

# Human Resources Metrics CCH Board of Directors

**Barbara Pryor**  
**Chief Human Resources Officer**

**June 18, 2019**



**COOK COUNTY**  
**HEALTH**

# Increase Quality of Candidates

Employment Plan

Efficiency

Partnership

Human Resources is collaborating to reduce time to hire and streamline the hiring process.

Sponsor Hiring Fair*	Implement Preferred Qualification Preference	Conduct Telephone Screening Process	Workforce Development*
Cost effective and time saving approach to meet and interview multiple candidates at one time.	Process to increase the number of top-quality candidates that are referred for an interview.	Information-gathering process that occurs to find viable candidates to refer for an interview.	Collaboration with a non-profit organization specializing in personal and professional development.



# Hiring Fair

**Quick access to a large pool of qualified candidates**



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# Hiring Fair



- ☐ Focus on areas with large # of vacancies
- ☐ Reduce time to Hire / offer
- ☐ Host at CCH Professional Building
- ☐ Provide Tours of the Stroger Campus
- ☐ Encourage introductions / dialogue with CCH Leaders
- ☐ Conduct On Site Interviews
- ☐ Provide Offers within 3 (three) days of Hiring Fair



# Preferred Qualification Preference

**Employment Plan (Section V.C.4 & I.5)**



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# Preferred Qualification Preference



## Chief of Human Resources

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- ✓ Approve / Deny requests to designate a position as Preferred Qualification Preference.

## Recruiter

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- ✓ Sort the Preliminary Eligibility List (PEL) by the number of Preferred Qualifications met.
- ✓ Applicants that indicate they meet both the Minimum and Preferred Qualifications will be validated.
- ✓ All eligible applicants will be placed on the Interview List.

# Preferred Qualification Preference

Human Resource  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612

COOK COUNTY HEALTH  
& HOSPITALS SYSTEM  
**CC+HHS**

Job Code: 1942  
Grade: PS

Standard Job Description

Job Title: Clinical Nurse II  
Department: Endoscopy

**Job Summary**  
The Clinical Nurse II (CN II) in Endoscopy is a professional nurse who is accountable and responsible for the overall quality and management of patient care during assigned tour of duty. The CN II also provides safe, effective and individualized care using the nursing process and standards of care determined by the professional association of Endoscopic nurses (SUNA). Skills required in the performance of duties includes, but is not limited to leadership, problem solving, delegation, communication, effective working relationships, setting priorities and demonstrated competence in the delivery of patient care. This position is also required to run the control desk and will assist in the orderly progression of the Endoscopic procedure for the assigned shift.

**Typical Duties**

- Provide direct care to patients during the procedure based process.
- Demonstrate clinical competencies (pre, intra and post procedure) in provision of patient care consistent with the Endoscopic CN I competencies and best practices in Nursing.
- Participates in process improvement initiatives to improve operational efficiencies.
- Collaborates with the patient and interdisciplinary team to ensure quality and continuity of care.
- Delivers patient care according to established policies and procedures, and standards of care.
- Recognizes and responds to priorities in patient care. Adapts to changes in workload.
- Evaluates and documents the patient's response to nursing intervention.
- Demonstrates skills in communication and interpersonal relations.
- Establishes good interpersonal relationships with members of the health care team, patients, families and visitors.
- Demonstrates respect for patients' rights to privacy and confidentiality of information.
- Communicates all pertinent information concerning patient/family to appropriate healthcare professionals.
- Functions appropriately in emergency situations.
- Assists other professionals by taking appropriate action in life threatening emergencies.
- Demonstrates understanding of emergency procedures, fire plan, and internal - external disasters.
- Assists with maintenance of a safe environment.
- Reports unsafe environmental conditions to appropriate personnel.
- Checks equipment utilized in patient care, and reports malfunctioning of equipment to appropriate personnel.
- Resolves and communicates staff performance issues with Nurse Coordinator II to ensure compliance of daily Endoscopic case load.
- Collaborates with supply and equipment support personnel to facilitate the acquisition of necessary equipment and / or supplies.
- Collaborates with Clinical Service Chairperson(s) to identify and obtain service specifications needed to successfully meet clinical outcome goals related to patient care.
- Manages daily operations of control desk to facilitate safe patient care and efficient workflow for Endoscopic schedule.
- Maintains accurate daily Endoscopic schedule with additions of add-on and emergency cases.
- Communicates with all members for the health care team needed in delivery of care for emergency and add-on cases.
- Performs other duties as assigned.

