

Development Activities Already Conducted

- November (26-28), 2010: Fundamentals of Purchasing
- February (28th – March 1st), 2011: Project Management
- March (22-23), 2011: Problem Solving
- April (11-13), 2011: Conflict Resolution
- April (5-8), 2011: Projecting a Positive Professional Image
- May (3-5), 2011: Conflict Resolution
- May (30-31), 2011: Problem Solving
- June (6-9), 2011: Projecting a Positive Professional Image
- June (10-12), 2011: Materials Management

In our next issue of HR Newsletter: Upcoming activities, who should register and how to register.



Announcements & Reminders

Summer Days (2011)

Effective July 1st 2011, summer days will be added to the leave entitlements. Kindly note that employees who take a leave without pay during months of July, August, September, will have a deduction in the summer balance. Summer days should be taken during Summer, i.e. July, August & September. They cannot be deferred

Performance Review Timeline

| Task | Due Date |
|-------------------------|--------------------------------|
| Employee Review | July 4th, 2011 |
| First Level Supervisor | Between July 4th - July 16th |
| Second Level Supervisor | Between July 16th - July 25th |
| Employee Meeting | Between July 25th - July 29th |
| Archive | Between July 29th - August 1st |

Training and Development Activities

Development Workshops Conducted



Projecting a Positive Professional Image

The "Projecting a Positive Professional Image" workshop was one of the constituents of the Patient Satisfaction multiple projects inaugurated during the year 2010 to revitalize the image of the AUBMC, specifically through enhancing patient service by improving employee behavior and projecting a more positive professional image.

Front liners were singled out for the significance of their role in portraying a proficient image of the AUBMC as well as their role in providing service excellence. In line with that, AUBMC HRD in collaboration with AUB Regional External Program conducted five "Projecting a Positive Professional Image" workshops for front liners during the year 2010.

To ensure that the majority of AUBMC front liners receive this training, another two workshops were conducted during the year 2011 for nurse managers, clinic educators, registered nurses and staff nurses and floor clerks. The two workshops were presented by Suliman S. Olayan School of Business professors Dr. Haitham Khoury and Dr. Lina Daouk-Öyry, and illustrated energetic and involving learning process. Participants showed a great deal of excitement and willingness to improve their attitudes and contribute to positive change at AUBMC. Each of the two workshops included also group exercises divided into two areas: building rapport (between trainer and trainees, and within the group), and building enthusiastic participation in the training.

Problem Solving

"Career success demands more than just great technical skills and deep subject knowledge". With the aim of encouraging "Think beyond just getting tasks done- Be a thinking, problem-solving employee" AUBMC HRD in collaboration with LEADING MINDs conducted two "Problem Solving" workshops targeting technical support employees. Mr. Giblin from LEADING MINDs facilitated the two workshops, in a highly interactive and engaging style always ensuring that the learner's needs are at the top of the agenda. Being highly creative and innovative has enabled him to go beyond the normal approach to training towards learning by involving every participant in critical thinking and guiding the participants along a problem solving path, including root-cause analysis and creativity to deliver the required results.

Conflict Resolution

AUBMC HRD in collaboration with AUB Regional External Program conducted two workshops on conflict resolution bringing together front liners with their supervisors the "clinical department administrators". The workshops aimed at enhancing the pursuit of excellence in client – staff interaction within the performance of medical operations at the Health services of the AUBMC. Dr. Philip Zgheib from AUB Suliman S. Olayan School of Business focused on further development of front liners addressing conflict resolution towards optimization and managing conflict productively. Resolving conflict effectively to bring on personal and professional growth was one among significant highlights of the workshop. Dr. Philip Zgheib captured the participants' listening and interest with an interactive questioning, discussing, and reflecting on the workshop theme, reinforcing thus the material presented.

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Human Resources
Department Medical Center

Send us your Feedback

<http://staff.aub.edu.lb/~webhrdmc/contact.html>

hrdmc@aub.edu.lb / ha41@aub.edu.lb

Phone: 009611350000 ext: 6110/1

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HR Newsletter

President's Service Excellence Awardees 2011 (AUBMC)

This year, three AUBMC staff received the President's Service Excellence Award. Summarizing their accomplishments in few sentences is not an easy job, but we'll give it a try!

