



# HR

## NEWSLETTER

DEPARTMENT OF HUMAN RESOURCES

## AUBMC AWARDS & RECOGNITION CEREMONY 2014

May 12 is near! It's almost time for the big Awards & Recognition 2014 ceremony at AUBMC!

We all come across colleagues who relentlessly try to improve things around them at work. They are the ones who go the extra mile for the wellbeing of patients and coworkers, and the ones who come up with ways of doing their jobs in a manner that's both better and faster.

The AUBMC Awards & Recognition ceremony is a major venue where the AUBMC community has the opportunity to speak about such exceptional employees who specialize in different domains.

This year, we have 35 different awards across numerous categories, and everyone at AUBMC can nominate and be nominated for one or more matching awards. Multiple nominations are also possible - just make sure to support your nomination with the appropriate details and facts.

You are encouraged to nominate at least one person you know for one of the awards. By actively participating in this important activity, you will be contributing toward rewarding deserving colleagues and creating a culture of appreciation and recognition of outstanding performance – a value we all cherish.

As usual, this year's ceremony will feature surprises and activities for awardees, colleagues, friends and family members. Make sure to join us!



## EMPLOYEE ENGAGEMENT INITIATIVES

As you all know, AUBMC conducted an Employee Engagement Survey in 2012 - 2013. The response rate was 40%, a good indicator. While the overall results confirm a good level of engagement and a significant improvement over the past years, they also highlight some opportunities for improvement.

The Human Resources Department conducted a thorough analysis of the survey followed by discussions with department heads and focus groups with employees from various departments, and identified several improvement initiatives, the most important of which are listed below:



The Human Resources Department already started working on action plans to address each of the above initiatives. Updates will be shared with you progressively. If you have any questions, comments, or ideas that might improve employee engagement, please do not hesitate to share them with the Human Resources staff.

## A MESSAGE TO NURSES

Dear AUBMC Nurses, on the occasion of Nurses Day, one can't adequately express the deep appreciation of the significant role you have in helping humanity in one of its weakest states: illness.

We've all been sick, and experienced loved ones in such a state. And we know the magic compassion which you spread simply by just being around, alleviating, treating, assuring, and most of all, dispersing trust and comfort when most needed. From our hearts, we would all like to say "Thank you for being there for us when we need you the most – Happy Nurses Day! "



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## HR FOR NON-HR WORKSHOP – RECRUITMENT

The third module of HR for Non-HR Workshop series was about Recruitment and Selection.

Staffing the organization with qualified employees who have the key skills and vision that the organization requires is a primary concern of human resource management.

Attracting the appropriate quantity of applicants is necessary but not sufficient. The quality of applicants is the critical factor in meeting recruitment goals.

This important function was tackled during a four-hour workshop where 160 participants were introduced to recruitment and selection best-practices, with a focus on AUBMC strategies and procedures.

Participants in this workshop also learned the essentials of evaluating candidates with hands-on interviewing tips and participated in activities through which they prepared and conducted simulated competency-based interviews.

Some important concepts that were discussed during the workshop where:

- Internal and External Recruitment Strategies
- Interviewing Types and Techniques
- Behavioral/Competency Based (CB) Interviewing
- Candidates Evaluation
- Interviewing Etiquette

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## PET/CT SCAN AT AUBMC

AUBMC is now offering state-of-the-art Positron Emission Tomography (PET) services, allowing superior diagnostic information for patients with cancer, heart disease, and certain neurologic conditions. In the three decades since its development, PET has demonstrated to be a clinically proven and safe method for imaging a variety of disorders.

The AUBMC medical staff is experienced in PET and CT interpretation and is board certified in diagnostic radiology, with additional fellowship training and certification in nuclear medicine.

Employees who work in PET/CT include two Radiographers, one cashier, and one receptionist. They are all tremendously excited to work in this new unit. The two radiographers used to work in nuclear medicine, yet they consider working in PET a major advancement in their career for two reasons: the service is not common in Lebanon, and it is delivered in a more advanced manner at AUBMC.

The Philips Gemini GXL PET/CT scanner they use combines the latest in PET technology with a state-of-the-art 16 slice CT scanner. The automated Injector (the only one in Lebanon) and the Cyclotron with the new automated laboratory, will further contribute to the safety and quality of the service at AUBMC.

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## PATIENT ADVOCACY WEEK

Each year, AUBMC celebrates Patient Advocacy week from April 22 to 25. The Patient Affairs office prepares a set of activities aimed at promoting the concept of patient advocacy and recognizing those who consistently play a role in patient satisfaction by being successful advocates.

