



Our lives are dedicated to yours

# HR

## NEWSLETTER

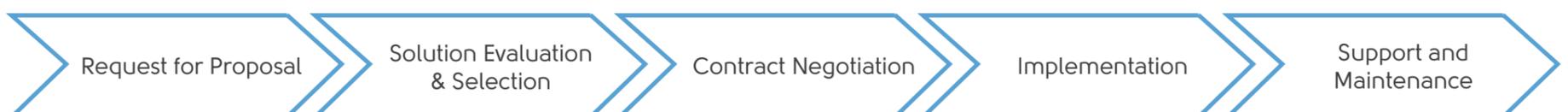
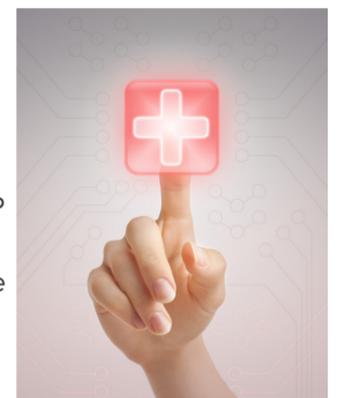
DEPARTMENT OF HUMAN RESOURCES

## AUBMC EMPLOYEES AND THE NEW MILESTONE: AUBHEALTH

- Are you an AUBMC employee?
- Do you hold a BS/BA degree or higher?
- Are you prepared for a more senior position?
- Are you interested in technology, systems, and processes?
- Is your target a career in Health Information System (Clinical or Technical)?
- Might you consider traveling abroad, attending training sessions, and earning Health Information System (HIS) certifications?

If you answered "yes" to all of the above questions, then keep an eye on AUBMC Careers page, your next career milestone may have arrived!

You may have surely heard about the newest generation and the most advanced Electronic Health Record System in Lebanon. AUBHealth is a major project that will impact all AUBMC employees. AUBHealth will create a single patient record that both caregivers and patients will be able to access. It aims to maximize efficiency by reducing the need for duplicate tests and patients having to give the same information to multiple caregivers.



With about 200 AUBMC staff participating in the selection process, the implementation of this huge project has now been ongoing for almost 3 years. AUBMC is now in the implementation phase which encompasses selecting AUBHealth team members from among internal - as well as external - employees.

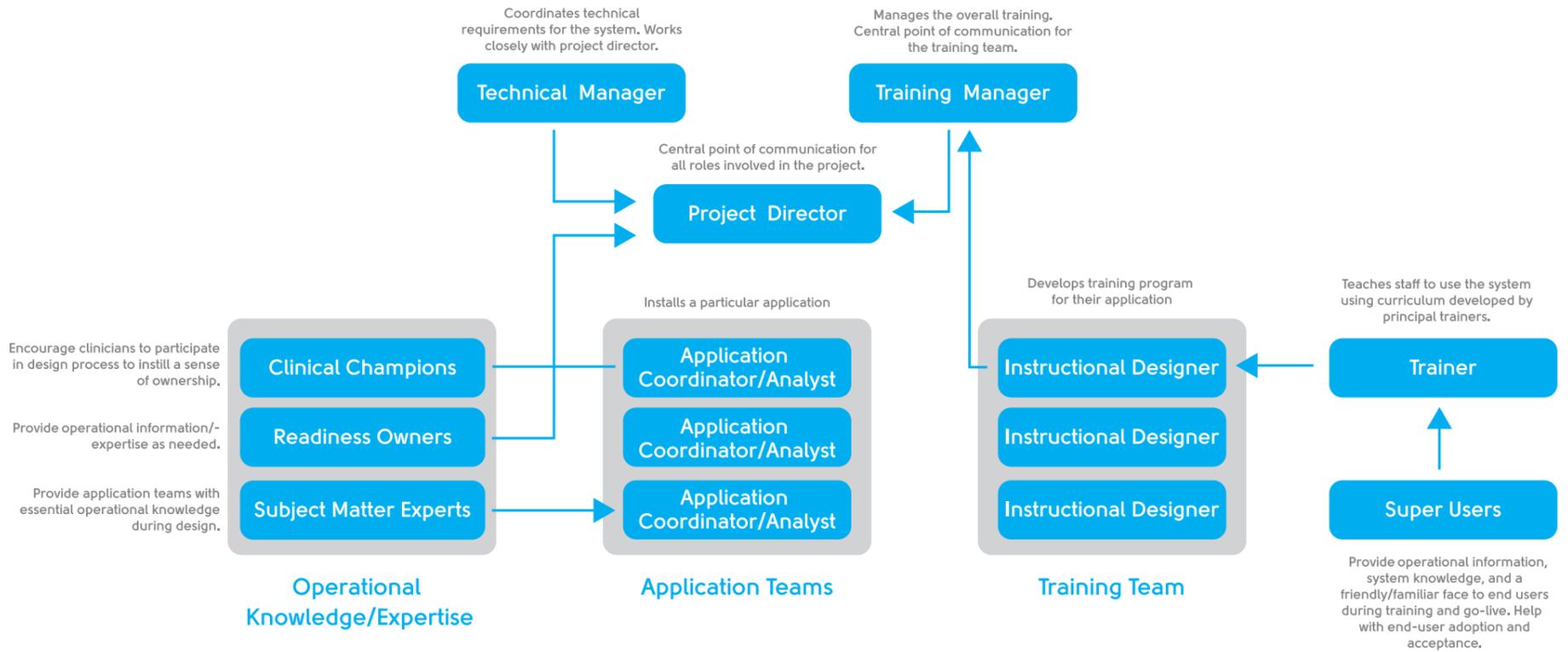
It is now a unique chance for all AUBMC employees (whether from nursing, technical or administrative backgrounds) to join this major promising project.

