



HR

NEWSLETTER

DEPARTMENT OF HUMAN RESOURCES

AWARDS & RECOGNITIONS CEREMONY 2013



May 8 was a big day at AUBMC. The Issam Fares Lecture Hall was packed with employees lined up at the entrance, eager to attend what has become an annual tradition: AUBMC Awards and Recognitions Ceremony.

43 winners were selected this year for 31 awards covering all the major disciplines at AUBMC. Awardees were selected by reputable jury members who convened for weeks and meticulously examined hundreds of nominations in order to select winners for each award.

The ceremony featured a number of surprises and activities as colleagues, family and friends joined together for food and music. And now that the ceremony is over, awardees are back at their units reflecting on their excellent achievements, while the rest are busy mapping out their own plans to make it on stage next year.



RECYCLING CAMPAIGN



At AUBMC, we are fully aware of our responsibilities toward the environment .

An interactive and educational two-day campaign centered on paper and cardboard recycling was held by the AUBMC Recycling and Waste Management Committee on the 7th & 8th of May 2013, from 10:00 a.m. till 2:00 p.m. at the OPD entrance, and inside the AUBMC cafeteria.

Meaningful short videos were played, Q&A educational interactive sessions were held, and desserts were served to people passing by the booth.

Our aim was to encourage staff (who already recycle) to properly segregate paper and cardboard, and those who do not recycle, to start doing so.



EMPLOYEES CELEBRATE CULTURAL DIVERSITY DAY

May 21st is recognized as the International Cultural Diversity Day. But what is it all about?

Cultural Diversity is a salient feature that has shaped both AUB and AUBMC since their inception. Deeply rooted in AUB's mission is a "respect for diversity," much like AUBMC's steadfast regard for "diversity" as one of its core values.

Culture is defined as "the set of values, beliefs, attitudes, languages, symbols, rituals, behaviors, and customs of a group of people." It is learned and shared; and it is dynamic and changing.

This year, the AUBMC Cultural Diversity Taskforce organized several activities which aimed to:

- Raise awareness about the importance of diversity
- Build teams committed to support & appreciate diversity
- Discourage stereotyping and polarization

During The Cultural Diversity Day celebration, AUBMC employees gathered to celebrate world music, international cuisine, and answer and discuss issues related to Cultural Diversity. The winner of the best Cultural Diversity slogan competition (Ms. Jamal el Eid) was announced during the celebration. In addition, everyone had a chance to place a pin on a giant map representing his/her place of origin. The event even featured several authentic dabke dance sessions.

While activities related to managing cultural diversity are ongoing, educational campaigns to promote diversity are now a standard activity at AUBMC, and many more activities are underway (including an art exhibition and a best Cultural Diversity story competition).

Ultimately, cultural diversity is best defined as :

Treating others as you want to be treated vs. treating others as they want to be treated



WINNERS OF BRIGHT IDEAS AT AUBMC

It all started with a bright idea: To create a "Bright Ideas and Innovations Committee at AUBMC!!!"

Members of the Patient Satisfaction Taskforce supported the concept of this committee in order to encourage staff engagement at all levels. The involvement of every single member of the AUBMC family is crucial for achieving our goals in providing the best experience for our patients, as well as the optimum work environment for our staff.

The leadership approved the creation of this committee in July 2012. Members were nominated from all departments and several meetings were initially held to develop the processes by which the bright ideas would be received, reviewed, approved, and brought to reality.

Since January 2013, the committee has received 32 bright ideas, out of which 17 were approved, and three executed. The remaining ideas are currently undergoing feasibility studies and will hopefully materialize in the near future.

Some ideas are simple, some are complex, some are fun, some are serious, some are creative, and others are extravagant. Whatever they are, they are all welcomed!

Congratulations to the three bright ideas that have already been executed and rewarded:

- The installation of mirrors at hidden spots in the underground staff parking (B-level & Exit).
Owner: Ms. Talar Boyajian
- The creation and distribution of the private clinic and ambulatory service directory.
Owner: Mr. Abdul-Rahman Hammoud
- The creation of a unified pager for the supervisor on-call.
Owner: Mr. Rabih Awada

Keep them coming!!

EMPLOYEE PERFORMANCE IMPROVEMENT PLAN EPIP

Employee Performance Improvement Plan is a formal process used by supervisors, in coordination with the Human Resources Department, to help employees improve their performance.

The EPIP identifies performance gaps that need to be corrected and as a result, a written plan of action is created to guide the improvements. There are several steps to follow in order to have an effective EPIP.

Let's follow the steps to get more acquainted:



On the BDI Focus System, the above steps will be implemented and followed thoroughly by the supervisor and an HR staff member.

As a result, an EPIP is more likely to be successful when the supervisor recognizes there is a performance issue that needs to be corrected. Early communication and early feedback (constructive, positive and corrective) are good ways to prevent future performance problems. Investing time early is always time well spent, and the EPIP can be an effective tool in preventing problems from getting worse or for intervening when performance has become counterproductive.

A MAGNET NURSE IS... ALWAYS IMPROVING

AUBMC nurses at all levels are committed to achieving exemplary quality outcomes. Evidence-based structures and processes including quality improvement aid in creating foundations grounded in nursing excellence. A variety of tools are used to measure clinical excellence that is compared to benchmarks at international level Such as the National Database for Nursing Quality Indicators (NDNQI).

RN Satisfaction

The satisfaction of AUBMC nurses is remarkably important in a culture of excellence. In response to the 2012 RN satisfaction survey, nursing teams on unit and divisional level created action plans to address concerns and challenges. In 2013, with the support of the Medical Center administration and the Human Resources Department, those teams transformed the current nursing practice environment to a more satisfactory milieu through continuous improvement processes. Consequently, they outperformed the NDNQI mean average of Magnet hospitals in all five sub scales.