Lili Haydar Abillama:

Lili has been working at AUBMC since 1994. One of the major accomplishments is reducing the nurses' turnover by creating a work-family atmosphere that all employees strive for. She exercises 24 hours availability and she maintains excellent relationships with her colleagues.

Ghada Hamdar Hamati:

Since Ghada joined AUBMC in 1990, she has continuously worked on her self-development and on mastering new work techniques. Her devotion, creativity and dedication to her unit, colleagues, patients and families are well reflected by people who know her.

Reine Koussayer:

Working as a floor clerk for the past 5 years, Reine always showed exemplary work, taking responsibility and initiative beyond call of duty, always with a smile on her face!

Congratulations Lili, Ghada & Reine!



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Message from the HRDMC Manager: Why This Newsletter?

Besides hiring new employees, have you ever wondered what we do at the Human Resources Department at the AUB Medical Center (HRDMC)?

Did it ever occur to you that we are here mainly to serve you, our most valuable resource?

That is why it gives us great pleasure to introduce to you the very first issue of the quarterly HRDMC Newsletter, the objective of which is to keep you informed of topics that are of interest to you, like the latest policies and procedures, informative HR articles, success stories, announcements, and other events at our Medical Center.

Since we strongly believe that effective employee communication builds loyal workforces and improves the organization's performance, we went out of our way to keep our newsletter as informative as possible; and since there is always room for improvement, we would like to encourage you to share with us any constructive feedback that you might have to make it an even better publication. You are welcome to contact us at extension: 6110.

With this in mind, we would like to wish you an enjoyable reading experience!

Roudaina Haddad Hachem
Human Resources Manager

New Employees

We would like to welcome the following new employees who joined us in June 2011

Mayssam Abou Diab: Emergency Medicine Technician in Emergency Unit
Rawan Al-Arab: Registered Nurse I in Pediatric Step Down Unit
Faten Assaf: Registered Nurse I in Rescue Unit
Nassim Azzam: Emergency Medicine Technician in Emergency Unit
Diala Bou Dargham: Registered Nurse I in Neonatal Intensive Care Unit
Hassane Charafeddine: Registered Nurse I in Rescue Unit
Rayyan Al Dabbah: Registered Nurse I in Bassile-Inpatient
Abbass Deeb: Registered Nurse I in Kidney Unit
Shady Diab: Registered Nurse I in Coronary Care Unit
Abeer Fleifel: Registered Nurse I in Bone Marrow Transplant Unit
 Mohamad Ghalayini: Registered Nurse I in 9 South
Mazen Ghannam: Registered Nurse I in Neuroscience ICU
Khaled Hussein: Registered Nurse II in 6 North
Atwi Ismael: Registered Nurse I in 5 South
Hera Jarkhedian: Registered Nurse I in Children Cancer Center-Inpatient

Ahmed Kaskass: Registered Nurse I in Bassile-Inpatient
Malak Khshaihash: Registered Nurse I in Bassile-Inpatient
Madona El Khoury: Registered Nurse I in 5 South
Mohammad Hussein Makki: Registered Nurse I in 6 North
Reine Maatouk: Registered Nurse I in Bone Marrow Transplant Unit
Wassim Outhman: Registered Nurse II in 10 North
Hassan Reslan: Registered Nurse I in Neuroscience ICU
Najla El-Sawalhi: Registered Nurse I in 9 North
Rassmeya Shoujaa: Registered Nurse I in Neonatal Intensive Care Unit
Ibrahim Sinno: Registered Nurse I in 9 North
Asma Tarabah: Registered Nurse I in 6 North
Ahmad Wehbi: Registered Nurse I in 9 North
Ali Yazbik: Registered Nurse I in 5 South
Elias Youssef: Registered Nurse II in Emergency Unit

Did You Update Your Resume on BDI?

The On-line Resume keeps track of career objectives, internal and external work experience and key accomplishments in each position, education, professional training, job preferences, and much more. On - line resumes capture critical qualifications, career objectives and preferences.



