

Minutes of the meeting of the Human Resources Committee of the Board of Directors of the Cook County Health and Hospitals System (CCHHS) held Tuesday, December 10, 2019 at the hour of 9:00 A.M. at 1950 W. Polk Street, in Conference Room 5301, Chicago, Illinois.

I. Attendance/Call to Order

Acting Chair Thomas called the meeting to order.

Present: Acting Chair Sidney A. Thomas, MSW and Directors Ada Mary Gugenheim (Substitute Member) and Heather M. Prendergast, MD, MS, MPH (3)

Board Chair M. Hill Hammock (ex-officio)

Absent: Chair Mary B. Richardson-Lowry and Director Mary Driscoll, RN, MPH (2)

Additional attendees and/or presenters were:

Catrice Groves – Interim Operations Manager,
Human Resources Department
Jeff McCutchan –General Counsel
Beena Peters, DNP, RN, FACHE – Chief Nursing
Officer
Barbara Pryor –Chief Human Resources Officer

Deborah Santana – Secretary to the Board
John Jay Shannon, MD – Chief Executive Officer
Wayne Wright - Director of Organizational
Development and Training

The next meeting of the Committee will be held on Friday, January 24, 2020 at 9:00 A.M.

II. Public Speakers

Acting Chair Thomas asked the Secretary to call upon the registered public speakers.

The Secretary responded that there were none present.

III. Action Items

A. Minutes of the Human Resources Committee Meeting of October 15, 2019

Director Gugenheim, seconded by Director Prendergast, moved to accept the minutes of the meeting of the Human Resources Committee of October 15, 2019. THE MOTION CARRIED UNANIMOUSLY.

B. Any items listed under Sections III and V

IV. Report from Chief Human Resources Officer (Attachment #1)

Barbara Pryor, Chief Human Resources Officer, and Wayne Wright, Director of Organizational Development and Training, reviewed the report, which included information on the following subjects:

IV. Report from Chief Human Resources Officer (continued)

- Taleo Applicant Tracking System
- Building a Culture of Employee Engagement
- Metrics:
 - HR Activity Report through 11/30/19
 - Separations by Classification through 11/30/19
 - Open Vacancies
 - Hiring Snapshot through 11/30/19
 - Appendix – Nursing and Finance Hiring Snapshot through 11/30/19

V. Closed Meeting Items

- A. Report from Chief Human Resources Officer**
- B. Discussion of personnel matters**
- C. Update on labor negotiations**
- D. Discussion of litigation matters**

Director Gugenheim, seconded by Director Prendergast, moved to recess the open meeting and convene into a closed meeting, pursuant to the following exceptions to the Illinois Open Meetings Act: 5 ILCS 120/2(c)(1), regarding “the appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body or legal counsel for the public body, including hearing testimony on a complaint lodged against an employee of the public body or against legal counsel for the public body to determine its validity,” 5 ILCS 120/2(c)(2), regarding “collective negotiating matters between the public body and its employees or their representatives, or deliberations concerning salary schedules for one or more classes of employees,” and 5 ILCS 120/2(c)(11), regarding “litigation, when an action against, affecting or on behalf of the particular body has been filed and is pending before a court or administrative tribunal, or when the public body finds that an action is probable or imminent, in which case the basis for the finding shall be recorded and entered into the minutes of the closed meeting.”

On the motion to recess the open meeting and convene into a closed meeting, a roll call was taken, the votes of yeas and nays being as follows:

Yeas: Acting Chair Thomas and Directors Gugenheim and Prendergast (3)

Nays: None (0)

Absent: Chair Richardson-Lowry and Director Driscoll (2)

THE MOTION CARRIED UNANIMOUSLY and the Committee convened into a closed meeting.

Acting Chair Thomas declared that the closed meeting was adjourned. The Committee reconvened into the open meeting.

VI. Adjourn

As the agenda was exhausted, Acting Chair Thomas declared the meeting ADJOURNED.

Respectfully submitted,
Human Resources Committee of the
Board of Directors of the
Cook County Health and Hospitals System

XXXXXXXXXXXXXXXXXXXXXXXXXXXX
Sidney A. Thomas, MSW, Acting Chair

Attest:

XXXXXXXXXXXXXXXXXXXXXXXXXXXX
Deborah Santana, Secretary

Requests/Follow-up:

There were no requests for follow-up made at the meeting.

