

Human Resources FY 13 Annual Report

University of Wisconsin Hospital and Clinics
Authority Board
February 5, 2014

Janice K. Bultema
Senior Vice President, UWHC Human Resources



Agenda

- Highlights of FY 2013
- FY 2014 Strategic Challenges
 - Transitioning to a non-union environment
 - Advancing the Best Work and Academic environment strategic goals across UW Health

Attract

careers at
**UW Hospital
& Clinics**

SEARCH JOBS >

Veterans Careers

Meet Our Employees

What is UW Health?

Appreciation



Veterans Careers

When employees and faculty come to work each day, they typically know what the day will bring. For a handful of those individuals, that's not always the case. UW Health values the employees and faculty who also serve in the military – supporting them in any way possible when they are called

Veterans Careers

Meet Our Employees

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Appreciation



Debra Hole

After working for many years as a nursing assistant, Debra Hole took her love of caring for people back to school to become a medical assistant.

[Meet Debra](#)

Retirement and Departure Survey (RDS)

- Sponsored by Workforce Development Board of South-Central Wisconsin
- Survey data gathered in spring 2013
- 15 hospitals in south-central Wisconsin participated
 - Three Madison (urban) hospitals participated (UW, Meriter and St. Mary's)
- Purpose is to understand our region's educational needs and workforce shortages

RDS Findings: Five Year Needs by Position Title

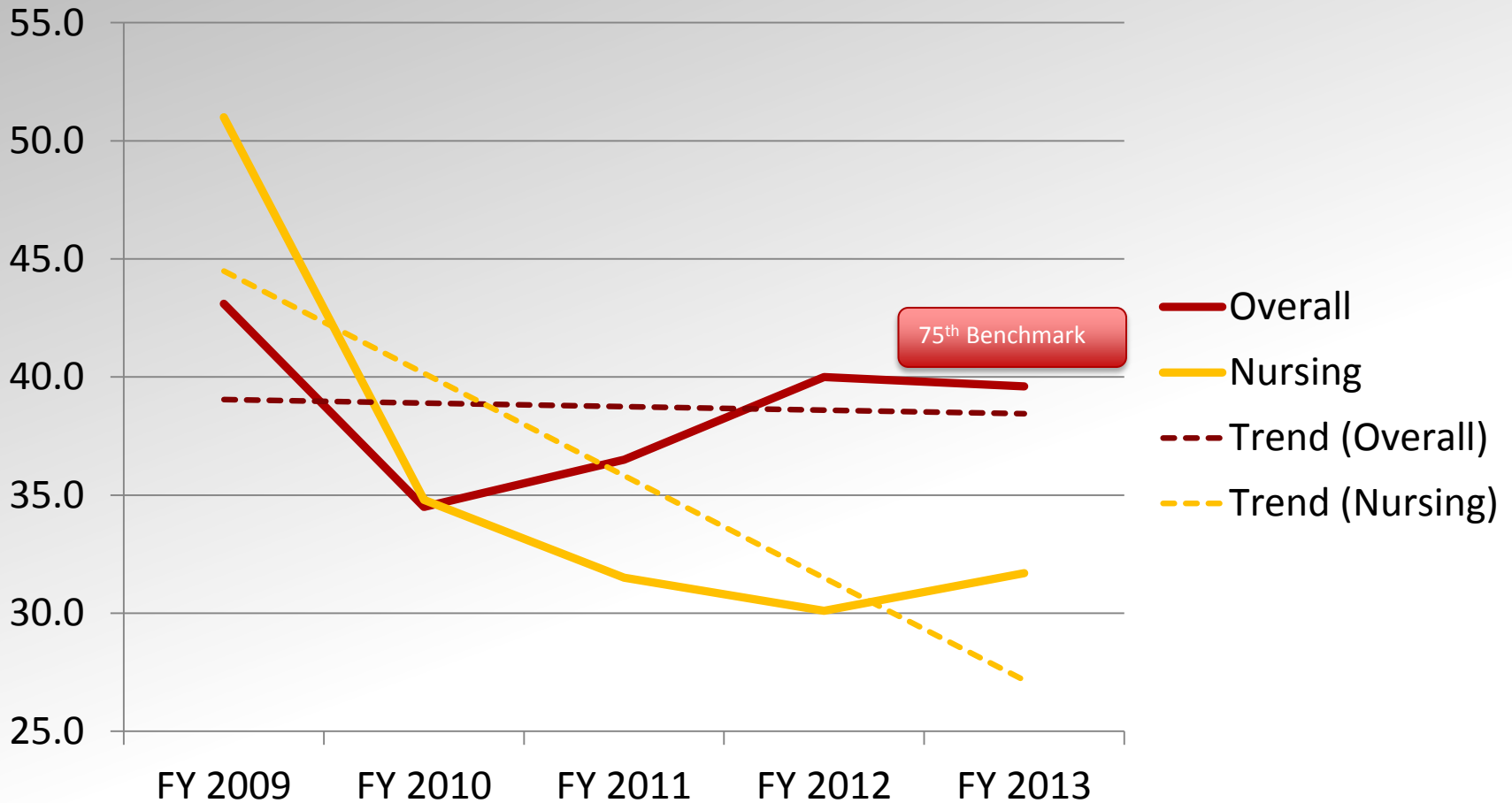
Title	Regional	Urban	UWHC
Registered Nurses	522	388	217
Nursing Assistants	143	91	35
Pharmacists	37	31	27
Respiratory Therapists	51	39	26
CT/PET/MR Techs	34	32	22
Medical Technologists	46	33	19
Physical Therapists	50	24	14
Medical Assistants	84	70	11

