM Health St. Mary's Hospital – Jefferson City, (8) SSM Health St. Mary's Hospital – Audrain,

Oklahoma: (1) St. Anthony Hospital and Bone & Joint Hospital at St. Anthony, (2) St. Anthony Shawnee Hospital,

Wisconsin: (1) SSM Health St. Mary's Hospital – Madison, (2) SSM Health St. Clare Hospital – Baraboo, (3) SSM Health St. Mary's Hospital – Janesville, (4) The Monroe Clinic (effective 3/31/2019), (5) Ripon Medical Center (effective 3/31/2019), (6) Waupun Memorial Hospital (effective 3/31/2019), (7) St. Agnes Hospital (effective 3/31/2019),

Illinois: (1) SSM Health St. Mary's Hospital – Centralia and (2) SSM Health Good Samaritan Hospital – Mt. Vernon

DEFINITIONS:

- I. Grievance: An employee's complaint or claim of an unresolved problem relating to the application or violation of SSM policy or established practice.
- II. Orientation Period: The first 90 days of an employee's employment.

PROCESS:

- I. General Guidelines
 - A. Non-managerial employees who have successfully completed their orientation period are eligible to submit a grievance.
 - B. The grievance process addresses employee concerns about unresolved problems relating to the application or violation of SSM policy or established practice. The content of the employee performance review, the content of policies, wage scales, and possible violations of law are not within the scope of the grievance process.
 - C. Employees who wish to pursue claims of possible discrimination or harassment the basis of race, color, religion, national origin, gender identity, pregnancy, age, physical or mental disability, veteran status or any other characteristic protected by applicable law should contact Human Resources who will conduct an investigation.
 - D. Employees who have been dismissed from employment with SSM are not eligible for the grievance process.
- II. Pre-Grievance
 - A. Employees are encouraged to address concerns with their immediate manager before initiating the grievance process. Most concerns can be resolved between the employee and their manager when both parties make a sincere effort to understand the other's point of view and to communicate clearly.
 - B. The employee can initiate a pre-grievance discussion in one of two ways.
 1. Talk directly with the manager. The employee may bring the matter directly to the attention of their manager, explaining the nature of the concern and the relief sought.
 2. Talk with Human Resources. If an employee cannot decide whether to initiate a grievance or is reluctant to discuss the matter with their manager, the employee may seek the advice of their Human Resources Partner or Leader.
- III. Grievance Procedure
 - A. Step One: Director Level (or One Up) Leader
 1. Within seven days of the occurrence or condition, the employee must submit the problem in writing to Human Resources using the Grievance Form. The employee should state clearly on the Grievance Form the action or resolution s/he wants in response to the grievance.
 2. Human Resources will arrange a meeting for the employee, to be held as soon as practicable, with the Director Level (or One Up) Leader who will issue a written response within seven days of the meeting.
 - B. Step Two: VP (or Next) Level Leader
 1. If the Step One response is not satisfactory to the employee, the employee must notify Human Resources within seven days of the Step One response date that s/he wishes to take the grievance to the next step.
 2. Human Resources will arrange a meeting for the employee, to be held as soon as practicable, with the VP (or Next) Level Leader who will issue a written response within seven days of the meeting.

- C. Step Three: Entity President (or Next Level) Review
 - 1. If the Step Two response is not satisfactory to the employee, the employee must notify Human Resources within seven days of the Step Two response date that s/he wishes to take the grievance to the next step.
 - 2. Human Resources will provide all relevant documentation to the entity President including the Grievance Forms and any supporting documentation submitted by the employee, and any investigation materials and responses from Step One and Two.
 - 3. The entity President will review the information provided, conduct further investigation if needed, and provide a written response to the employee within seven days after the employee initiated Step Three.

- D. The grievance process is an internal SSM procedure and is not open for participation of any persons except those described in this policy.

- E. In the event the reporting structure of the employee pursuing the grievance does not allow for the steps outlined above, the grievance procedure may be adapted or an alternate leader may be identified to hear the employee's grievance, in accordance with the intent of the policy to foster open communications and address employee concerns fairly and promptly.

DOCUMENTATION:

Files and records relating to a grievance will be maintained in the Human Resources Department Grievance Form