Cook County Health and Hospitals System
Human Resources Committee Meeting
December 10, 2019

ATTACHMENT #1



Human Resources Metrics Cook County Health HR Committee

Barbara Pryor
Chief Human Resources Officer

December 10, 2019



**COOK COUNTY
HEALTH**

Taleo Applicant Tracking System

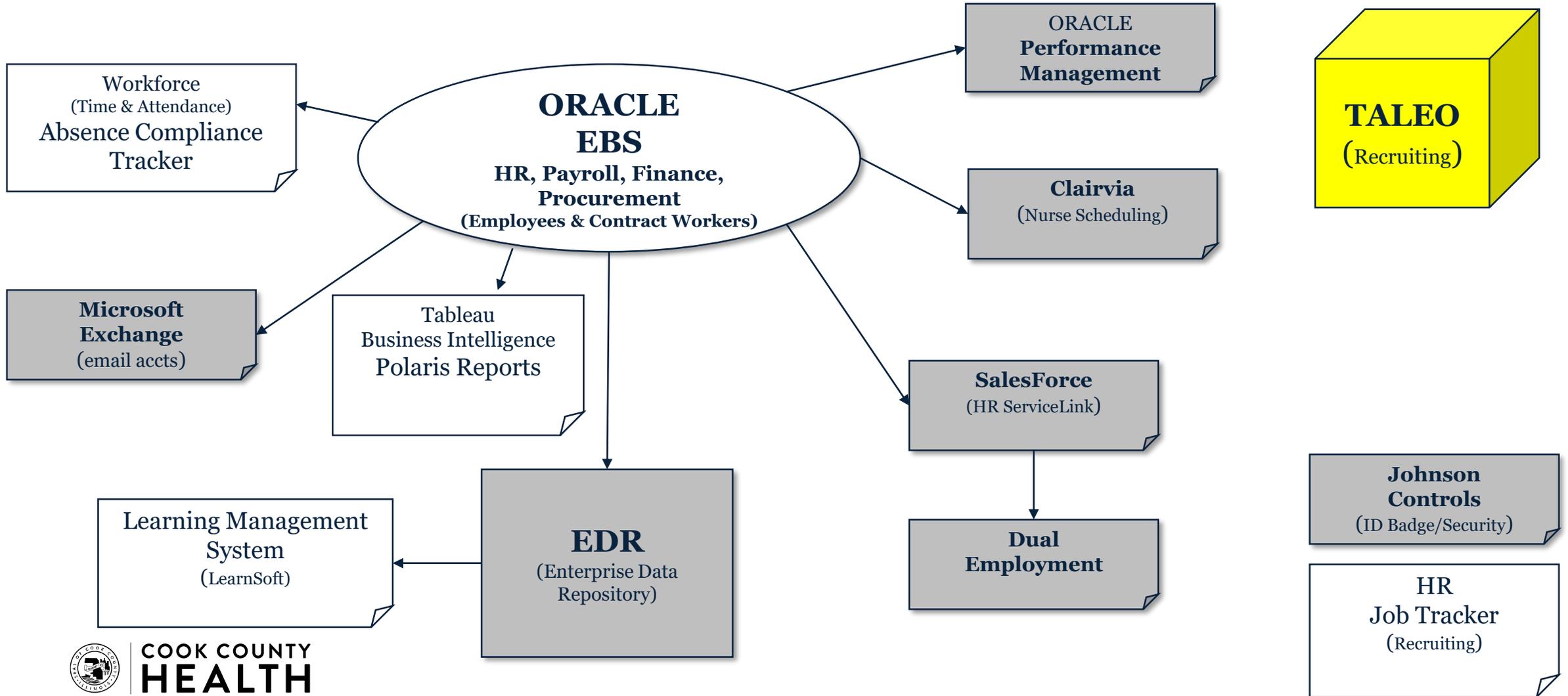
Human Resources



COOK COUNTY
HEALTH

Human Resources Technology Integration

HR Connected Systems





Taleo – Applicant Tracking System

Oracle Applicant Tracking System

System Features

- Central Repository for Recruitment Activity
- Post & Track Open Positions
- Summary of Job Descriptions
- List Job Minimum & Preferred Requirements
- Process Candidate Application

Candidates

- Create profile
- Receive Alerts
- Apply for Opportunities
- Monitor Applications

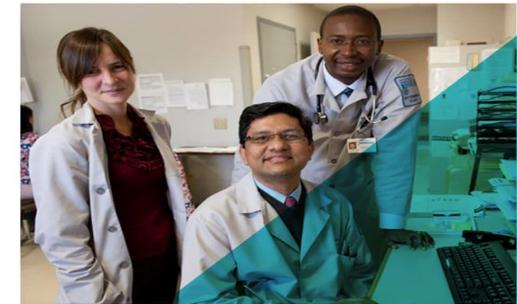
Working at Cook County Health is about making a difference.

It's about providing the highest quality care by placing the needs of patients first.

You'll discover a culture of teamwork, professionalism and mutual respect — and most importantly, a life-changing career.