BDI Focus resume provides the employee with:

- A platform which highlights an employee's skills, abilities and accomplishments
- A guide for individual and career development plans
- Past performance reviews
- An area to rejuvenate their skills in documenting learning experiences throughout their working years at AUBMC as well as previous experiences
- It also provides the employee with the ability to assess their strengths and interests for which this will be of great help in seeking new opportunities within AUBMC. This in turn gives AUBMC the chance to retain the most talented staff members

Workshops will be held for a period of three months by Ms. Joanne Kadado and Ms. Nabila Al Madhoun for all employees to learn how to fill their resume in order for HRDMC to have a workforce that has a chance to provide us with a perfect showcase of all their skills and accomplishments. Looking forward to seeing you there! <http://aub.bdifocus.com>

Competency in Focus: Safety and Health Management

What is the competency: Safety and Health Management?

Safety and Health Management is one of the core competencies at AUBMC, it is applicable to all AUBMC employees across all levels. It aims at promoting a culture of safety shared by all employees within AUBMC. Effective safety and health management is about understanding and complying with health and safety policies and procedures in order for employees to work safely every day while they're on the job. This competency has **four different levels** depending on scope of responsibility, level of planning designing and implementing safety policies and procedures.

At which competency level am I?

Assess yourself against the following questions. Circle the number corresponding to the applicable answer ("Always", "Sometimes" and "Never/Not Applicable"):

| | Always | Sometimes | Never/Not Applicable |
|--|--------|-----------|----------------------|
| Do you understand applicable safety policies and procedures? | 5 | 3 | 0 |
| Do you demonstrate ability to manage risk in area you supervise; identify areas for change and reports them to people in charge? | 10 | 5 | 0 |
| Can you provide evidence of regular attendance of mandatory health and safety courses? | 5 | 3 | 0 |
| Do you ensure effective implementation of health and safety management throughout AUBMC? | 40 | 20 | 0 |
| Do you take necessary actions to correct any identified safety deficiencies? | 10 | 5 | 0 |
| In case of accident within the department, do you fill an accident report? | 5 | 3 | 0 |
| Do you assess, develop and evaluate implementation of health and safety policies and procedures for AUBMC? | 20 | 10 | 0 |
| Do you set standards of AUBMC in health and safety management? | 40 | 20 | 0 |
| Do you follow defined occupational health and safety policies and procedures? | 5 | 3 | 0 |
| Are you able to anticipate safety issues and take proactive steps to maximize safe operations and measure the effectiveness of action? | 20 | 10 | 0 |
| Do you respond to fire alarm and coordinate department's compliance with fire procedure? | 5 | 3 | 0 |
| Do you ensure that work processes are free from safety and health hazards? | 10 | 5 | 0 |
| Are you able to analyze and interpret health and safety policies and determine applicability to AUBMC? | 20 | 10 | 0 |

Scoring:

Add up all circled numbers and compare the total with the following scoring:

If you scored below 25: You are below level one, you lack at least one behavior required to fully meet all competency requirements of safety and health management

If you scored from 25 to 30: You are at level one: "Understanding and complying with health and safety policies and procedures"

If you scored from 30 to 60: You are at level two: "Ensuring safe and healthy working conditions"

If you scored from 60 to 80: You are at level three: "Demonstrating up-to-date knowledge of best practices and ensuring applicability and implementation"

If you scored above 80: You are at level four: "Setting the strategy for health and safety practices throughout the organization"

Department in Focus: Food Services Department

We are all familiar with AUBMC cafeteria, but not all of us are familiar with what's behind the cafeteria service line or know what employees inside the Kitchen walls do and how they do it.

Having about 70 employees, the Food Services Department is responsible for meeting the needs and expectations of AUBMC patients, staff, and visitors. It also offers a wide selection menu for food & beverage items needed in meetings and ceremonies across the Medical Center and affiliated buildings. This is easier said than done, taking into consideration the ever growing expectations of AUBMC customers with traditionally highly complex and demanding needs. What we encounter at the cafeteria food line seems just a concealment of a large "busy bee colony" just on the other side of the wall on the 2nd floor of AUBMC. "You'd better hurry up before they finish working on the food assembly line and move to work on another task" said Mr. Bahri, the Food Production Manager as we were trying to take a picture of a long food production line for assembling patient breakfast meal trays. In fact we caused a little disruption during the few seconds we were trying to take the picture of the focused employees placing food items according to each patient's unique meal order

You can check daily cafeteria menu at: <http://hospital.aub.edu.lb/cafet/>

We had the chance to tour the whole facility and its sections, starting with the receiving area (where food and supplies are unloaded daily) and went through the "Cold Section" / food preparation area, "Milk & Dairy" section "Pastry Section", "Hot Food/ovens" sections and "Dishwashing" sections (with an enormous dishwasher machine one would wish to have at home!).