**Reporting Relationships**  
Reports to the Nurse Coordinator II

**Minimum Qualifications**

- Licensed Registered Professional Nurse in the State of Illinois
- Two (2) years of Endoscopy nursing experience
- Current Advanced Cardiac Life Support (ACLS) certification
- Current Cardiopulmonary Resuscitation (CPR) certification

**Preferred Qualifications**

- Bachelors of Science in Nursing from an accredited college or university
- Certification in Gastroenterology through the American Board of Certification for Gastroenterology Nurses (ABCGN)
- Bilingual English/Spanish

**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of specific equipment typically used for endoscopy procedures
- Strong interpersonal skills
- Written and verbal communication skills
- Analytical skills, problem solving skills
- Mathematical skills
- Emergency response skills
- Attention to detail
- Work to deadlines
- Flexibility and adaptability in performing duties

**Physical and Environmental Demands**  
This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: \_\_\_\_\_  
Kathleen Pawlow  
Associate Nurse Executive, Ambulatory Services  
Date: \_\_\_\_\_

Approval: \_\_\_\_\_  
Barbara Pryor  
Chief Human Resource Officer  
Date: \_\_\_\_\_

Job Code: 1942  
4/30/2018

## Minimum Qualifications

- Licensed Registered Professional Nurse in the State of Illinois
- Three (3) years of nursing experience
- Two (2) years of Endoscopy nursing experience
- Current Advanced Cardiac Life Support (ACLS) certification
- Current Cardiopulmonary Resuscitation (CPR) certification

## Preferred Qualifications

- Bachelors of Science in Nursing from an accredited college or university
- Certification in Gastroenterology through the American Board of Certification for Gastroenterology Nurses (ABCGN)
- Bilingual English/Spanish

Qualifications include additional job related education, experience, skills, competencies, and credentials desired by the Hiring Manager.

# Telephone Screening Process

**Employment Plan (Section V.J.2)**



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# Telephone Screening

- Resumes do not tell the full Story.
- Pre-screen phone interviews will increase number of qualified candidates.



## Chief of Human Resources

- ✓ Approve / Deny requests to utilize pre-screen phone interview.

## Recruiter

- ✓ Conduct pre-screen phone interview.
- ✓ Questions based on job description.
  - Ask the same set of questions.

## Employment Plan Officer

- ✓ Monitor the Telephone Screening Process.
- ✓ EPO notified in advance of Telephone Screening.
- ✓ Recruiter may conduct the phone screen in the absence of the EPO.