The project will consist of a core team of almost 80+ individuals selected to many positions including:

- Project Managers
- Access Managers
- Clinical Managers
- Technical Managers
- Training Managers
- Principal Trainers
- Client Systems Administrators
- Operational Database Administrators
- Security & Provider Coordinators
- Reports Writers
- Research Analysts
- Application Analysts (Ambulatory, Anesthesia, Patient Orders, Clinical Documentation, Laboratory, Pharmacy etc.)
- IT Support

The above positions are now being or will be advertised in the coming months.

Most selected members will be attending training at Epic headquarters - Verona, Wisconsin for a period ranging between 2 weeks and 9 months before assuming their new jobs.



The rollout of AUBHealth is expected to begin in November 2016; and by the time it will be fully implemented during the last quarter of year 2018, it will transform the way AUBMC cares for its patients. Whether you consider joining the team or not, AUBHealth will be soon changing your work experience at AUBMC, so make sure you stay tuned for further information on this important project.

# ONBOARDING AT AUBMC, A NEW PROJECT TARGETING NEW EMPLOYEES

In today's labor market, the war for talent isn't limited to hiring the right person for the right job, but it extends to retaining employees after they are selected. How does AUBMC make sure its employees get off on the right foot to counteract the phenomenon of job hopping and low employee retention?

The On-Boarding program soon to be launched by the Department of Human Resources has been tailored specifically to that end. On boarding is the process by which new hires get adjusted to the social and performance aspects of their jobs quickly and smoothly while learning the skills and behaviors required of them to function effectively within the organization. (Source: Society for Human Resource Management).



## What information does the program include?

Mission, vision, core values Unwritten rules, norms, culture	Goals, competencies, standards Career ladder, training opportunities
Department mission Colleagues' roles & responsibilities	Technical orientation to tasks Ongoing Feedback
Logistics & administrative clarifications Facilities tour	Job role and responsibilities Expectations

## Who is involved?

- The Department of Human Resources – in charge of the personnel aspect
- The direct supervisor – in charge of explaining the department's mission and policies, performance appraisal/training opportunities, in addition to providing ongoing technical guidance
- The buddy – a designated colleague who accompanies the new hire in the first three months to answer questions, provide guidance, and ensure social integration

## When does it happen?



The process of integrating new employees will begin from the moment the new hires sign their contract i.e. prior to the joining date and will span over the course of their first year of employment.

A special section has been added to the Human Resources page for Joining Employees in order to provide new hires, their supervisors, and respective buddies with the needed templates and checklists for the exciting journey ahead.

# OVERTIME AT WORK: CAUSES AND CONSEQUENCES

The relationship between time spent at the office and work output appears to be straightforward and linear. However, is there much truth to the fact that working long hours indicates better performance and higher commitment? What are the reasons that drive employees to work overtime consistently?