For all questions about applications or specific recruiting information, call the Recruitment Hotline at (312) 864-0430.



View Job Postings

LONG TERM CARE SOCIAL WORK CARE COORDINATOR

Requisition ID: 00122712
 Organization: Health and Hospital Systems
 Job Posting: Dec 4, 2019 Closing Date: Dec 18, 2019
 Full-time: Shift Start Time: 8:30 A.M. Shift End Time: 4:30 P.M.
 Collective Bargaining Unit: SEIU Local 73
 Posting Salary: \$26.42

[Apply](#) | [Add to My Job Cart](#) | [SHARE](#) [f](#) [t](#) [e](#)

Attending Physician 8 (Nocturnist-Hospitalist)

Requisition ID: 00124007
 Organization: Health and Hospital Systems
 Job Posting: Dec 4, 2019 Closing Date: Dec 18, 2019
 Full-time: Shift Start Time: A.M. Shift End Time: P.M.
 Collective Bargaining Unit: SEIU Local 73 Drs Council Local 20None
 Posting Salary: COMPETITIVE

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CLINICAL NURSE I - CERMAK

Requisition ID: 00124005
 Organization: Health and Hospital Systems
 Job Posting: Dec 4, 2019 Closing Date: Dec 18, 2019
 Shift: Evening
 Full-time: Shift Start Time: 3:00 P.M. Shift End Time: 11:30 P.M.
 Collective Bargaining Unit: NNOC NursesNNOC Nurses
 Posting Salary: STARTING SALARY \$30.763

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Behavioral Health Triage Social Worker- Integrated Care

Requisition ID: 00122609
 Organization: Health and Hospital Systems
 Job Posting: Dec 3, 2019 Closing Date: Dec 17, 2019
 Full-time: Shift Start Time: A.M. Shift End Time: P.M.
 Collective Bargaining Unit: None
 Posting Salary: COMPETITIVE

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Taleo – Applicant Tracking System

Oracle Applicant Tracking System

TALEO ENTERPRISE™



Recruiting

2019

Vacancies Posted	1,015
Number of Postings	2,231
Candidate Applications	21,200
Applicants Validated	18,636

Departmental Area	Positions Posted	Interviews Complete	Candidate ID'd	Hired
Finance	43	36	34	34
HIS	5	5	5	5
Nurse	294	255	251	236
Other	547	463	447	465
Pharmacy	27	22	22	21
Physician	99	87	87	72
Grand Total	1,015	868	846	833



COOK COUNTY
HEALTH

Building a Culture of Employee Engagement

Next Steps



COOK COUNTY
HEALTH

Building a Culture of Employee Engagement

Action Plan – 3 Key Survey Result Themes



Employee Engagement Program – will identify and implement 4 - 7 high-leverage, large-scale employee engagement strategies based on the ongoing employee engagement and pulse surveys and partnership with the Cook County Health Employee Engagement Committee



Building a Culture of Employee Engagement

Employee Recognition

- Created the Cook County Health Employee Engagement Committee

- Objective:

- To foster the longevity of our most valuable resources, the Employees of Cook County Health, through recognition. We seek to honor those who have bestowed an excellent experience upon the patients and residents of Cook County. We commit to a robust recognition program that distinguishes years of dedicated service, appreciation of employees exceeding expectations and annual programs to reinforce appreciation of our commendable employees.*

- Programs:

- Good Catch Award – Launched 2019



- The DAISY Award – Launched 2019



- Years of Services Recognition - Launched Nov 2019



- Employee of the Month/Year – Scheduled Launch Q1 2020



- Goal:

- Identify departments where teamwork and communication are negatively impacted and provide departmental interventions



Building a Culture of Employee Engagement

Employee Recognition - Years of Service

Invitation



On behalf of CCH, the Employee Engagement Committee seeks to recognize you for your milestone anniversary.

Please join us for this voluntary celebration:

Sunday, November 10, 2019

11:00 am – 2:00 pm

CCH Professional Building, 5th Floor

Kindly RSVP before November 1st:

www.surveymonkey.com/r/YearsofServiceRecognition2019

We look forward to celebrating with you,

The Employee Engagement Committee



**1,247
Employees
Recognized**

Years of Service Recognition

5 years - 318
10 years - 147
15 years - 273
20 years - 195
25 years - 168
30 years - 84
35 years - 33
40+ years - 36

Invitation - Reminder

On behalf of the CCH Employee Engagement Committee,
We kindly remind you –
If you plan to attend our Inaugural Years of Service Recognition Event on
Sunday, November 10, 2019
Do not forget to RSVP by November 3, 2019
Click here [RSVP](#) or the link below to RSVP
<https://www.surveymonkey.com/r/YearsofServiceRecognition2019>
Reminders:

- Please wear your Employee ID
- Each employee is welcomed to bring two guests to accompany them during their recognition
- Limited Parking is available in the Stroger garage (Be sure to obtain validation before returning to your vehicle).



