

Open Door Policy		COO Approval Date	
		COO Signature	
		BOARD Approval Date	
Author	Grace Austin	CEO Approval Date	
Owner	Grace Austin	CEO Signature	
Owner-Title/Dept	Head of Finance & Administration	Version #	First Read 1.29.20
Regulatory Compliance		Regulation #	

Scope/Applicability

In order to create and support a positive work environment, it is Health Information Alliance, Inc. policy to provide a process for employees to present issues related to their employment in an effective, timely and respectful manner, without fear of reprisal.

This policy applies to all HIA, Inc.'s employees. This policy does not apply to contracted employees, volunteers, students or interns. This policy does not apply to terminated employees.

Definitions

Open Door Issue: An open-door issue is any issue that employees have about disciplinary action, work assignments, interpretation or application of policies and procedures, transfer and nonsupervisory promotions, or other employment issues. Performance evaluations, existing HIA, Inc. policies and procedures, and personal conflicts with co-workers and supervisors are not open-door issues.

Policy Statement

Role of the Human Resources Department: Representatives of the Human Resources Department are available to assist employees with work-related issues and promote communication and understanding between employees and managers. The Human Resources representative acts as an impartial gatekeeper during the open-door process. S/He does not advocate for either party but ensures that the open-door procedure is followed.

Open Door Process: Employees are expected to try to resolve issues and conflicts by discussing them informally and promptly with their immediate supervisor as they arise. Supervisors are responsible for listening to and responding to their employees' questions and/or concerns in a timely manner. If the employee complaint is about his/her supervisor, the employee may request an informal meeting with his/her supervisor's supervisor, following the chain of command.

If the issue has not been resolved to the employee's satisfaction through the informal process, the employee may choose to meet with Human Resources. The Human Resources representative will meet with the employee to understand the issue at hand. Human Resources representative will then meet with the supervisor to understand their view on the issue at hand. It is the role of Human Resources to gather all the facts and to assist the supervisor and employee to formulate a resolution. Human Resources will document all the information that is obtained from the employee and the supervisor.

Complete documentation is essential, including details of the issue, dates, witnesses, etc. Human Resources will work with the supervisor and the employee to determine an outcome. Human Resources will try to ensure that both sides are satisfied with the decision. This may not always occur; however, Human Resources will ensure that all policies and procedures are followed according to the standards as outlined in HIA, Inc.'s policy manual.

At any time during an Open Door issue an employee may speak directly to the Chief Executive Officer. The CEO will meet with the employee to discuss the situation. Depending on the nature of the issue Human Resources may participate in the meeting to gather the information and document the meeting. However, the CEO may request that the employee meet with their supervisor first before meeting with the employee.

Evaluation/Review

The overall performance of the organization in meeting the objectives of this policy is assessed annually by the CEO in conjunction with the Chief Financial Officer. The evaluation consists of review of this policy annually, revising and updating as needed.

