

AUBHEALTH "SUPER USERS" AND "CERTIFIED TRAINERS"

As part of the AUBHealth implementation process, several employees have been assigned the roles of "Super Users" and "Certified Trainers", so what are the responsibilities of these selected employees?



SUPER USERS: ALWAYS COME TO RESCUE!

While all AUBHealth employees are subject to specialized training, some of them are receiving extra intensive training to enable them to provide one-on-one support to their fellow colleagues for any system questions, help or concern. Super Users at AUBMC, are selected for their willingness to learn and adapt to AUBHealth requirements, their problem solving skills, and strong communication skills. There will be around 300 Super Users at AUBMC spanning across all services and departments. They will be the real "Super Heroes" who will show up at site whenever a colleague requests help. In addition, they will be participating in workflow testing activities and rehearsals, end-user training, and refresher training sessions. They will also serve as a liaison to communicate upcoming changes to AUBHealth, upgrade testing and optimization, and inform their peers about other activities.

CREDENTIALLED TRAINERS

Credentialed Trainers (CTs) are employees who earn credentials (become certified) to train end users on AUBHealth applications. Each CT undergoes a six weeks' Epic Credentialed Training program and functional hands-on training afterwards. CTs have to pass a credentialing test, after which they will be eligible to train users on application(s), workflows, policies and procedures, adult education best practices, and troubleshooting. After the "Go Live", CTs will have to answer end users' questions, help them navigate through the system, and report issues to the AUBHealth project team. Currently there are 6 AUBMC CTs: 3 from the Nursing Units, 2 from the Specialty Clinics, and 1 from the Pathology and Laboratory Medicine.



DEALING WITH A NEW TECHNOLOGY AT YOUR WORKPLACE

Is your institution acquiring a new system or technology to be implemented at your workplace? Worried that all day-to-day skills you mastered throughout the years will be rendered useless and you will hopelessly need to start training on a completely new system from scratch? Don't worry: you are not alone! Just follow these simple tips and embrace the new technology to benefit the most.

- Computer softwares are increasingly becoming more fluid and intuitive. Changes and updates are now a periodically expected feature. Think of the new system as a major upgrade, a new mobile phone or a gadget that will allow you to do new things differently. Just be prepared and enthusiastic!
- No, it is never too late to learn! If one puts away his/her age-induced egotism, he/ she will be receptive to learning. It just requires the willingness to admit the "need to learn", which is necessary for successfully mastering the new skills.
- Utilize all the training resources your organization puts at your disposal for you to learn the new system. Do not assume that you know things you never tried. Do not promise yourself that you will later learn on-the-go once you start using the system.
- Meet the trainers and super-users; ask them questions; complete with them your training checklists.
- Always request a hands-on training. Learning a new technology based on a demonstration on a screen does not give you the real feel of how things work. It does not allow you to test the technology, pose the questions, and experience any difficulties that may arise.
- Write down notes and steps or better have written instructions with screenshots handy especially during the initial phase of using the new system.

Despite the fact that technology may be a struggle for some people, it is becoming increasingly easier to adapt to, and people are becoming more receptive to it. Learn to incorporate new technologies into your lifestyle; it is easier than you think!



AUB INCLUDING AUBMC TO BE COMPLETELY TOBACCO FREE STARTING JANUARY 2018

Starting January 2018, AUB campus will be declared strictly tobacco-free. All forms of tobacco products will be prohibited throughout AUB (including AUBMC) campus and facilities, both indoors and outdoors. At AUBMC, the last available smoking areas (AUBMC Parking, ER Plaza, and SML Plaza) will be declared smoke-free, and smoking will no longer be permitted in these areas or any other place.

Lebanon's tobacco problem has been on the rise, and it does not seem to be getting any better. Around 4,000 deaths per year are attributable to tobacco-caused diseases, and the prevalence of smoking nargileh among youth aged 13 - 15 is the highest in the region.

President Fadlo Khuri issued a memo announcing the AUB Tobacco Free initiative stating that "AUB is determined to take the lead on important and forward-looking ideas". He said, "Making AUB fully tobacco-free will be a transformative change leading to a more beautiful and wholesome campus as well as a healthier campus community."

It is worth mentioning that smoking cessation sessions will be offered for free by the Health and Wellness Center to AUB and AUBMC employees. If you are interested, kindly contact extension 8030.



TOBACCO-FREE AUBMC AS OF JANUARY 2018

المركز الطبي في الجامعة
الأميركية في بيروت
خالٍ من التبغ
إبتداءً من كانون الثاني 2018



RECRUITMENT ASSESSMENT CENTER AT AUBMC

Contrary to what most people think, selecting the right person for the right job is a very challenging task. Getting to know which candidate owns the right knowledge, skills, abilities, and behaviors (KSABs) is not as easy as it seems.

Interviews can be subjective, and they frequently fall short of identifying fit candidates. CVs sometimes tend to be inaccurate and inflated, and references in some cases are known to be biased.