Building a Culture of Employee Engagement

Employee Recognition - Years of Service

Employee Engagement Committee

Objective

The Employee Engagement Committee aims to foster the longevity of our most valuable resources, the employees of Cook County Health, through recognition. We seek to honor those who have bestowed an excellent experience upon the patients and residents of Cook County. We commit to a robust recognition program that distinguishes years of dedicated service, appreciation of employees exceeding expectations, and annual programs to reinforce appreciation of our commendable employees.



cchemployeeengagementcommittee@cookcountyhhs.org



cookcountyhealth.org

11-19



Employees with 40+ Years of Service!



Employees with 30 + Years of Service!



Years of Service Recognition 2019

Cook County Health Professional Building
Sunday, November 10, 2019
11:00AM

Welcome
Registration and Brunch Service!

Opening Remarks
Barbara Pryor
Chief Human Resources Officer
Cook County Health

Remarks
Dr. John Jay Shannon
Chief Executive Officer
Cook County Health

Recognition of Service

Intermingle

Closing Remarks

Thank You
For Your Years of Service
to Cook County Health!

cookcountyhealth.org

11-20

Building a Culture of Employee Engagement

Training Opportunities



- Centralized Training Offerings Across Cook County Health via Learning Management System
 - One Site for all Training
 - Better Tracking/ Reporting
 - Ease of use for Employees
- Revised Leadership Development Program – Cohort X to start in Q1 FY 2020
- Added eighteen (18) Additional Face To Face Classes
- Launched Microsoft Office Training Curriculum:

Course Title: _____ Course Date & Time: _____

Please take a few moments to provide us with your feedback about this course. Please circle the number that represents your level of agreement with the following statements.

5-Strongly Agree 4-Agree 3-Somewhat agree 2-Disagree 1-Strongly Disagree

Overall Workshop Information:

Objectives were met. 5 4 3 2 1

Materials were easy to follow. 5 4 3 2 1

Classroom environment was comfortable. 5 4 3 2 1

The topic/content was relevant to me. 5 4 3 2 1

pts/skills. 5 4 3 2 1

Courses	Attendance July to November	Overall Training Evaluation Score
Microsoft Excel - 11	101 28%	4.9
Microsoft Office: Intermediate Computers - 7	63 18%	4.9
Microsoft Office: Introduction to Computers - 7	35 10%	4.5
Microsoft Office: Outlook - 9	46 13%	4.8
Microsoft Office: PowerPoint - 7	40 11%	4.4
Microsoft Office: Word – 7	39 11%	4.9
Microsoft Office: Computer Basics - 7	32 9%	4.0
Total:	356 100%	4.6 Avg.



**COOK COUNTY
HEALTH**

Building a Culture of Employee Engagement

Training - Learning Management System (LMS)



- Partnering with Department throughout Cook County Health to improve training content and advertise courses via a calendar and system-wide



Building a Culture of Employee Engagement

Communication - Leadership and Management Development for New Leaders



New Employee Orientation

- Employment Plan Interviewer
- Employment Plan Supplemental Policies
- Performance Management Process Overview

30 Day (Acquaint)

- Buddy to Boss*
- High Reliability Safety Bundle
- Just Culture
- Managing in a Unionized Environment
- Patient Experience Initiative (PEI)
- Progressive Disciplinary Process

60 Day (Acquire)

90 Days (Assimilate)

- Coaching to Achieve a High Performing Team*
- High Reliability Leader Methods
- Huddling
- Leading vs. Managing*
- Leave, Absence, and Disability: Processes, Policies, and Strategies
- Rounding for Influence

120 Days (Assimilate)

- Culture Competency and Implicit Bias – Leaders
- Hearing Officer Training**
- Managing Harassment and Eliminating Workplace Bullying and Violence
- Serving as an Agent of Change*

