

DISCIPLINARY ACTION

Disciplinary actions are for those situations that could result in termination. There are two primary situations where disciplinary actions are warranted.

- First are those where an employee consistently violates company policies regarding attendance or sick days or uniform. The first step should have been a coaching document (or more than one). If the employee failed to respond to coaching and your management, then it's time to put it in the form of this disciplinary action, with the consequence a clear understand that they may lose their job. This may be a difficult approach for many of you, but keep in mind how much an employee such as this can kill the spirit and the motivation of the rest of your folks.
- The second circumstance is when an action is so egregious (definition: conspicuously and outrageously bad or reprehensible) that it must be dealt with immediately and forcefully – sexual harassment or intoxication or fighting on the job.

Either way, a Disciplinary problem is serious and must be dealt with and MUST BE DOCUMENTED.

To get to the point where you can create a Disciplinary Action, open up an Individual Employee's page. As a Super Manager, click on **VIEW EMPLOYEES** and the list of all employees will come up.

VIEW...

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Disciplinary Actions

Periodic Evaluations

Annual Reviews

MED Supply Company

Click on an employee to open for viewing and editing.

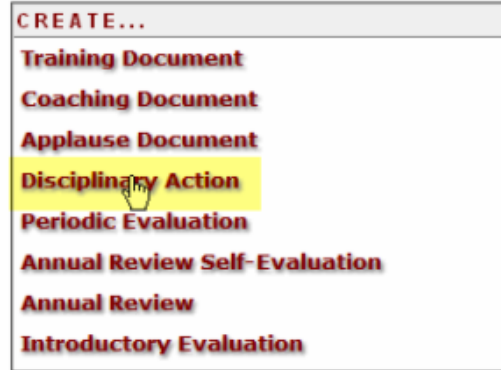
Def?	Employee Name	Employee ID	Job Description	Hire/Eval Date	Status
	Billy Johnson	8998	Billing - Collections and Denials	11/09/2005	Active
	Dolly Madison	4321	Respiratory Therapist - Vent	10/7/2005	Active
	Doug Doug	6489	rehab tech 1	11/17/2006	Active
	Gary Weems	1212	AA HR	10/02/2006	Active
	Glenn Close	6666	CSR 1	10/7/2005	Active
	Han Dee Mann	9834	Administrative Assistant - Service	10/07/2005	Active
	James Doe	9040	customer service rep	10/10/2006	Active
	Jane RT	1569	Respiratory Therapist - Vent	10/05/2006	Active
	Jason Wainright	125	CSR 1	1/30/2006	Active
	JAYCEE MOORE	4506	RESPIRATORY SERVICE TECH 1	03/17/2006	Active
	Jim Smith	1111		10/07/2005	Active

As a Manager, simply enter your Manager's Page for a listing of all of your employees to whom you have access.

Welcome Pam Jones! What would you like to do today?

Employee Name	Employee ID	Job Description	Hire Date	Status
Mary Jones	9236495151	CSR/Reimbursement Specialist	11/30/2005	Active
Pam Tom	9872	Billing - Collections and Denials	11/20/2006	Active
Tony Soprano	4444	Billing - Collections and Denials	10/7/2005	Active
Uma Thurman	976431	Reimbursement Specialist	11/14/2006	Active
William Shatner	676869	Reimbursement Specialist	11/14/2006	Active

Click on the name of the employee you want to create a document for and their page comes up. Click on **CREATE DISCIPLINARY ACTION**.



Specific Behavior & Specific Actions

This is the first field that comes up. You could either simply put the behavior in your own words or click on [Click Here for a Pre-defined List](#). EmTrak 3.1 lists the majority of disciplinary situations we have found with members' companies. However, the list is not exhaustive. In this case, let's use the Predefined List.

Specific Behavior

What specific behavior has this employee demonstrated which needs correction? [Click here for a predefined list](#)

A large, empty rectangular text input field with a thin blue border. A horizontal blue line is positioned below the field.

Once you've clicked on the Predefined List, this list comes up. Let's assume this employee has continued to be late to work, even though you've created a couple of coaching documents to try to deal with it (and to make certain there is documentation of your actions). Click on that item and click NEXT.

