

Executive Summary  
Human Resources Update  
Governing Body of the UWHC Board  
Janice K. Bultema, Senior Vice President, Human Resources

The Governing Board report summarizes current metrics and employee-related activities for the Authority and Board employees.

- The Authority employees include non-represented employees; temporary employees; employees in training; and employees represented by Service Employees Union International Union (SEIU) – nurses and therapists, Wisconsin Science Professionals (WSP) – chemists and medical technologists, and Wisconsin Professional Employees Council (WPEC) – purchasing agents and system programmers and other titles.
- The Board employees who are specifically governed by the Governing Board primarily include employees represented by the Wisconsin State Employees Union (WSEU) – blue collar, administrative, and technical staff.

### Vacancy

UWHC continues to position itself as a great place to work, attracting 21 applicants for every vacant position (average for last 12 months) and having a 97% offer acceptance rate (for last 12 months).

Since vacancy represents a picture of time and varies by month, the chart compares the most recent vacancy rate (middle data column) to the same month last fiscal year (first data column), and national benchmarks as available. Vacancy rates overall, for hard-to-fill positions, and for Board employees remain low. The pharmacy vacancy rate is higher than last year; but it is not unusual for it to creep up in the spring pending graduation of potential pharmacy residents.

### Turnover

The turnover rate is annualized over a rolling 12-month period. The chart includes the most recent 12-month turnover (middle data column) to the FY 2010 end-of-year rolling 12-month turnover. Overall turnover is 9.22%, higher than our FY 2011 goal of 9%.

Nationally, turnover is higher as people perceive the economy to be recovering. But we have also experienced increased retirements in January through March of this year. The high turnover rate of pharmacists is being monitored by the pharmacy and human resources departments. Board turnover continues to trend upward, with February 2011 being its highest rate since February 2009.

### Best Company for Hourly Workers Award

University of Wisconsin Hospital and Clinics has again been named to *Working Mother* magazine's second annual list of "Best Companies for Hourly Workers." The only initiative of its kind, Best Companies for Hourly Workers celebrates businesses across all industries that provide family-friendly benefits that promote health/wellness, education, flexibility and work-life balance. Last year we were one of six companies nationally to make the list and this year we are one of twelve.

UW Hospital and Clinics' supportive and inclusive culture is consistently recognized along with programs such as flexible scheduling; career development; benefits; free tax preparation services for those making \$49,000 or less; wellness offerings; free bus passes and emergency transportation options; and child, adult and elder back-up care.

But we also include hourly workers in the business of healthcare. For example, while recently recruiting the critical position of Senior Vice President of Patient Care Services and Chief Nursing Officer, an hourly staff nurse from our Emergency Department served on the search committee along with physicians, administrators, and a patient/family advisory council

member. And nurses who lead the various nursing councils actively participated in the final-round interviews.

### **Employee Pride Program**

Annually, the Wisconsin Hospital Association sponsors a program to celebrate and showcase the pride of healthcare workers. This year, the UWHC winner is Donna Rayho, a senior health information specialist and hourly worker. She wrote:

"I have been working here for almost 19 years and what amazes me the most is how this organization cares for the community... I love how there are always opportunities to volunteer at the events UWHC hosts and that the employees are encouraged to volunteer... Another reason I am proud, is how hard everyone works to do the best they can in their jobs. Part of this success is because of the classes that are offered to staff to help improve their skills... Another part is how management helps their staff with attending classes, preparing for an interview for the School at Work program or being a mentor to the employee... The final reason I am proud, is the respect upper management shows to all employees. Most organizations don't know what their staff is thinking, but our CEO spends part of her time each week listening to employees' concerns and answering questions. She does this with employee forums, having breakfast with a small group of employees each month, walking the units, answering our e-mails or writing on her blog. The other upper management staff is also willing to spend a few minutes after each forum to help answer any questions staff may have... The compassion and care UW Health has for its employees, community, and patients are what make this an amazing place to work."

### **Future Workforce Programs**

Growing future healthcare workers is an important part of our workforce strategy. We participate in programs with four-year and technical colleges and the Workforce Development Board of South Central Wisconsin. But we also offer programs internally to introduce youth to healthcare careers. One such program is Take Our Children to Work Day. On April 28, we hosted over 100 children. Children in grades 3-8 visited and toured a variety of departments, including pharmacy, med flight, plant engineering, American Family Children's Hospital (AFCH), emergency services, and central services. The high school students were able to pre-select the departments they wanted to visit, receive a tour of AFCH, and take a "DISC" course to learn about their communication styles and how to adapt when speaking with others who communicate differently.

Additionally, this summer we will be hosting two full-time INROADS interns in pediatric fitness, employee wellness, interpreter services, and nursing. INROADS is a nationwide summer internship program for high achieving college students of color. The goal of the program is student conversion to full-time employment upon graduation.

We will also be hosting one half-time TOPS intern in our emergency department this summer. The TOPS program is a program for low-income (mostly students of color) high school students in the Madison area and is coordinated by the Boys & Girls Club. Due to high student interest in Madison, students in the first year of the program will be doing a two-day per week exploration program. One day a week they will attend a lecture at the Wisconsin Discovery Institute to preview the industry of the employer they will be visiting later in the week. UWHC will be participating in the program this summer and hosting approximately 20-25 high school students for a day.