*Recommended

**Department head approval required



Metrics



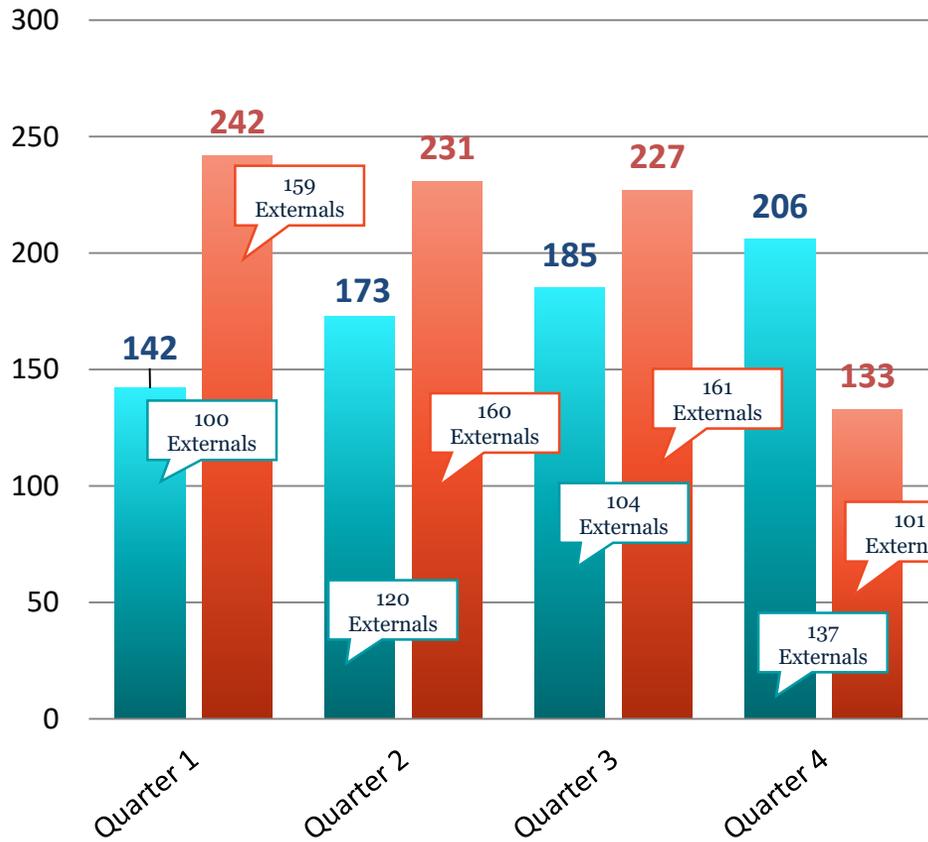
COOK COUNTY
HEALTH

CCH HR Activity Report

Thru 11/30/2019

FILLED POSITIONS

■ 2018 Filled (706) | Externals (461)
 ■ 2019 Filled (833) | Externals (581)

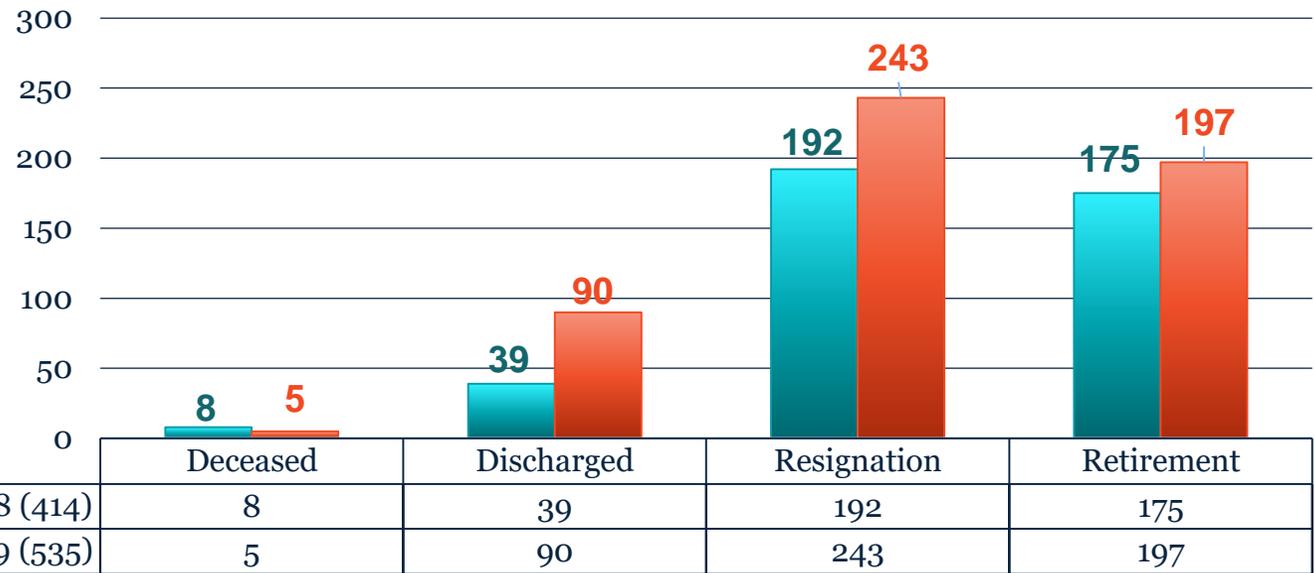


SEPARATIONS

■ 2018 Separations (414) ■ 2019 Separations (535)



