



# HR

## NEWSLETTER

DEPARTMENT OF HUMAN RESOURCES

## AUBMC AWARDS AND RECOGNITION CEREMONY 2017

At AUBMC, everyone eagerly awaits the month of May for one major reason: the Awards and Recognition ceremony, an annual milestone to recognize members of AUBMC's community who have gone above and beyond their duties.

Each year, tons of preparations, painstaking nominations, and selection and rewarding processes, mark this important event as a robust tradition to honor employee achievements at AUBMC. AUBMC community including faculty, leadership, employees, families, and friends celebrated this special occasion which coincided with AUB FM 150th anniversary.

A special video broadcasted by the HR department gave a glimpse of AUBFM illustrious past as well as successful present and magnificent future.

As for the awards this year, a jury consisting of 22 AUBMC employees representing all disciplines and units selected the winners among hundreds of nominations. Members of the jury meticulously examined each nomination, according to preset criteria, to choose with this year's 46 winners for the 36 different awards.

The event featured an open reception at the Issam Fares Lecture Hall. Units and teams joined in to celebrate success and exhibit appreciation to deserving fellow colleagues who always go beyond call of duty in making AUBMC a better place.



When There is

# CHANGE

Ahead !

**Embrace it** →



Be it a new workplace policy, a newly introduced technology, a new work system, a new leadership, a new organizational strategy.. don't stand still! Adapt and move forward! The world is increasingly moving forward. Change has become the norm. Always maneuver to adapt new changes.



## **DON'T:** Turn back, or retreat!

Don't give up and stubbornly cherish "good old days", totally refusing the new changes. Instead, set new goals taking advantage of new changes.



## **DON'T:** Change course & escape!

It may seem a disruption to your old plans, but you can work around change. Keep pursuing your goals by following new paths and new work plans.



## **DON'T:** Ram into the situation

A head-on collision with the new work practices is the worst you can do. Be aware of changes around you and act smart. Don't react blindly and mechanically!



## **DON'T:** Lose control, and flip over

Change in the workplace is nowadays a routine. What you were used to doing won't last forever. Learn to incorporate change into your lifestyle and always expect change around you

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# AUBMC TOGETHER WE CARE BETTER CAMPAIGN



During the month of Ramadan, the “AUBMC Together We Care Better Campaign” was launched through six trivia competitions in which five attitudes adopted by AUBMC were introduced and prizes given to winners.

Below is a summary of the attitudes and their behaviors:



## Professionalism

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- Ensure that AUBMC is safe, clean and welcoming to everyone
- Agree to abide by AUBMC dress code
- Provide accountability for own actions and subsequent consequences



## Respect

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- Agree to treat others with respect, courtesy, and dignity; conduct ourselves in a cooperative manner
- Agree to refrain from engaging in or tolerating abusive language. Prohibited language includes, but is not limited to, making offensive comments, racial or ethnic slurs, threats of violence, using foul language, and acting in a rude, intimidating manner, and criticizing individuals in inappropriate forums
- Agree to refrain from engaging in any form of unlawful discrimination or harassment.
- Agree not to criticize or take action against any member raising or reporting a safety concern
- Agree to abide by the rules, regulations and policies of the Medical Center in addition to applicable governmental laws and regulation.
- Agree that all charging practices and filing of cost reports must comply with the Medical Center’s rules and regulations regarding documentation.
- Prohibited practices include, but not limited to, accepting personal monetary incentives, submitting claims for payment that have not been properly coded, documented or billed according to applicable hospital’s laws and regulations, or seeking reimbursement for a service that is not warranted or documented.
- Make wise use of the hospital’s human, financial and environmental resources.



## Ethics

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- Agree to practice our profession in an honest manner by adhering to moral and ethical standards
- Agree not to discuss confidential patient, employee, payroll, fiscal, research or administrative information in areas where others can overhear the conversation, e.g., in hallways, on elevators, in the cafeteria, at restaurants, at social events, in the coffee shop, etc
- Agree not to look up or discuss private information about patients or staff for any purpose outside of our specified job responsibilities with others who do not have the need to know
- Provide only authorized entries for inquiry and changes into the systems and ensure proper documentation
- Agree to disclose any potential conflict of interest that we or our immediate family may have, including any interest in or relationship with any individual or organization which does business with AUBMC



## Teamwork

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- Agree to coordinate with other practitioners and hospital staff as appropriate
- Believe that teamwork and clear communication are vital in our practice