# Workforce Development



**Partnership**

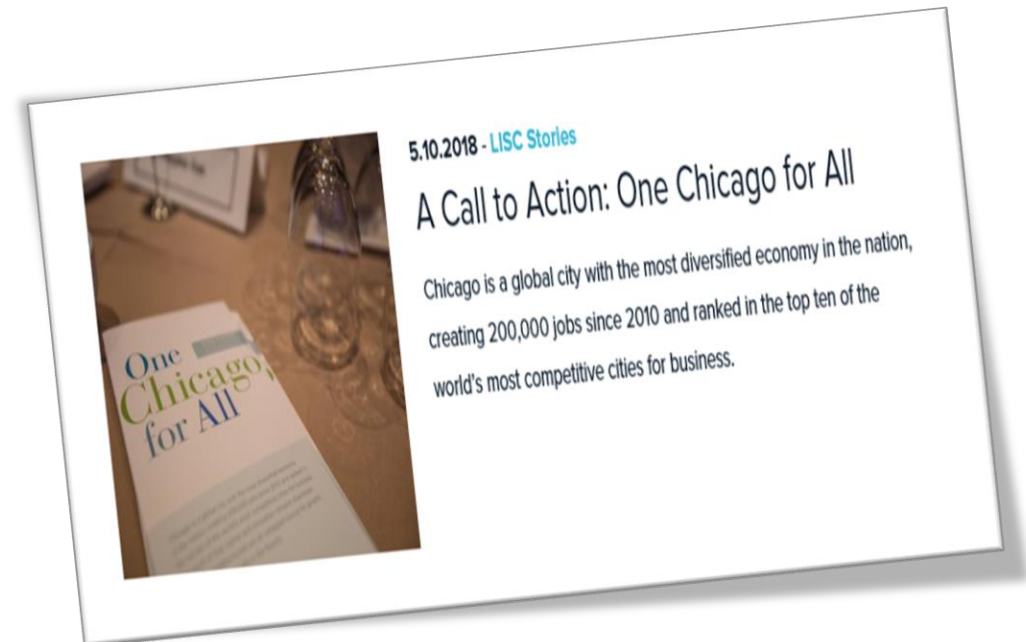


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# Workforce Development

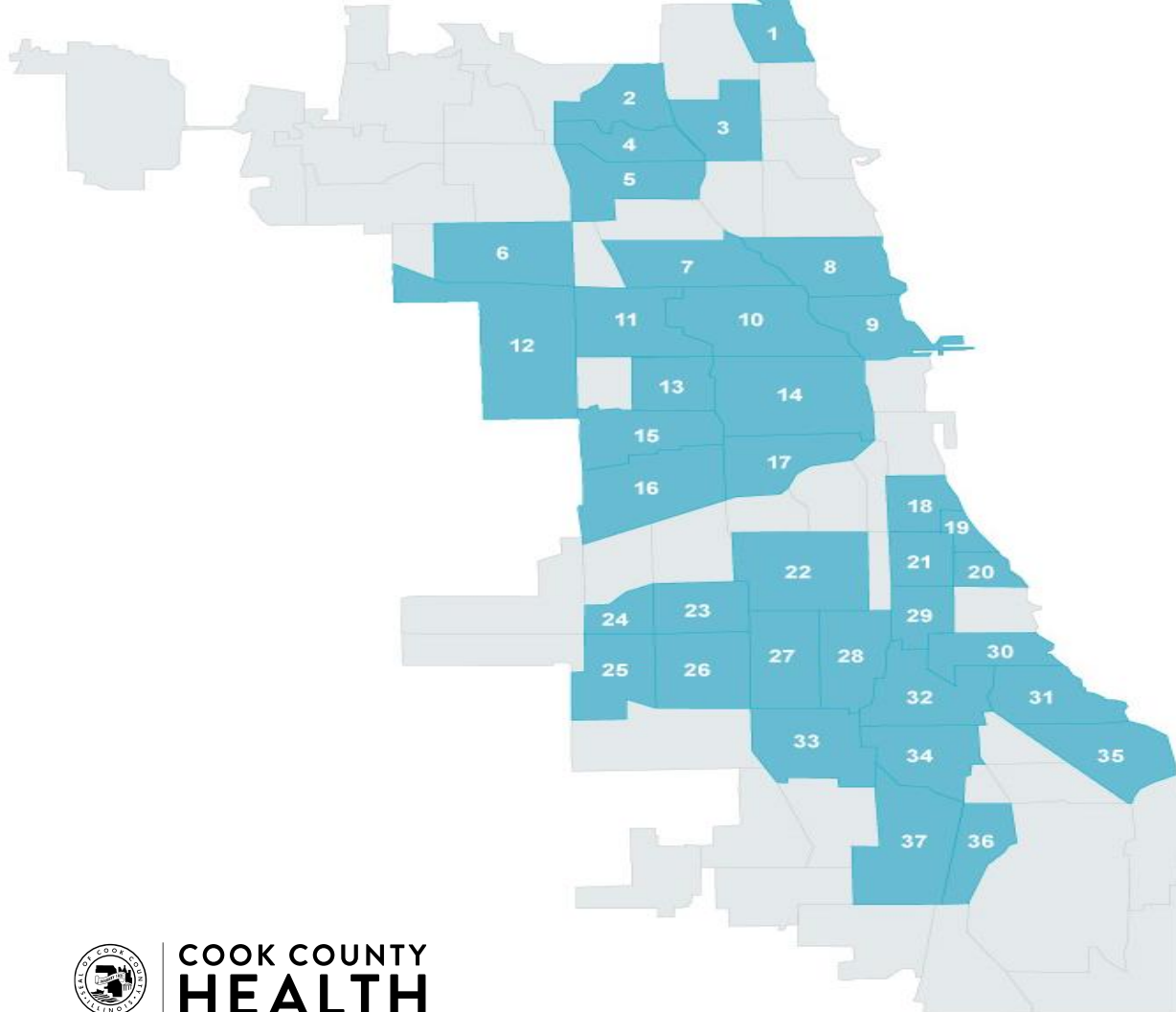


- CCH HR is collaborating with the Local Initiatives Support Corporation – (LISC).
- LISC is a non-profit organization specializing in personal and professional development.
- LISC Funds 10 Financial Opportunity Centers (FOC's) across Chicago
- LISC develop and train talent primarily in low and moderate-income neighborhoods with the skills and credentials needed to compete in today's job market.



# Workforce Development

- LISC is active in nearly half of the city's community areas:



"MY FUTURE STARTS NOW!"  
Ready to get back to work?



- |                        |                                   |                            |
|------------------------|-----------------------------------|----------------------------|
| 1. Rogers Park         | 14. Near West Side                | 27. West Englewood         |
| 2. North Park          | 15. North Lawndale                | 28. Englewood              |
| 3. Lincoln Square      | 16. Little Village/South Lawndale | 29. Washington Park        |
| 4. Albany Park         | 17. Pilsen/Lower West Side        | 30. Woodlawn               |