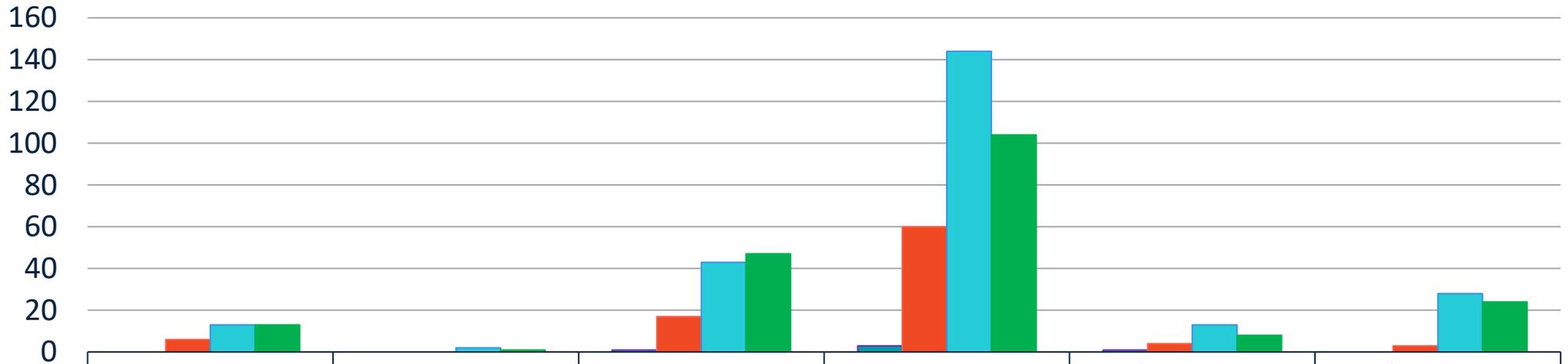
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CCH HR Activity Report