The motto for the Advocacy Week will remain: "We are all Patient Advocates". The Patient Affairs team believes that patient advocacy is the responsibility of everybody.

The activities planned for this year are as per the following:

- **Best Patient Advocacy Story contest**

AUBMC staff are encouraged to share real stories from their daily work whereby they acted as a patient advocate. They are asked to share their stories by filling the "best patient advocacy story eform". The best selected stories will be posted on the AUBMC website and shared amongst all staff. In addition, the personnel with best stories will be granted certificates and trophies during the AUBMC Awards and Recognitions ceremony.

- **Establishment of a Patient satisfaction champions' team**

Along with the advocacy week celebration, the advocacy team will launch the Patient Satisfaction Champions' team. The objective of this team is to maintain the momentum of patient satisfaction and to work hand-in-hand with the patient advocacy team in executing and monitoring patient satisfaction initiatives.

- **Selection and rewarding of the Patient Advocate behind the scene**

The staff who contributes to patient satisfaction and who usually work behind the scenes will be recognized and rewarded. Selected personnel will be recognized as their bibliographies will be sent to all AUBMC staff under the title: "Behind the scenes ..... Patient Advocate of the Day".

- **Testing the staffs' conflict resolution skills at the patient advocacy booth**

Darts, Dice, Complaint resolution games and many more.

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## MEDICAL LABORATORY PROFESSIONALS WEEK

"Medical Laboratory Professionals Week" is an annual celebration of the laboratory professionals and pathologists who play a vital role in every aspect of health care. Since they often work behind the scenes, few people know about the critical functions they perform every day.

This weeklong celebration presents all medical laboratory personnel with a wonderful opportunity to celebrate their professionalism and get recognized and honored for their efforts. It also informs and educates the immediate community as well as the community at large about the important role played by these skilled professionals and their outstanding performance.

"Medical Laboratory Professionals Week" is observed and celebrated worldwide every year during the last week of April. The Department of Pathology and Laboratory Medicine has joined the international community in the observance of this glorious week since 2000, adopting a different inspiring theme every year.

This annual activity is fully coordinated by a group of active and enthusiastic laboratory personnel who volunteer, over and above their busy schedules, to organize this event. This year, activities included:

- educational contests.
- games.
- exhibits to promote the profession.
- food gathers (what do we mean by gathers? Suggest changing this word).
- talent shows.
- trips with family members.
- annual dinner.
- media alerts.
- bake sales.
- fund raising activities.
- recognition of outstanding employees.
- hosting of guest speakers.



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# 7 HR QUESTIONS: RECRUITMENT AND SELECTION

Everyone who successfully answers the following seven questions will have their names posted in the next HR Newsletter and on our HR Website. Send your answers by email to: [ha41@aub.edu.lb](mailto:ha41@aub.edu.lb) (please write "HR quiz" in the subject)

1. Internal Recruitment is
  - a. Selecting recruits from outside the organization
  - b. Is always better for organizations in all situations
  - c. Managers can better assess the abilities of recruits
  - d. Can bring cross-industry insights
  
2. Which is **not** of a recruitment source?
  - a. Job postings
  - b. Referrals
  - c. Performance appraisals
  - d. Media advertisements
  
3. What combination is true regarding types of interviews?
  - a. Behavioral / Competency based interviews: Questions related to previous experience
  - b. Situational interviews: Hypothetical questions
  - c. Structured/Repetitive: Similar questions to all candidates
  - d. All of the above
  
4. What is **not** part of job competency?
  - a. Knowledge required to perform a job.
  - b. Skill required to perform a job.
  - c. Salary required to perform a job
  - d. Ability required to perform a job
  
5. What is a probing question during an interview?
  - a. A question that is difficult to answer
  - b. A question that probes into the mind of the candidate
  - c. A "how, when, why, where" question that follow the main question
  - d. All of the above
  
6. What is true regarding "interview biases"?
  - a. They don't exist anymore since organizations have managed to eliminate their effect
  - b. Includes stereotyping candidates
  - c. Includes allowing first impressions to dominate the interview
  - d. b and c are correct
  - e. All of the above are correct
  
7. Interviewing etiquette include:
  - a. Refraining from discriminatory topics (Race, age, gender, marital status, & religion)
  - b. Maintaining eye contact with the candidate
  - c. Discussing the candidate's status progress during the interview
  - d. Not allowing interruptions during the interview
  - e. All of the above
  - f. All except c are true