| 5. Irving Park         | 18. Douglas                       | 31. South Shore            |
| 6. Belmont Cragin      | 19. Oakland                       | 32. Greater Grand Crossing |
| 7. Logan Square        | 20. Kenwood                       | 33. Auburn Gresham         |
| 8. Lincoln Park        | 21. Grand Boulevard               | 34. Chatham                |
| 9. Near North          | 22. New City                      | 35. South Chicago          |
| 10. West Town          | 23. Gage Park                     | 36. Pullman                |
| 11. Humboldt Park      | 24. West Elsdon                   | 37. Roseland               |
| 12. Austin             | 25. West Lawn                     |                            |
| 13. East Garfield Park | 26. Chicago Lawn                  |                            |

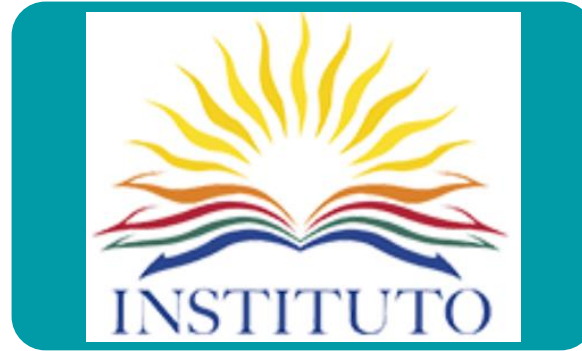


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# Workforce Development



- Collaborate with non-profit organizations specializing in personal and professional development for people affected by poverty who are ready to get and keep a quality job.



Strengthen existing alliances while building new collaborations to increase our impact on the progress of people and places.