Vacancy



 Better

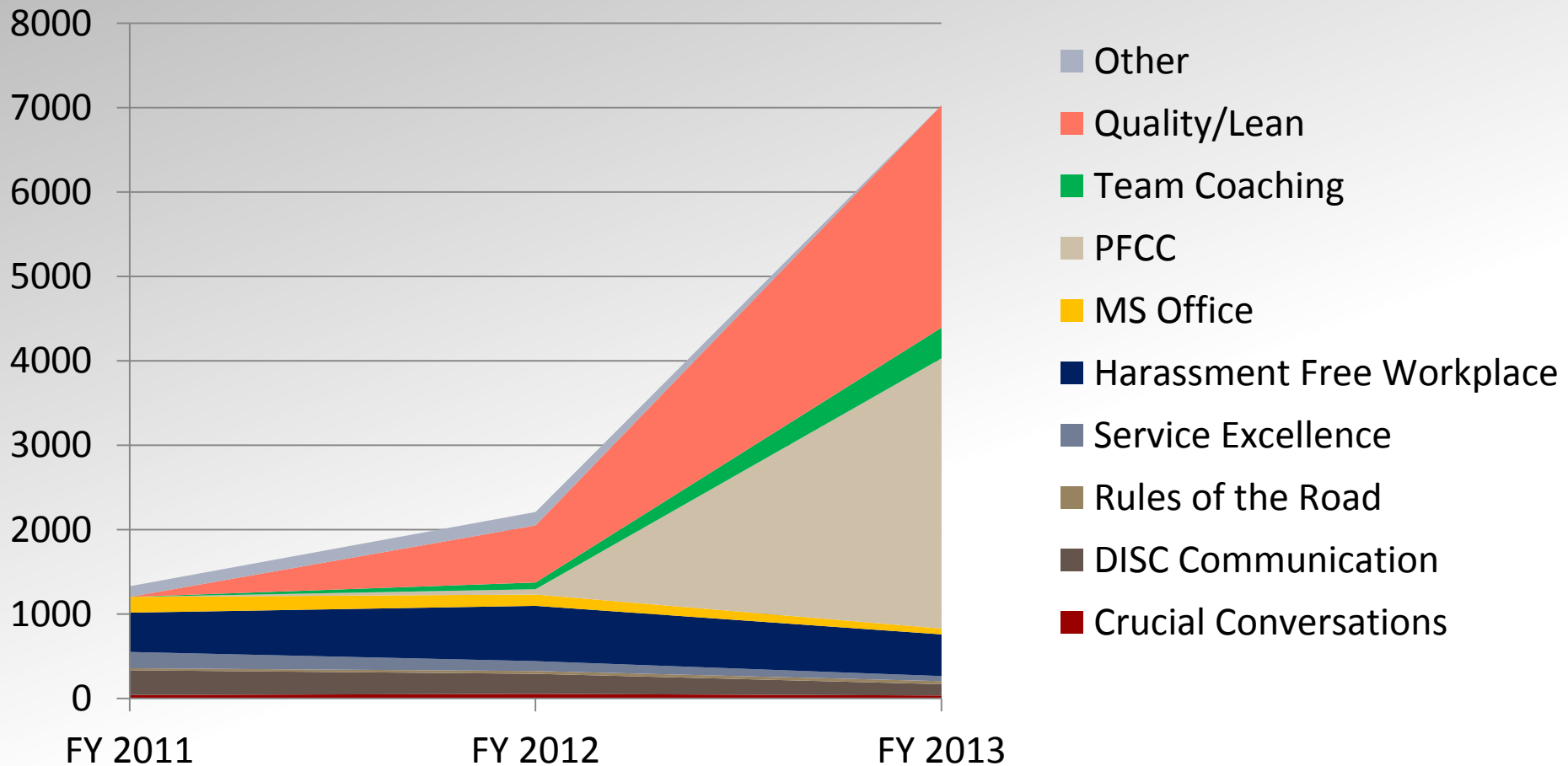
Time to Fill, in Days



Develop



Learning & Development Participation



Engage and Retain

WELLNESS OPTIONS AT WORK

All UW Health Wellness Options at Work programming and resources are now available on the [Wellness Options at Work blog](#). The Wellness blog is accessible from outside work, so you can access information and share your successes on the go!

Come share in the wellness conversation at blogs.uwhealth.org/wellness

Snapshot of the new blog:



Melisa Hergert, UWHC nurse clinician – *Camp Kesem*

Melisa was recognized for her work as a devoted volunteer for [Camp Kesem](#), a non-profit, University of Wisconsin student-led organization that provides a free week long summer camp to local children with parents or guardians affected by cancer.

In her role as camp nurse, Melisa is responsible for all medication distribution, camper and counselor injuries, and camper and counselor sickness. She also serves on Camp Kesem's advisory board. She is active in fundraising and promoting Camp Kesem's annual "Make the Magic" benefit.

Melisa's efforts have helped Camp Kesem grow from 15 campers in 2010 to 90 campers in 2013. She's held numerous bake sales and recruited campers

Category: UWHC Employee of the Month

January 2014 Employee of the Month: Katherine Festge

Posted on January 2, 2014 in [UWHC Employee of the Month](#)



Katherine Festge, baker, is celebrated as the January 2014 UWHC Employee of the Month. Since Katie started at UW Health on December 20, 2010, she has demonstrated extraordinary work performance, exemplified UW Health's shared values of excellence, innovation, compassion, integrity, respect and accountability. Katie's colleagues, who submitted her award nomination, wrote the following:

Excellence: Katie works in production, baking fruit bread for patients, delicious Danish sold in the cafeteria and decorates all the fancy holiday cookies. Katie's tasty cakes and amazing pastries require time, patience and attention

