

	Human Resource Policy Employment & Hiring Practices	No. HR.EHP.17
	Title: EXIT PROCESS	Page: 1 of 4
		Effective Date: 11-30-18
		Retires Policy Dated: 09-27-11
		Previous Versions Dated: 08-01-09; 04-01-02; 01-01-93

I. SCOPE:

This policy applies to (1) Tenet Healthcare Corporation and its wholly-owned subsidiaries and affiliates (each, an “Affiliate”); (2) any other entity or organization in which Tenet Healthcare Corporation or an Affiliate owns a direct or indirect equity interest greater than 50%; and (3) any hospital or healthcare facility in which Tenet Healthcare Corporation or an Affiliate either manages or controls the day-to-day operations of the facility (each, a “Tenet Facility”) (collectively, “Tenet”).

II. PURPOSE:

The purpose of this policy is to support Tenet’s values of transparency and integrity by providing guidelines for the exit process, which shall include asking compliance questions and may include conducting an exit interview. Tenet wants to hear, investigate, and resolve issues reported by departing employees which may affect employee engagement and retention, the quality of care, or the safety of our patients and employees.

III. DEFINITIONS:

- A. “Compliance Questions” mean questions answered by departing employees which could identify legal, quality, or ethical issues that may affect the quality of care or safety of our patients or employees. These questions are in the Leaving Tenet Guide.
- B. “Exit Interview” means an interview conducted to determine the departing employee’s reason for leaving and to identify and correct issues which may affect employee engagement, retention or turnover.
- C. “Exit Process” means the process used to end employment; includes (at least) collection of Tenet equipment, distribution of benefit information and asking mandatory compliance questions.
- D. “Exit Survey” means a questionnaire for departing employees designed to obtain system-wide insights and trends regarding the root cause(s) for turnover and to identify trends related to employee engagement, retention and turnover throughout Tenet.

IV. POLICY:

Employees are our most valuable resource. When an employee leaves Tenet, the Exit Process will be initiated. An exit interview may be conducted to determine to what extent the policies, environment, working conditions or other job related factors contributed to the resignation or termination of employment.

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Compliance Questions are mandatory during the Exit Process. Exit Interviews and Exit Surveys are optional. When Human Resources is notified that an employee is departing, an HR representative shall attempt to contact the employee to complete the Exit Process. The employee shall be asked to answer a series of questions related to ethics and compliance within Tenet. This request may be verbal, in writing or electronic.

V. PROCEDURE:

A. General

Tenet's Exit Process Policy supports Tenet's commitment to good business practices to its employees, customers, and stockholders. It also provides an additional avenue for an employee to express concerns about how Tenet conducts itself. Other Tenet policies that complement this policy include HR.ERW.01 Employee Relations, HR.ERW.05 Open Door and Fair Treatment Policy, HR.ERW.11 Employee Performance Management. This policy also affirms our commitment to Tenet's Standards of Conduct in all our business dealings. Departing employees are often a source of valuable information from which Tenet can learn and improve policies, systems and the overall work environment. By learning from our employees, it is Tenet's goal to improve the work and business environment and reduce voluntary turnover wherever possible. The specific objectives of Tenet's Exit Process are:

1. Evaluate the level of commitment perceived by employees to ethical and corporate standards of business conduct, as well as to all applicable laws and regulations affecting our industry;
2. Gain better insights regarding organizational commitment to the quality of service standards provided by Tenet;
3. Assess the overall management environment from an employee perspective;
4. Identify patterns of behavior that may violate applicable laws, regulations and company policies including Tenet's Standards of Conduct.

B. Facility Human Resources

1. Ensure the latest updated telephone number, address, email address and any other contact information for separating employees are entered into the automated systems.
2. Analyze the specific department data to determine critical areas.
3. Initiate immediate action for improvement where appropriate.

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4. Review compliance questions (in person or by other means) with all departing employees, regardless of the reason for termination.
5. Document: 1) attempt to request and 2) response to the compliance questions even if the employee refused. Documentation shall be placed in each employee's file showing the attempt to request and the departing employees' response, if any.
6. If an answer to a compliance question identifies a potential issue, the HRD shall send the response to the Senior Director of Ethics for handling.
7. Report both compliance and exit interview findings and recommendations for improvement to administration and management team for further action planning and support. Continue to monitor for change.
8. Tenet sets its exit practices and selects vendors at the system-level in order to ensure legal compliance and gain system-wide insights while minimizing costs. Approval for a local vendor to perform any portion of the Exit Process must be requested through the VP, HR, Hospital Operations or his/her Corporate designee.

C. Supervisor

1. Prior to employee's separation collect company property, discuss any final separation details and verify the current or future address and contact information.
2. Make sure that separating employees have provided their most current contact information, and include the contact information on the employee PCN. Send the completed PCN, with the updated contact information to the Human Resources department.
3. Encourage separating employees to answer the compliance questions when contacted.

D. Employees

1. Candidly answer the compliance questions when contacted.
2. Clarify any final questions or need for follow up.
3. Make sure the facility has up-to-date telephone number, address, and email address on file. This is not only important for compliance questions and exit

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interview follow up, but also for other business related mailings such as benefit continuation and tax (W-2) information

E. Enforcement

All employees whose responsibilities are affected by this policy are expected to be familiar with the basic procedures and responsibilities created by this policy. Failure to comply with this policy will be subject to appropriate performance management pursuant to all applicable policies and procedures, up to and including termination. Such performance management may also include modification of compensation, including any merit or discretionary compensation awards, as allowed by applicable law.

VI. REFERENCES:

- Tenet Standards of Conduct
- Human Resource policy HR.ERW.05 Open Door and Fair Treatment Policy
- Human Resource policy HR.ERW.11 Employee Performance Management