- Provides the education and support systems needed to launch successful careers in the healthcare industry.
- Economic & Workforce Development

- Training & Coaching
- Quality Jobs
- Job Readiness
- Retention & Advancement



# Workforce Development...

# Build Future Pipeline

**Connect Communities to Careers in Healthcare**



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C.A.R.E.  
CONNECTING ADOLESCENTS TO RESOURCES EDUCATION/EMPLOYMENT



## The Cook County Health Speakers Bureau

### WE NEED YOU!!!



The Speakers Bureau is recruiting a pool of diverse qualified Cook County Health leaders to serve as volunteer speakers in schools, community-based organizations, etc.

This opportunity gives students exposure to a variety of health careers (clinical/non-clinical) while allowing students to hear speakers' stories both struggles and successes and a day in a life of health professionals like you.

Click [here](#) to sign up now or contact:  
Alecia Boyd  
Workforce Development Coordinator  
312-864-1856  
[alecia.boyd@cookcountyhhs.org](mailto:alecia.boyd@cookcountyhhs.org)



#### Explorers Path

Expands knowledge of future healthcare professional by giving youth the opportunity to explore a range of healthcare pathways while engaging with Professionals that reflect their communities through Cook County Health Speakers Bureau. Involves C.A.R.E. Days, job shadows and speaking engagements.

#### Investigators Path

Engages youth with an interest in healthcare careers through an intensive summer workforce/educational enrichment course with experiential learning opportunities and internships.

#### Trailblazers Path

Develops a qualified, knowledgeable, skilled and confident pipeline of young healthcare professionals through Year Up's rigorous learning and development program that leads to a 6-month internship at Cook County Health.

# Metrics



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# Important Performance Data

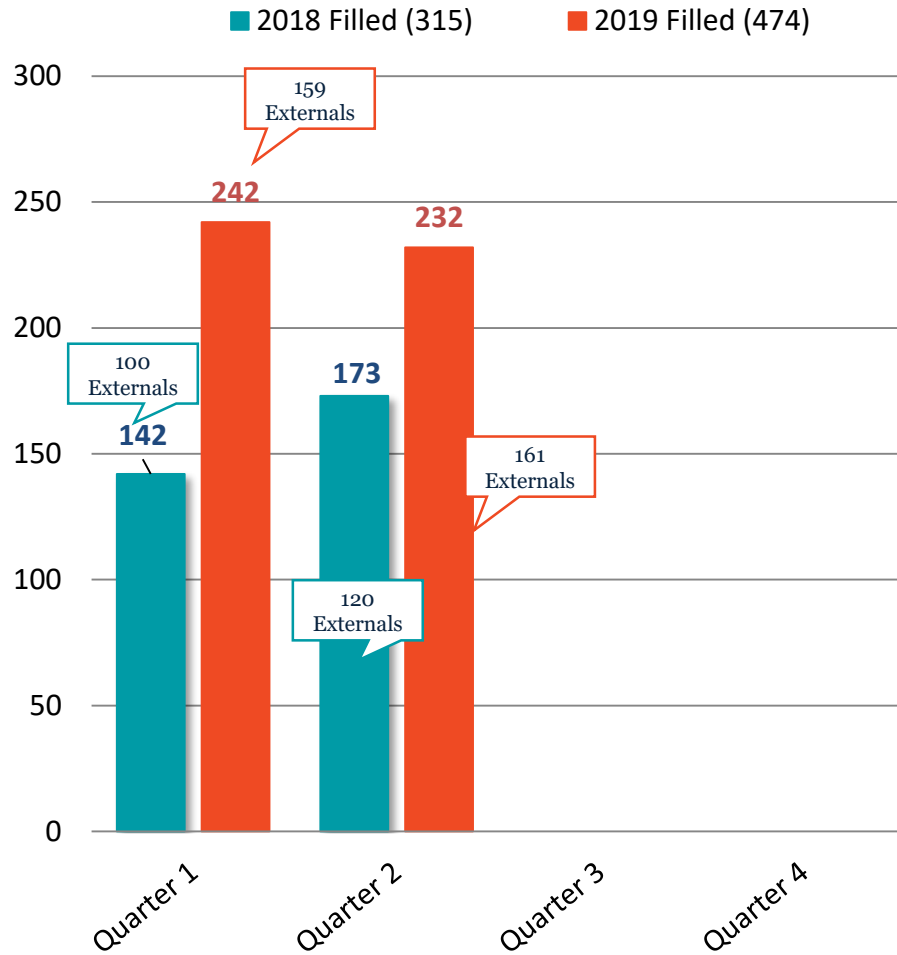
FY19 Vacancy	Count
Fiscal Year 2019 Approved Positions:	7,265
Current Vacancy Number:	1,198
# of Positions in Process:	730