We were impressed with the amount of planning, efforts and coordination to be able to provide things we usually take for granted.

The recent separation of Food Services and Clinical Nutrition Departments, provided opportunities for both departments to concentrate on what each does best, said Mr. Chafic Dandachli, Director of Support Services, who also added that Food Services Department has developed an ambitious plan to provide superior quality services by upgrading kitchen equipment, optimizing staff numbers per specialty and improving staff technical knowhow and competencies through intensive



Hands On Training and classroom training sessions. He was glad to announce some improvements that will be soon taking place, such as:

- Routinely reviewing all offered items -whether for patients or staff cafeteria- and replacing -whenever necessary- with more appealing or demanded items.
- Introducing many new items for staff cafeteria.
- Upgrading patient menu cyclic norm and introducing a new selective menu with a section for comments / remarks to be filled by the patient.

During a regular day at Food Services:

- ~750 Patient meals are served
- ~800 cafeteria meals served

• Serving all patient meals via new "Thermo-regulated" carriages whereby both the cold and hot sections of the patient tray shall reach the patient at optimal temperatures.

• Serving in closed containers or wrapping all food items served to patient. This has already been applied to utensils...

The Food Services Department welcomes all remarks, comments and complaints while preparing to implement a customer satisfaction program based on a pro active approach

You can contact Food Service Department via:

- Mr. Fadi Bahri / extension 6424 / pager 1661 / email fb26@aub.edu.lb
- Mr. Donald Babikian / extension 6424 / email db07@aub.edu.lb



One of the new "Thermo-regulated Carriages" (above) showing the 2 separate inside compartments for delivering hot and cold food at optimal temperatures (below)

Hours of Operation of the Food Services Department:

- Central Kitchen: All week days from 6:00 till 19:00 hours.
- Cafeteria: All week days from:

| | |
|-------------|------------------|
| Breakfast: | 06:30 till 11:00 |
| Lunch: | 11:45 till 14:00 |
| Dinner: | 17:00 till 19:00 |
| Sandwiches: | 19:00 till 23:00 |



Food Assembly Line



Preparing sweets



Milk Section

New at HRDMC Idea Management and HR's New Suggestion Box

The concept of idea management is partly founded on the original approach of the suggestion box. Idea management builds on the hundred-year old principles of the simple idea box, and adds collaboration, business focus, and a structured review and workflow process to ensure that the idea generation and development process is closely aligned with current and future business needs.

In 1892 NCR became the first US company to implement a company-wide suggestion program. The concept was the 'hundred-headed brain', developed by John Patterson, their infamous CEO. He realized early in his business career that employees had valuable ideas but that management structures tended to prevent these ideas from spreading through the company. Employees complained that there was no point giving ideas to their supervisors as the best ideas were stolen, and the worst ideas used as a pretext for their dismissal.

The Human Resources Department would like to announce the installation of a new physical box that has been put near the bulletin board opposite to the staircase exit near HRDMC entrance (2nd floor AUBMC phase II). The suggestion box has been put in an area not covered by the surveillance camera aimed at the nearby time-in machine. So, anonymity would be always assured.

We would like to remind you about the online feedback you can provide at <http://staff.aub.edu.lb/~webhrdmc/restricted/forum>



This Issue's Q&A: Leaves & Vacations

Q: If I am on vacation and I become sick, will my vacation leave be considered as a Sick leave?

A: In the event an employee becomes sick during a vacation, he/she will continue to be on vacation status and will not normally be eligible for additional vacation time.

Q: If my mother in law passes away, how many compassionate days am I eligible to have?

A: None. Employees may, upon request, be granted compassionate leave with pay up to 3 days in case of death of any of the following members of their families: father, mother, spouse, child and up to 2 days in case of death of any of the following members of their families: brother, sister, grandchild, grandmother, or grandfather.



Q: I took all my vacation days and I need more. Can I fill an emergency leave request?

A: Leaves of absence without pay may be granted in exceptional cases for personal emergency reasons such as serious illness of a close relative, urgent family matters, or other personal matters which the employees must pursue with the various governmental agencies which cannot be attended to while the employees must pursue their regular work.