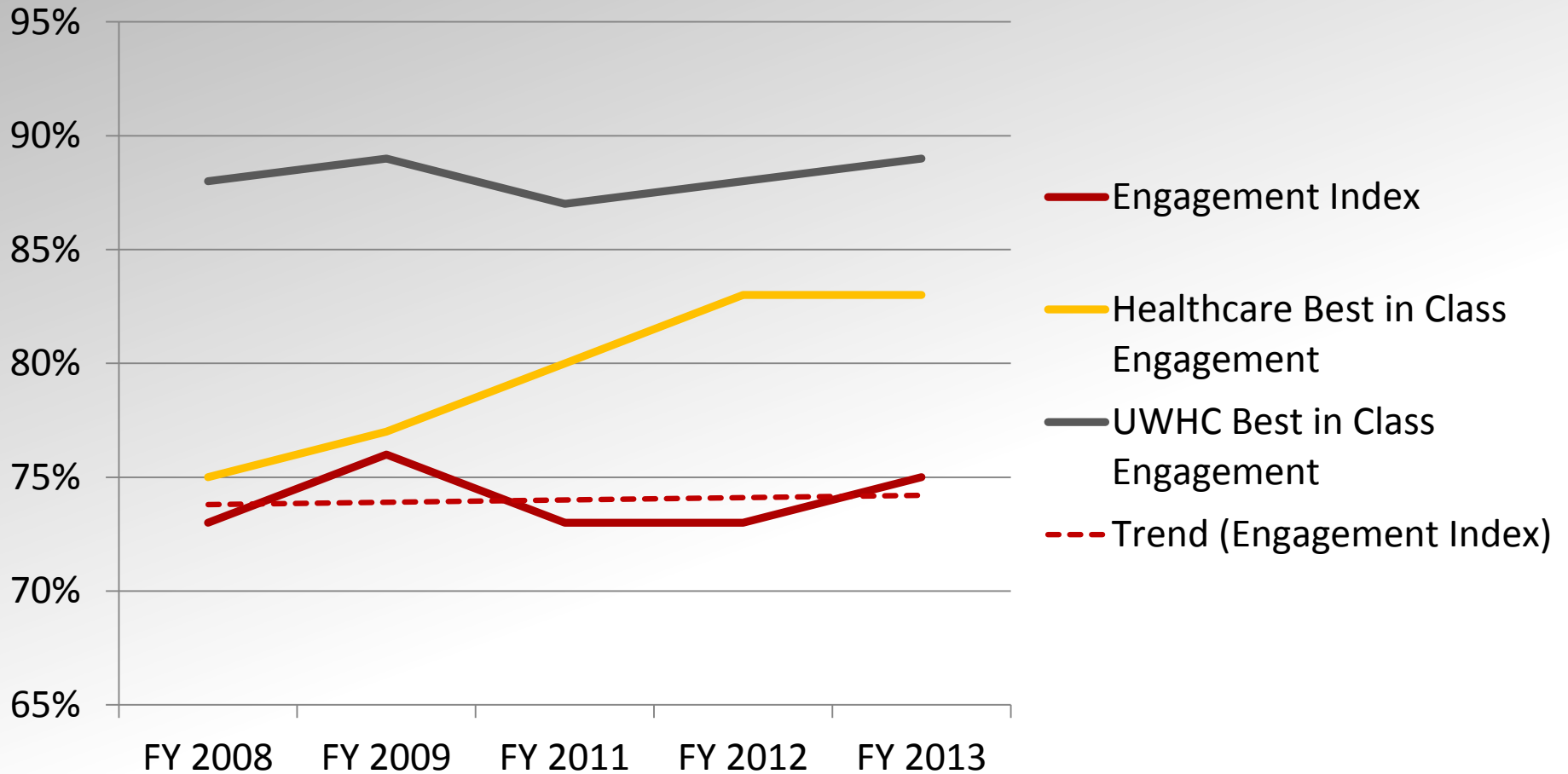
to detail. Her work is constantly praised by customers and Katie is always willing to go the extra mile to help a demanding customer. When a cake box is sitting in the Nutrition and Food Service Administration office, she is excited to see her designs.

Attention: Katie's work is outstanding. She is an artist who can create treats worthy of a celebration. She always holds the highest level of quality to her work and handles