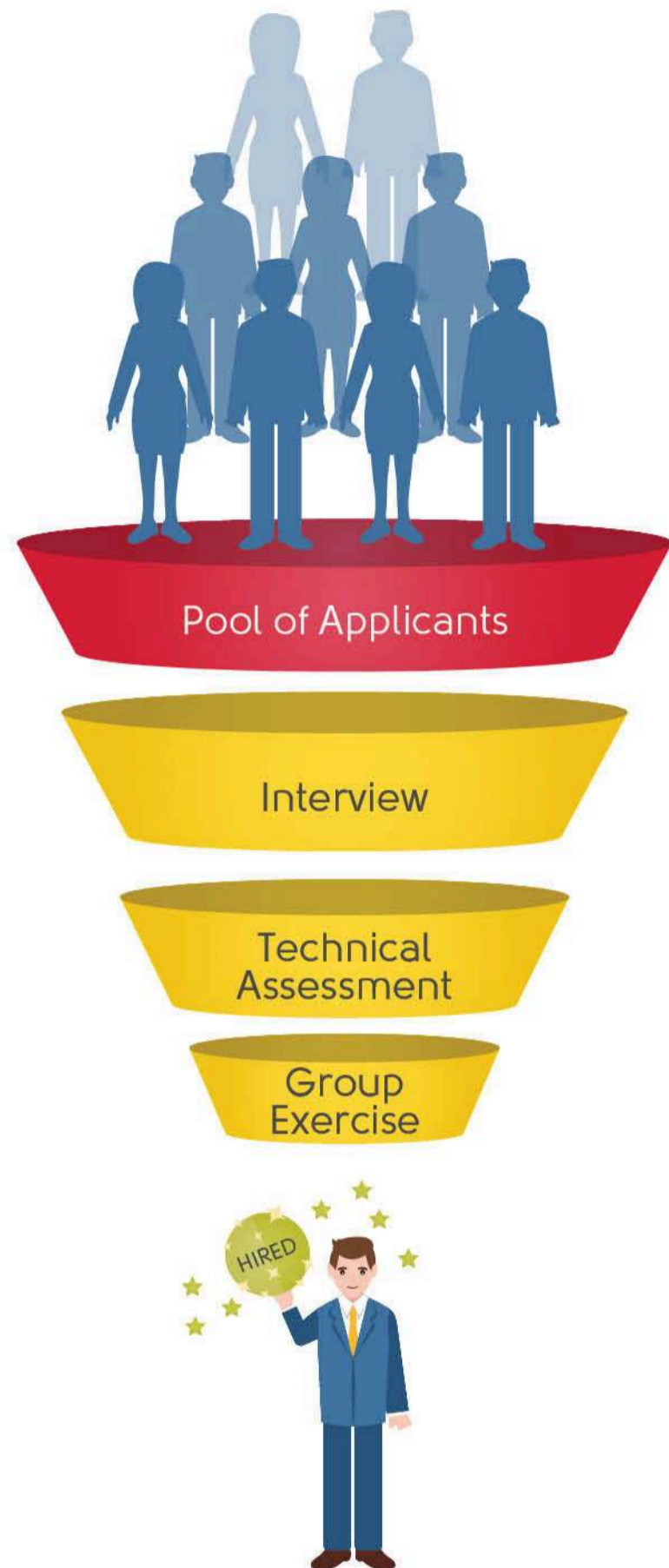
Research consistently shows that the quality of an institution's staff is the most important factor in driving success and performance. Therefore, assessing and selecting the right candidates is of utmost importance.

Assessment of candidates through the Recruitment Assessment Center is a process that depends on the usage of a variety of techniques and methodology to evaluate candidates' KSABs allowing them to demonstrate these competencies and their level. Although these have been in use since 1930, their importance is still growing especially since they are considered as one of the most reliable methods in assessing candidates to vacancies at work.

The Department of Human Resources at AUBMC endeavors through the development of Assessment Centers to improve both recruitment efficiency and candidate experience effectiveness.

AUBMC will launch the Nursing Assessment Center that will involve three assessment stages: Interview, Technical Assessment, and a Group Exercise, which will tackle different Soft Skills, Technical Skills, and behavioral competencies that are required to perform the essential functions of a Registered Nurse at AUBMC.

With the implementation of Assessment Centers, AUBMC will adopt a more reliable tool to select the right people for the job. The tool will limit any possible biases by the interviewer, secure a more objective approach in selecting candidates, and provide candidates with a better opportunity to display their skills in more than just a single interview.



"AUBMC TOGETHER WE CARE BETTER" CAMPAIGN THE "ATTITUDE MODELS"

As part of the numerous activities of "AUBMC Together We Care Better" campaign, the two campaign models, representing the five attitudes (Professionalism, Client Focus, Teamwork, Respect, and Ethics) were set up in the different AUBMC units and departments until they finally settled at its multiple entrances as a reminder to all AUBMC employees of the attitudes they best convey: professionalism, client focus, teamwork, respect, and ethics.



AUBMC "BACK TO SCHOOL WELLNESS FAIR"

On the occasion of AUB FM 150th anniversary, the Health and Wellness Center at AUBMC organized two "Back to School" wellness fairs in ABC Verdun and Ain El Mrayse to acquaint children and parents with healthy "Back to School" habits. Children of different age groups gathered to register and visit the different fair booths for screening, advice, and prizes. Participating children passed by an assessment booth where their height and weight were measured and their eyes were checked up by a specialist.

They also had the chance to pass by the nutrition booth whose members provided tips for a healthy lunch box and healthy vs. unhealthy snacks. The doctor's booth provided its visitors with general health advice on common issues related to schools. AUBMC physiotherapists explained to the children how to hold bags, sit properly, and pick up things from the floor and trained them on relevant healthy postures.

Other booths such as the "Healthy Lungs" booth discussed the dangers of smoking and their medical consequences, while Champs Fund provided information on the importance of screening of young athletes to prevent future heart problems.

During the whole fair, children enjoyed a joyful atmosphere. They played, danced, interacted, collected gifts and giveaways, and most importantly, learned valuable healthy habits that will help them stay fit during the upcoming years.



STAY TUNED FOR OUR NEW CAMPAIGN!

**SOMETHING
EPIC
IS TAKING
SHAPE**