A screenshot of a selection screen. At the top, it says 'Select a scenario from the list and click the Next button for a list of predefined requirements.' Below this is a list of ten radio button options. The first option, 'This employee has been late to work in excess of acceptable company standards.', is highlighted with a yellow background. The other options are: 'This employee has been absent from work without excuse in excess of company standards.', 'This employee has refused to accept reasonable additional work requests.', 'This employee is not accurately and/or fully completing the paperwork required for their position.', 'This employee continues to make an unacceptable percentage of errors despite our best efforts to educate them as to the proper paperwork requirements.', 'This employee has made comments which violate the company's Sexual Harassment Policy.', 'This employee has made comments which customers have described as insensitive or offensive, particularly in regards to a patient in our care.', 'This employee has not handled telephone customers in the courteous and respectful way which is expected of our company's employees.', 'This employee has not been following the company established workplace safety rules and procedures.', 'This employee has not been following the company proscribed policies and procedures concerning patient information confidentiality.', and 'This employee has not been following the proscribed policies and procedures concerning the'.

The screen below pops up with a suggestion for action with that employee (sort of like the coaching documents). Currently, there is only one option for most situations – as EmTrak 3.1 develops, I will add other suggestions and options (that's why the heading suggests "Select a disciplinary action requirement from the list – eventually there will be a list!). Click on [Insert Into Document](#).

Select a disciplinary action requirement from the list, then click the Insert Into Document button at the bottom of page to insert text into underlying form.

Within the time frame designated by the follow-up date, this employee cannot be late to work without prior management approval. Further violation of company policies and requirements may/will result in further disciplinary action, up to and including termination.


Insert Into Document **Close Window**

Comments, Follow-up Date and Status


The final piece is to add your comments regarding this employee and then put in the follow-up date. Keeping in mind that this is a disciplinary action, you probably want the follow-up on a short time frame. Seven days before the follow-up date, you will get a reminder that you created a Disciplinary Action for this employee and that you need to follow up. Leave the Disciplinary Action at OPEN. There is still significant work to do to follow-up.

Specific Behavior
What specific behavior has this employee demonstrated which needs correction? [Click here for a predefined list.](#)

This employee has been late to work in excess of acceptable company standards.


Specific Actions 
What specific actions must this employee take to correct this behavior?

Within the time frame designated by the follow-up date, this employee cannot be late to work without prior management approval. Further violation of company policies and requirements may/will result in further disciplinary action, up to and including termination.


Comments 
Enter any comments in the space provided.

We have created two prior Coaching Documents to deal with this issue. This is William's final opportunity to correct this problem.


Follow-up Date
When would you like to follow up on this disciplinary action?

12/29/2006  Today is 11/29/2006

Disciplinary Action Status
What is the status of this disciplinary action?

Open 

If any of these goals involved MED U courses, then click on EMAIL MED UNIVERSITY. That link will automatically bring up your email mechanism on your computer.

Specific Actions	
<i>What specific actions must this employee take to correct this behavior?</i>	
Within the time frame designated by the follow-up date, this employee cannot be late to work without prior management approval. Further violation of company policies and requirements may/will result in further disciplinary action, up to and including termination.	

Simply copy and paste these goals into the body of that email, email to us in the address provided, and we will follow through immediately with your employee. In this case, there are no MED U courses involved, no need to email. However, if you were to email, it would look like this.

Gary Schwantz/MED Group 12/05/2006 01:56 PM	To medu@medgroup.com
	cc
	bcc
	Subject MEDU Notification from EmTrak 3.1 - From Pam Jones of MED Supply Company

MEDU Admin, please sign up William Shatner (wshatner@medgroup.com) for the following courses:

** Target: Effective collection of all required documents
Take the MED U course REM 102 - Reimbursement and Documentation and after completion, review the proper procedures with management. Get the processes down on paper in an easily understandable format, define needed improvements with manager, then follow through before next review.

Pam Jones
MED Supply Company
—

Completing the Disciplinary Action

You get the email that it's time to follow up. The next step will be to see if this employee has completed what was required. In this example, it was simply not to be late again. In other cases, it may be to complete a MED U course, provide a report to a supervisor, any number of actions. Now it's time to **complete** or **renew** this disciplinary action.