## Client Focused

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- Agree to make our first priority the well-being of our patients and all our work shall serve that goal
- Agree to provide the highest quality of service irrespective of race, religion, political affiliation, and socio economical status, etc.
- Agree to treat our patients, families, colleagues, and members of the public based on their cultural preferences
- Agree to attend to the needs of our patients in a prompt and sustained manner.
- Agree to listen and respond to patients, families, and colleagues in a compassionate, caring, and respectful manner

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# INTERVIEW WITH OUR AUBHEALTH TEAM AT EPIC HQ IN VERONA, WISCONSIN



The first group of AUBMC employees who have joined AUBHealth team training at EPIC headquarters in Verona, Wisconsin started returning back to assume their new roles.

The extensive training they had for periods up to nine months will surely have long term impact on them. During their stay, we had long distance interviews with them and asked them how they felt away from home:

**1. Did they all miss Lebanon /AUBMC and why?**

They all did! They missed their families, friends, colleagues, etc. Although they admired the setting in Verona, everyone missed their homeland with all the fun, social activities, and regular work habits.

**2. What were the differences they noticed between the working environment at AUBMC and that at Verona?**

In Verona, they indicated their being under too much pressure, especially since they had to cope with the the continuous stress of learning, adjusting, and succeeding in the assigned tests. They had greater responsibility since they were on their own away from the support they usually receive at home.

**3. What were some of the new ideas they acquired or changes they learned about and intend to implement?**

They all learned about the new workflow to be applied at AUBMC the new data forms and procedures, and the new bases to be set for operations. They did suggest some modifications of training workflows at EPIC to be more organized and streamlined, as they sometimes had to modify, improvise, and change practices to cater for emerging issues.

**4. What did they miss the most from their work environment at AUBMC?**

Their colleagues, the work environment, interaction with people, and their everyday life at work and the time they spent outside premises as well...

**5. What will they miss the most at EPIC-Verona?**

They will miss the green environment, system, and order. In addition, they will miss the time they spent together as one team in a foreign environment.

**6. What messages would they like to share with their fellow colleagues at AUBMC?**

That they missed them a lot, and they missed Lebanon too. Some recommended that the training period be shorter and broken down, not a whole nonstop nine months!

# DISTRIBUTION OF CAKES FOR THE OCCASION OF NURSES' DAY

On Nurses' Day, a very exceptional occasion celebrated throughout AUBMC, HR team distributed special cake to all nursing stations throughout the Medical Center. AUBMC's Department of Human Resources wished all nurses the deserved success and appreciation for the excellence and dedication they have always exhibited: Happy Nurses' Day!

AUBMC Human Resources Department would like to extend its gratitude to the Department of Food Services at AUBMC for the innovative and delicious cake they prepared this year as they usually do on such special occasions.



# AUBMC HR PARTICIPATION IN NATIONAL JOB FAIRS

In 2017, AUBMC participated in Job Fairs in different universities across Lebanon including the American University of Beirut (AUB), Lebanese American University (LAU), Notre Dame University (NDU), and Beirut Arab University (BAU). Our recruitment booth provided graduates and job seekers with the chance to meet our HR staff, discuss future career opportunities, apply to different positions, and receive interesting giveaways. The HR team was approached by more than 250 interested applicants from different majors who dropped their resumes to be considered for future vacancies. Following this year's success, the HR team is planning next year to reach out to more universities and students in different geographical areas.



## NURSING OPEN HOUSE

As part of its annual tradition, and on the occasion of Nurses' Day, AUBMC honored nurses all across Lebanon by hosting the 2017 Nurses Open House. Preparations for this event started with the HR and Nursing team visiting 19 universities across Lebanon inviting their students and alumni to this event that took place on May 17, 2017 at Issam Fares Lecture Hall. The event started with welcoming messages from Dr. Hassan El Solh, Medical Center Director and Chief Medical Officer, Ms. Iman Al Kouatly, Director of Nursing, and Mrs. Roudaina Haddad Hachem, Director of Human Resources who all joined in greeting more than 600 nurses who participated in this event. Event activities included interactive booths, free nursing sessions, accredited contact hours, lunch, giveaways, games, and much more. Our booths included Nursing Professional Development, Educational Entertainment, Career Development, Learning and Development, Career Opportunities, Wellness Program, Photo Booth, and a Networking area. Also this event provided students and experienced nurses with the chance to register and apply to AUBMC.

Next year, AUBMC will be looking forward to having more nurses from all across Lebanon to join us in this special occasion.