Thru 11/30/2019

SEPARATIONS BY CLASSIFICATION - 472

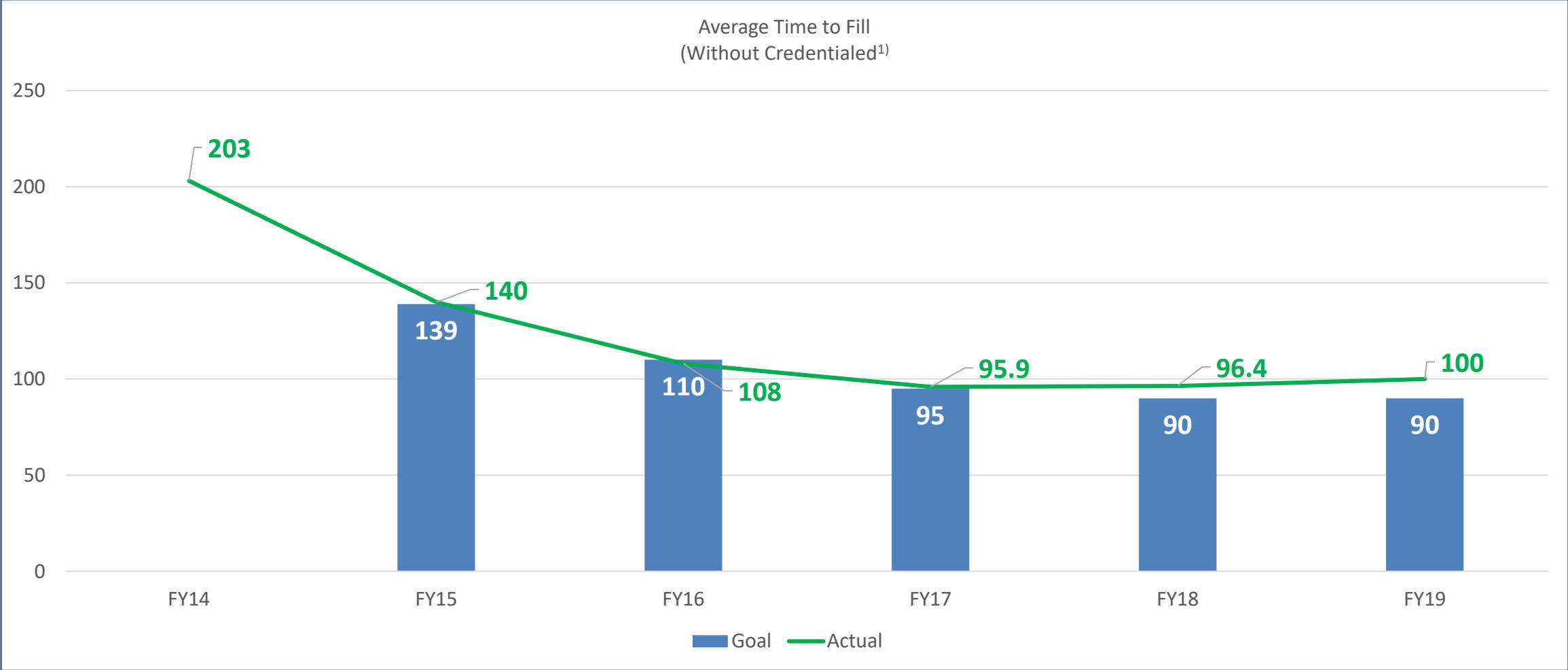


	Finance (32)	HIS (3)	Nurse (108)	Other (311)	Pharmacy (26)	Physician (55)
■ Deceased (5)	0		1	3	1	0
■ Discharged (90)	6		17	60	4	3
■ Resignation (243)	13	2	43	144	13	28
■ Retirement (197)	13	1	47	104	8	24



Cook County Health HR Activity Report – Open Vacancies

Improve/Reduce Average Time to Hire*



¹Credentialed Positions: Physicians, Psychologist, Physician Assistant I and Advanced Practice Nurses.