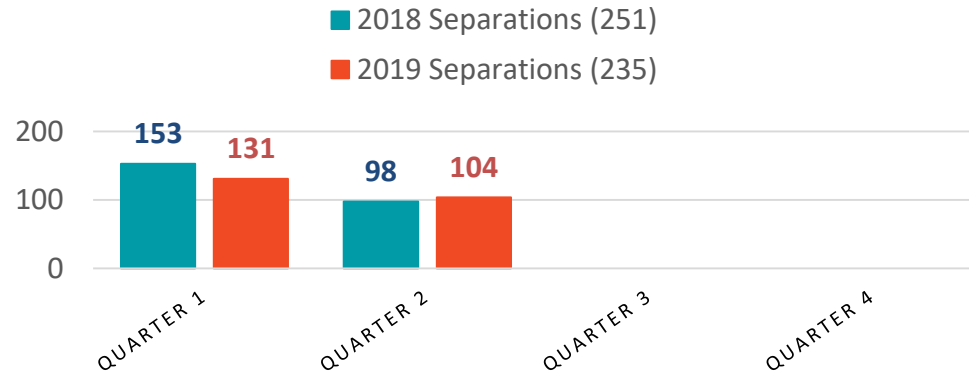
# CCH HR Activity Report

Thru 05/31/2019

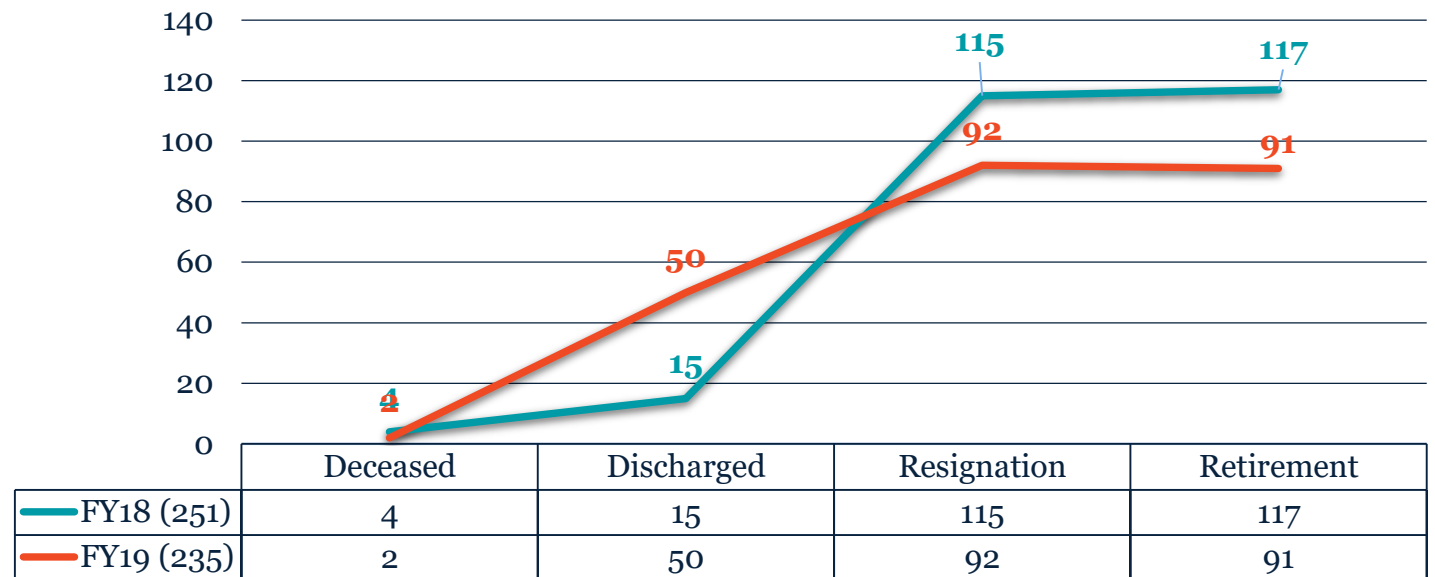
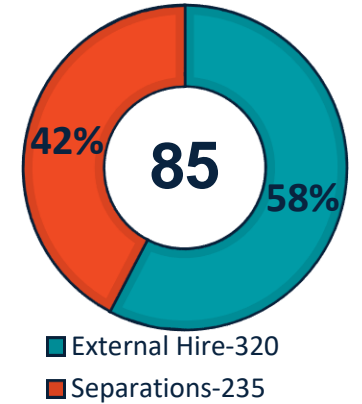
## FILLED POSITIONS