Complete means it's done – the employee either did what he was requested or failed to do so. Either way, you want to document what occurred (**documentation is especially critical in disciplinary actions!**) In this example, let's say this employee did what was requested. Open the Disciplinary Action (you can either open it on the employee log or click on View Disciplinary Actions).

View/Print Full Employee Log

Del?	Date	Log Entry (first 80 characters)
	11/29/2006	William was 2 hours late today - 2nd day this week
	11/29/2006	SIGNED JOB DESCRIPTION ATTACHED
	11/01/2006	Annual Review created by Pam Jones on 11/01/2006
	10/29/2006	Coaching Document created by Pam Jones on 10/29/2006
	09/29/2006	Applause Document created by Pam Jones on 09/29/2006
	09/15/2006	Disciplinary Action created by Pam Jones on 09/15/2006
	09/15/2006	Introductory Evaluation created by Pam Jones on 09/15/2006
	06/26/2006	Training Document Action created by Pam Jones on 06/26/2006

VIEW ...

[Training Documents](#)

[Coaching Documents](#)

[Applause Documents](#)

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[Job Description](#)

Log Entry:

Enter comments in the space provided.

Disciplinary Action created by Pam Jones on 9/15/2006

Original Document:

Click on the icon below to open the original document.

Open the document and click on Edit Disciplinary Action on the upper left-hand side.

When you do that, then you can edit and add comments to the document. In this case, let's add the comment that Williams successfully completed this action. Click on the pencil icon next to Comments.

Edit Disciplinary Action
Return to Menu

Employee Name William Shatner	Job Title Reimbursement Specialist
Department Billing	Manager Pam Jones
Employee ID 676869	Date 11/29/2006

Specific Behavior

What specific behavior has this employee demonstrated which needs correction?

This employee has been late to work in excess of acceptable company standards.

Specific Actions

What specific actions must this employee take to correct this behavior?

Within the time frame designated by the follow-up date, this employee cannot be late to work without prior management approval. Further violation of company policies and requirements may/will result in further disciplinary action, up to and including termination.

Comments

Enter any comments in the space provided.

We have created two prior Coaching Documents to deal with this issue. This is William's final opportunity to correct this problem.

Follow-up Date

When would you like to follow up on this disciplinary action?

Comments

Enter any comments in the space provided.

We have created two prior Coaching Documents to deal with this issue. This is William's final opportunity to correct this problem.

Follow-Up Date

Disciplinary Action Status
What is the status of this disciplinary action?

Open
 Open
 Complete
 Sealed

Signature: _____

Reviewer Signature: _____

Review Date: _____

The program will automatically put in the date for you. Now, add your comments, change the Disciplinary Action Status to either COMPLETE or SEALED.


OPEN means the document hasn't been touched or there is still significant work to do. If a document is OPEN, then you will get email reminders about that document. COMPLETE means that you are done, but that the document can still be edited. Perhaps there is something in the document that needs additional follow-up. Once you know a document is complete, then you may choose to select SEALED. Once the document is SEALED, it cannot be edited. This offers security to your staff member that final documents are the final document.

What if I wanted this Disciplinary Action to continue?

Here's my recommended approach. Come into the document on the follow-up date. Click on the pencil icon next to Comments, but this time we will note that we plan on continuing this action for two more months.

"William has been successful this month, but we are going to continue a two month action where he will not be late to work without prior approval."


Change the Follow-up Date for an additional two months (to 2/28/2007) and keep the Disciplinary Action Status as Open. You will get a reminder on February 21st that you need to follow up.

Comments 

Enter any comments in the space provided.

We have created two prior Coaching Documents to deal with this issue. This is William's final opportunity to correct this problem.
 12/29/2006 9:48 A.M.
 William has been successful this month, but we are going to continue a two month action where he will not be late to work without prior approval.

Follow-Up Date
When would you like to follow up on this disciplinary action?

02/28/2007  Today is 11/30/2006

Disciplinary Action Status
What is the status of this disciplinary action?

Open
 Open
 Complete
 Sealed

Signature: _____

Reviewer Signature: _____