Cook County Health HR Activity Report – Hiring Snapshot

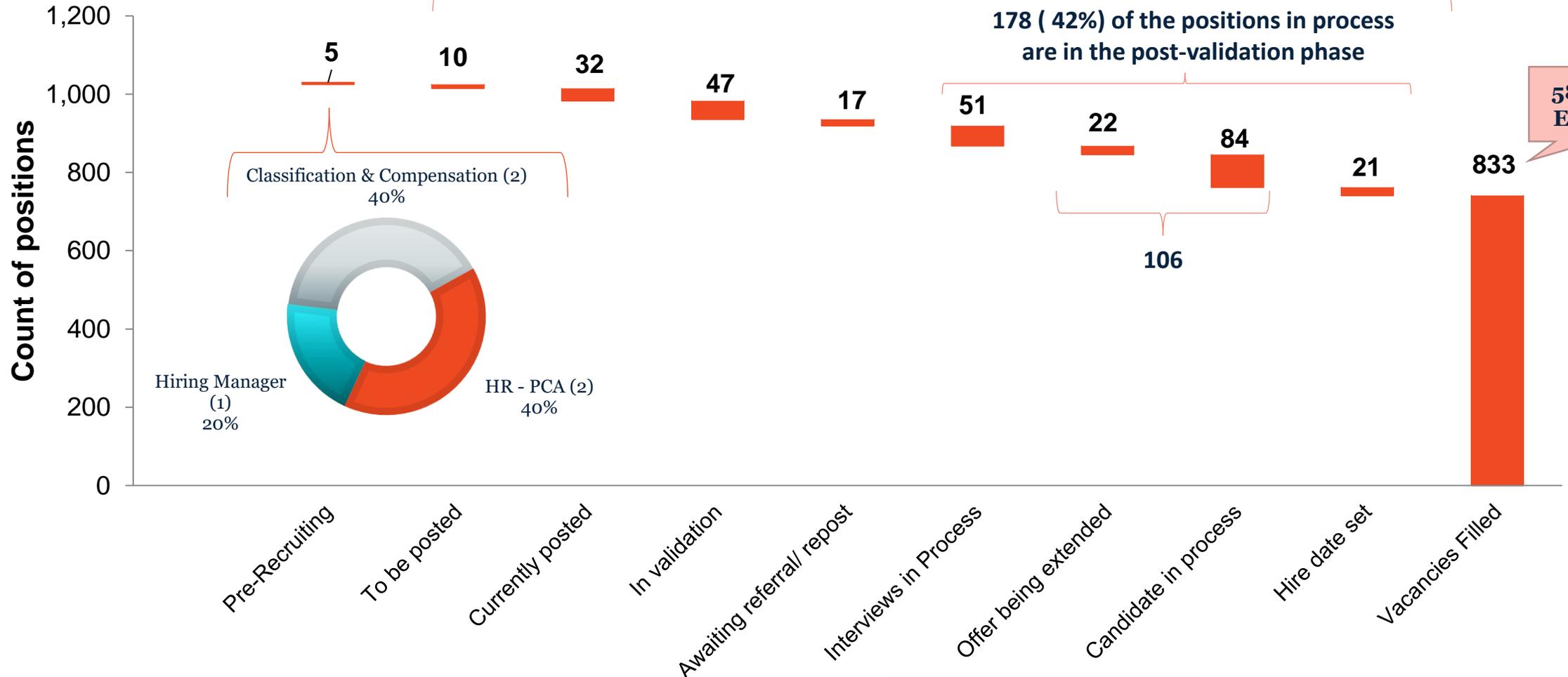
Thru 11/30/2019

Clinical Positions – 325 / 77%
Non-Clinical Positions – 96 / 23%

421 Positions in Recruitment

178 (42%) of the positions in process are in the post-validation phase

581 / 70%
Externals



Shared Responsibility

Human Resources

Management

Human Resources

Shared Responsibility



COOK COUNTY HEALTH

Thank you.



COOK COUNTY
HEALTH

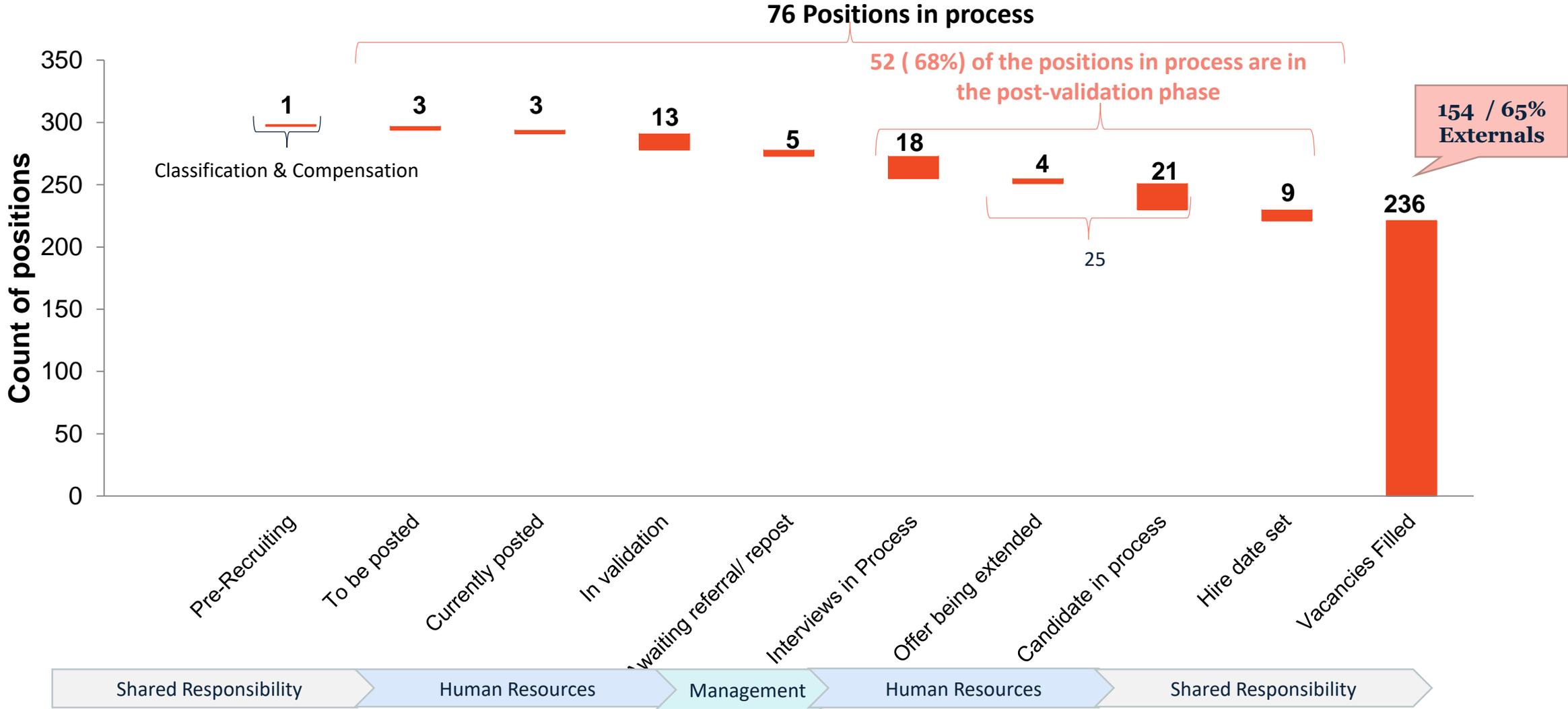
Appendix



COOK COUNTY
HEALTH

Cook County Health HR Activity Report – Nursing Hiring

Thru 11/30/2019



Cook County Health HR Activity Report – Revenue Cycle

Thru 11/30/2019

