

## I-Commit FAQ

### 1. What is I-Commit?

- A team member performance improvement program, which supports the Novant Health “Culture of Coaching”, and has no progressive discipline steps, and, no impact on corporate wide bonuses or raises for team members who may need assistance with improving their job performance.

### 2. Why the change?

- Novant Health is transitioning to a company-wide “Culture of Coaching”, that focuses on performance conversations to ensure a team member’s workplace performance expectations and guidelines are communicated clearly, and, as needed. It is the expectation that team members are responsible for performing successfully at Novant Health.
- Our “Culture of Coaching”, is intended to help Novant Health team members professionally grow and develop in order to perform successfully at their jobs. I-Commit is part of a companywide team member career development initiative.

### 3. Does I-Commit impact my bonus eligibility, or market increase?

- No, it does not. I-Commit is intended to be a less-punitive means to assist Novant Health team members to perform successfully at Novant Health, via a “Culture of Coaching”. I-Commit eliminates most of the previous consequences attached with progressive discipline, as part of this companywide team member career development initiative.

### 4. Who is impacted with I-Commit?

- All Novant Health team members, except physicians, in all markets will participate in I-Commit after the pilot period.
- Physicians are not under the I-Commit Process; however, Advance Practice Clinicians, Physician Assistants, Nurse Anesthetist and Nurse Midwives are included in I-Commit.

### 5. When does I-Commit go into effect?

- The pilot began on April 1, 2019.
- The corporate wide rollout of I-Commit begins on October 1, 2019.

### 6. Will I be eligible to transfer under the I-Commit program?

- Coaching Session – Eligible to seek a transfer.
- Choice-Day/Performance Improvement Plan - Team members who have had a Choice-Day and are on a performance improvement plan, are not eligible to transfer for 90 days.

**7. What happens if I am currently on an active disciplinary action?** Your current disciplinary action will convert according to the following guideline:

- Documented Oral Warning/30-Days Probation) = Coaching
- Written Warning/Probation/90 -Days Probation) = Choice Day,
  - Team members that are currently at Written Warning/90-Days Probation would not be sent home or given a Choice-Day form, but instead, will have a Coaching discussion.

Leaders will communicate to their team members via an in-person meeting on how their current progressive discipline will convert to the new I-Commit process.

After the leader meets with their team member to explain the conversion of their existing disciplinary document to I-Commit, the leader will send a follow-up email to the team member to recap the discussion, as to allow the team member a document to refer back to if needed.

**(Performance improvement program should be completed).**

The leader will prepare all I-Commit forms via DocuSign.

**8. Will the Choice-Day conversation extend my ability to transfer an additional 90 days?**

- No- when the team member converts from progressive discipline to I-Commit, their “30-Day Probation, or 90-Days Probation” period does not start over. Whatever days the team member had remaining in their progressive discipline “Probation Period” is all that they will have in I-Commit. Nor, will a team member be given “additional days” when converted to I-Commit.

**9. What is Choice-Day?**

- After a series of Coaching sessions about the same performance concern, or, multiple performance-related concerns, the leader may determine that it is appropriate to have a Choice-Day in which the team member decides to “Commit” to adhere to the service standards, policies and procedures of the organization and stay, or, “Not Commit”, and immediately resign their employment with Novant Health. .
- When given a Choice-Day, the team member is suspended from work, with pay for 24 hours, and is expected to return the next business day, having made the Choice to either “Commit” or “Not Commit”. If the team member choses to “Not Commit”, this means they voluntarily resign their employment with Novant Health, effective immediately.
- The leader will request the preferred email address from their team member and explain that documents will be sent via DocuSign for review/acknowledgement.

**10. Where and how will the leader document I-Commit Choice-Day?**

- The leader will prepare all I-Commit forms via DocuSign.

**11. What happens if the Choice-Day conversation occurs on a Friday, and the team member is not regularly scheduled to work until the following Monday, which is beyond the 24 hour period?**

- The leader should schedule the Choice-Day conversation on a day where the team member is regularly scheduled to return to work 24 hours later.

**12. Do I collect the ID Badge from the team member?**

- Yes. The leader should collect the ID badge because it will remain active during the Choice Day period.

**13. What will happen with badge/system access?**

- Team member badges will be disabled during the 24-hour Choice Day timeframe.
- Badges system access will be reinstated if the team member decides to commit.

**14. What happens now that I decided to commit?**

- You will collaborate with your leader on creating a performance improvement plan.
- Your leader must approve your performance improvement plan, in order for it to be valid.

**15. What happens now that I decided to voluntarily resign?**

- Leader accepts team member's resignation, effectively immediately. (Team member and leader to sign Choice Day Acknowledgement Form showing resignation decision via DocuSign)
- You will not be allowed to work a notice.
- As part of the non-punitive nature of the Novant Health I-Commit process, you will be paid your regular notice, applicable to your position.
- Team member's voluntary resignations as result of Choice-Day are non-appealable.

**16. Will I be eligible for rehire?**

- If you voluntarily resigned because of your Choice-Day, you may apply for rehire eligibility review, 18 months after your voluntary resignation of employment from Novant Health.

**17. Will my PTO accrue during my I-Commit resignation notice period?**

- Yes, you will continue to accrue PTO during your I-Commit resignation notice period.

**18. Does a Choice-Day meeting have to be in-person?**

- Team members working remotely, but have a local home office should have a Choice-Day meeting with their leader in-person.

- If the remote team member is working pre-authorized out of state, they may utilize the following methods to meet with their leader for Choice-Day:
  - Zoom
  - Teleconference

**19. Do I need to request a “read” receipt for I-Commit emails that are sent to team members?**

- No. It is not necessary to request a read receipt.

**20. In an effort to reduce “paperwork,” what documentation/records should I keep and where should I keep it?**

- Employee Relations recommends keeping all documentation related to performance/behavior to demonstrate that they shared with the team member what the issues were and what they need to improve.
- The leader will prepare all I-Commit forms via DocuSign

**21. How is I-Commit documented**

- The leader will prepare all I-Commit forms via DocuSign

**22. What if a team member is terminated due to violation of Novant Health’s Non-Negotiables?**

- If termination becomes necessary, all terminations should be reviewed with Employee Relations.
- Please contact the HR Service Center at 800-890-5420 to place an HR Ticket, that will be triaged an Employee Relations.
- Suspend the team member’s access immediately.
- To complete the termination, please refer to the appropriate documents on I-Connect or contact the HR Service Center.

**Addendum:**

1. Newly hired team members are in an introductory period. The first 90 days of employment is an opportunity for the team member to decide whether or not he or she likes the organization and his or her job.
2. During the Introductory Period, the new team member resigns and is not expected to work a notice (as there will be no paid notice), or the I-Commit process may be accelerated for poor performance.
3. Please refer to the I-Commit Checklist for additional information about the I-Commit process for leaders.