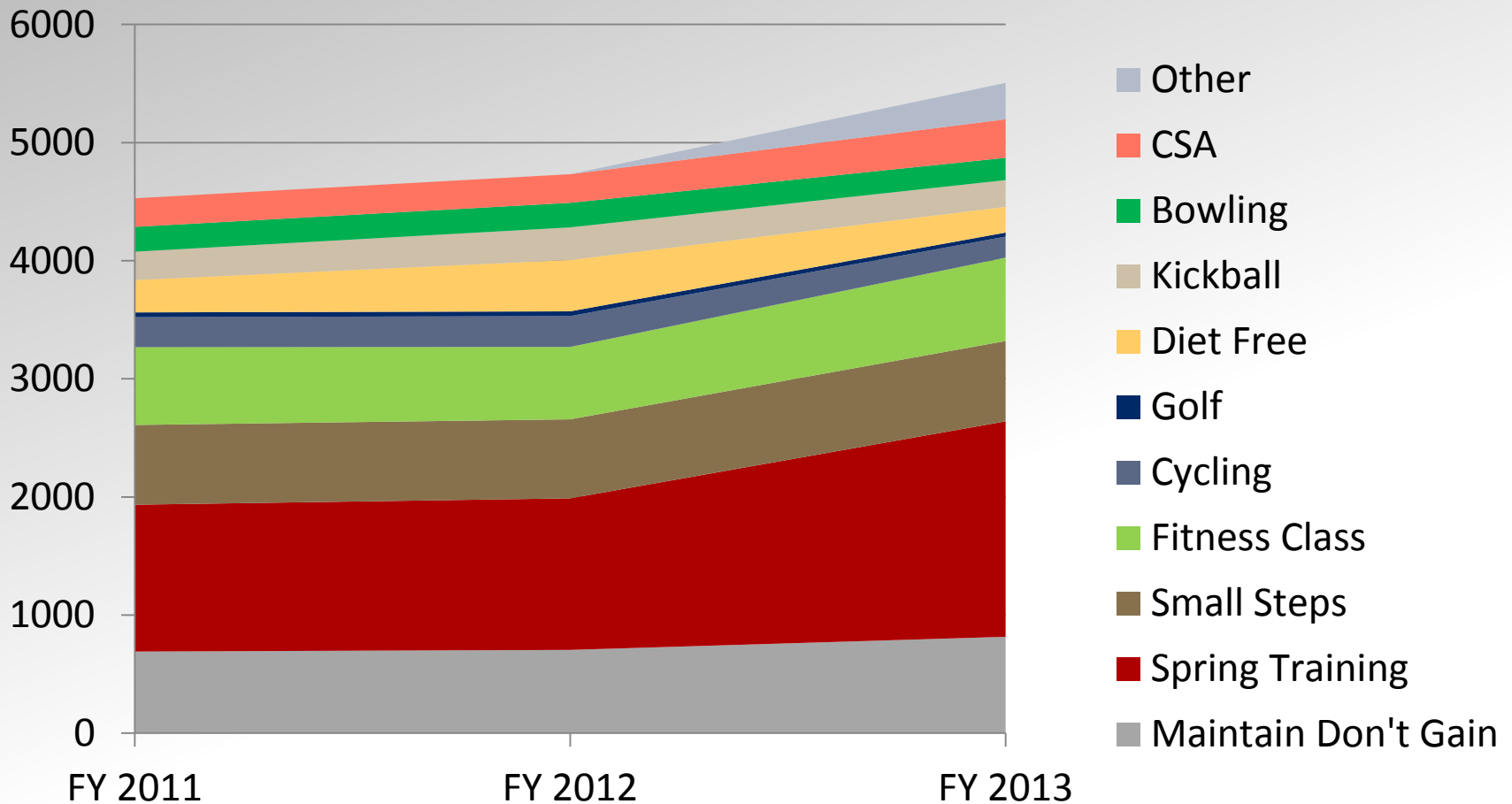
Melisa Hergert (second from left), with (from left) Robert Golden, Donna Katen-Bahensky and Pete Christman