Causes	Clarification	Direct & Indirect Consequences
Insufficient technical training	Employees do not possess the required skills and need more time to execute daily tasks	<ul style="list-style-type: none"> <li>Increased number of mistakes</li> <li>Delay in the delivery of tasks</li> </ul>
Time wasting activities	Employees would need overtime hours if they engage in nonproductive activities during regular hours	<ul style="list-style-type: none"> <li>Drop in efficiency among employees who engage in unproductive activities</li> <li>Discouragement of serious employees due to lack of accountability around them</li> </ul>
Work overload/ staff shortage	Employees are given too many tasks to execute or current staff isn't enough to handle the load	<ul style="list-style-type: none"> <li>Burnout of overworked employees</li> <li>Low productivity and low morale</li> <li>Negative work environment</li> </ul>
Workaholic character traits	Employees need to work overtime to escape their personal lives or to feel more satisfied. Some find joy in working too hard.	<ul style="list-style-type: none"> <li>Neglect of personal/physical needs and increased stress levels</li> <li>Negative effect on well-being</li> <li>Negative influence on teamwork</li> </ul>

Working overtime on a regular basis threatens work life balance, decreases employees' morale, drives them to become burnout and becomes an incentive to start looking for a more relaxed work environment. If there is a trend of punching out beyond regular hours, take the time to examine the root causes instead of attributing it to higher productivity. Below are a few steps that can be taken to prevent overtime as often as possible:

- Supervisors:**
- Perform a thorough training needs assessment exercise.
  - Provide detailed on-the-job guidance and instructions.
  - Plan and set clear timelines and deadlines.
  - Keep an eye out for slackers and limit the distractions they create to themselves and others.
  - Don't commend employees who punch out late unnecessarily and consistently.
  - Perform a thorough workload analysis and request staff as needed.
- Employees:**
- Set half an hour weekly to plan your tasks.
  - Prioritize tasks in consultation with your supervisor.
  - Take small and frequent breaks.
  - Keep home stress at home and don't compromise your family life.
  - If you are having trouble with a task, ask for directions and guidance.
  - Speak out if you feel that there is too much on your plate.



# NURSES' DAY AT AUBMC

Celebrating Nurses' Day at AUBMC has become a yearly custom dedicated to commemorate our own nurses and nurses everywhere for their relentless and compassionate contributions to the nursing profession. This year was no exception as AUBMC hosted its traditional Open House and invited nurses from every corner of the country. Over 500 attendees joined our celebrations on May 18 in Issam Fares Lecture Hall for what has turned out to be one of our most successful events.

Attendees participated in different educational activities to ensure a blend between hands-on learning and fun giveaways. Nursing sessions with certified Continuing Medical Education (CME) contact hours were also offered to attendees. The sessions focused on the nurses' advancement opportunities at AUBMC as well as the institution's Shared Governance Nursing Structure which ensures the empowerment of nurses and their significant contribution in decision making within inter-disciplinary teams. After last year's notable success and based on the participants' requests, free Basic Life Support sessions were also administered during the Open House.

In addition to educational sessions, participants enjoyed an open buffet, spent time networking and meeting other professionals, and captured memorable moments in our colorful photo booth.

This year's Open House celebration stood out from the previous ones due to the very high multitude of attending nurses which exceeded our expectations, in addition to the nurses' exceptional enthusiasm and engagement. Honoring nurses and celebrating their commitment to meeting the public's healthcare and needs for yet another year strengthened AUBMC's connection to nurses further all across Lebanon.



## LIQAA FI KOLL QADA2

On the occasion of International Nurses' Day, the Order of Nurses in Lebanon organized a four months long initiative that aimed to increase the visibility of nurses and acknowledge the value of nursing in promoting public health. The initiative, titled "Liqaq Fi Koll Qada2: Shaarek, Ephas, Taaref" (لقاء في كل قضاء: شارك، إفحص، تعرف) kicked off in April and continued till the end of July. It was organized in different areas of Lebanon as its title indicates, from the South to the North and from Beirut to Bekaa.

Held under the auspices of the President of the Order of Nurses, Dr. Nuhaad Yazbik-Dumit, nursing students as well as experienced nurses are championing this volunteer-based initiative. In fact, many have joined so far and among the volunteers are e our very own AUBMC great nurses who hold their community's best interest close at heart.

Throughout the initiative, AUBMC nurses participated both in the preparation arrangements and in the on-site activities. They were involved in free health screening such as testing blood glucose level, measuring blood pressure, taking height and weight for Body Mass Index (BMI) measurement and screening the lipid profile. They also contributed in other educational and entertaining activities that were delivered to participants of different age groups. These included different educational games with giveaways that helped ensure a relaxed, fun atmosphere conducive to learning.

AUBMC nurses will continue to maintain their commitment to the community and the advancement of the nursing profession; thus improving the health of the community in Lebanon and beyond through high quality nursing care.