Employee Engagement



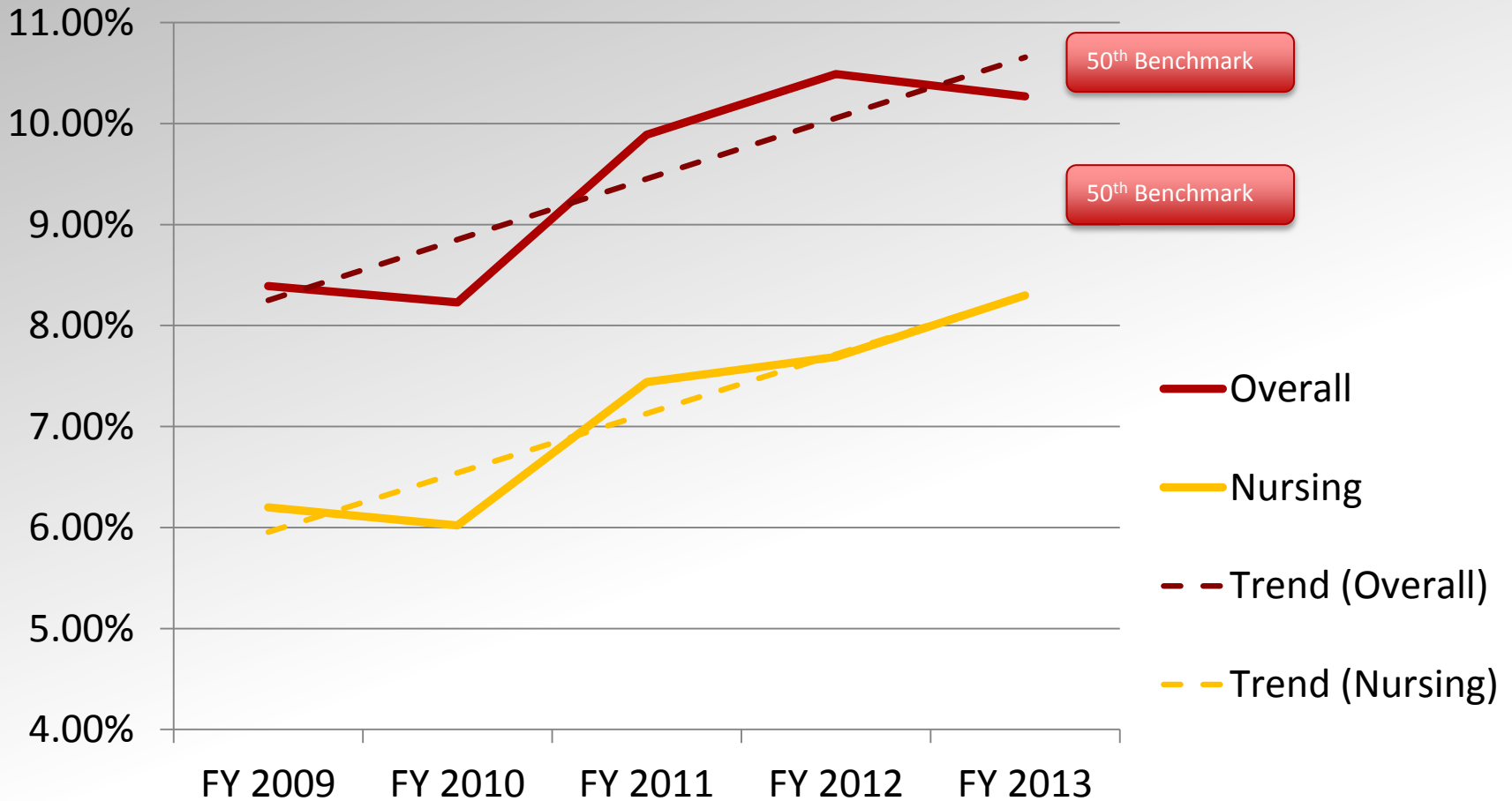
Better

Wellness Options at Work Participation

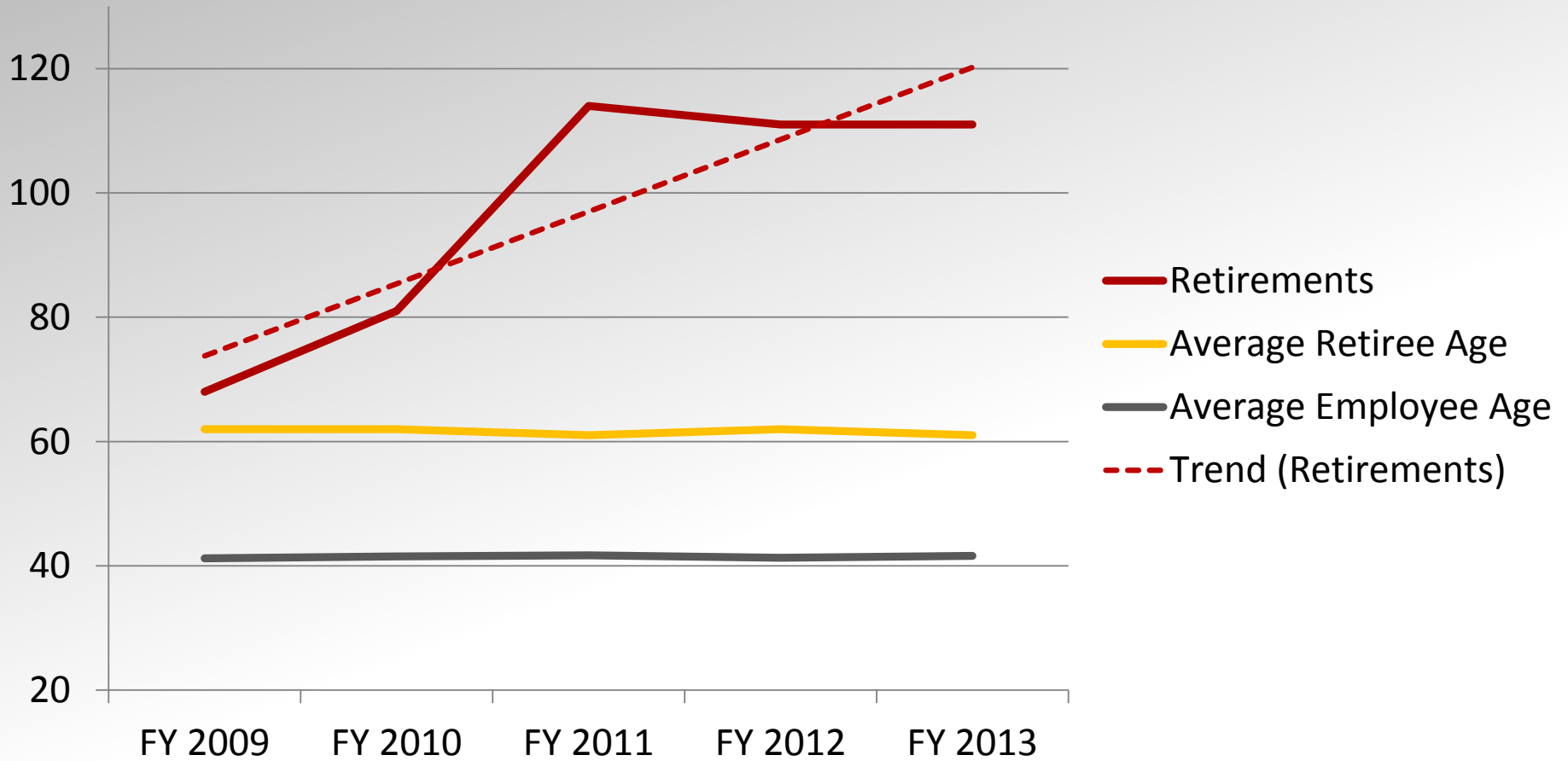


Better

Turnover



Retirements



Awards/Measures of Success



100 Best Companies for Working Mothers (7th year)



Best Companies for Hourly Workers – one of 12 (4th year)



Gold AHA Start! Fit Friendly award (4th year)

FY 14 Strategic Challenges

UW HEALTH STRATEGIC GOALS IN ACTION

Follow a
**consistent, patient-
and family-centered
MODEL OF CARE**

Serve patients in a
**PRIMARY CARE
medical home**

Promote **healthy
communities** through
**POPULATION
HEALTH**

Perform in the
top 10 percent
of hospitals on
QUALITY

Provide a
**PATIENT AND FAMILY
EXPERIENCE**
of compassion and
excellent clinical quality

Serve **Wisconsin
and beyond**
through strategic
MARKET FOCUS

Create the **BEST WORK AND ACADEMIC ENVIRONMENT**

Pursue **INTEGRATION** to work as one enterprise for patients

FY 14 Priority Goals

- Transition to a non-union environment
- Develop shared selection criteria for key faculty and staff positions across UW Health
- Develop a comprehensive and integrated learning and development platform

Questions?