## SEPARATIONS



## NET NEW



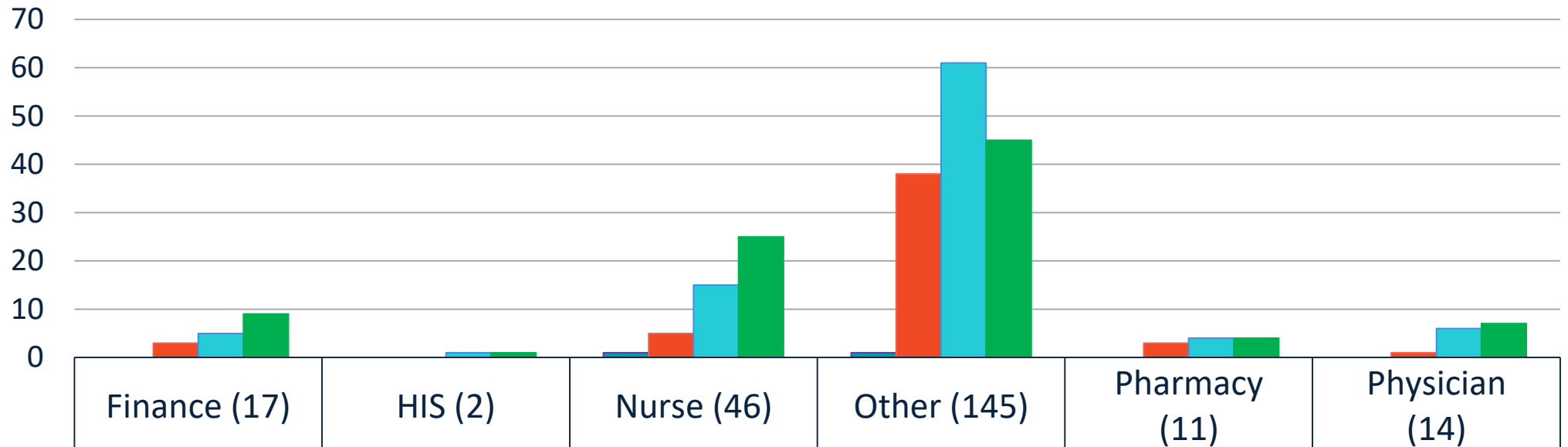
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# CCH HR Activity Report

Thru 05/31/2019

## SEPARATIONS BY CLASSIFICATION - 235

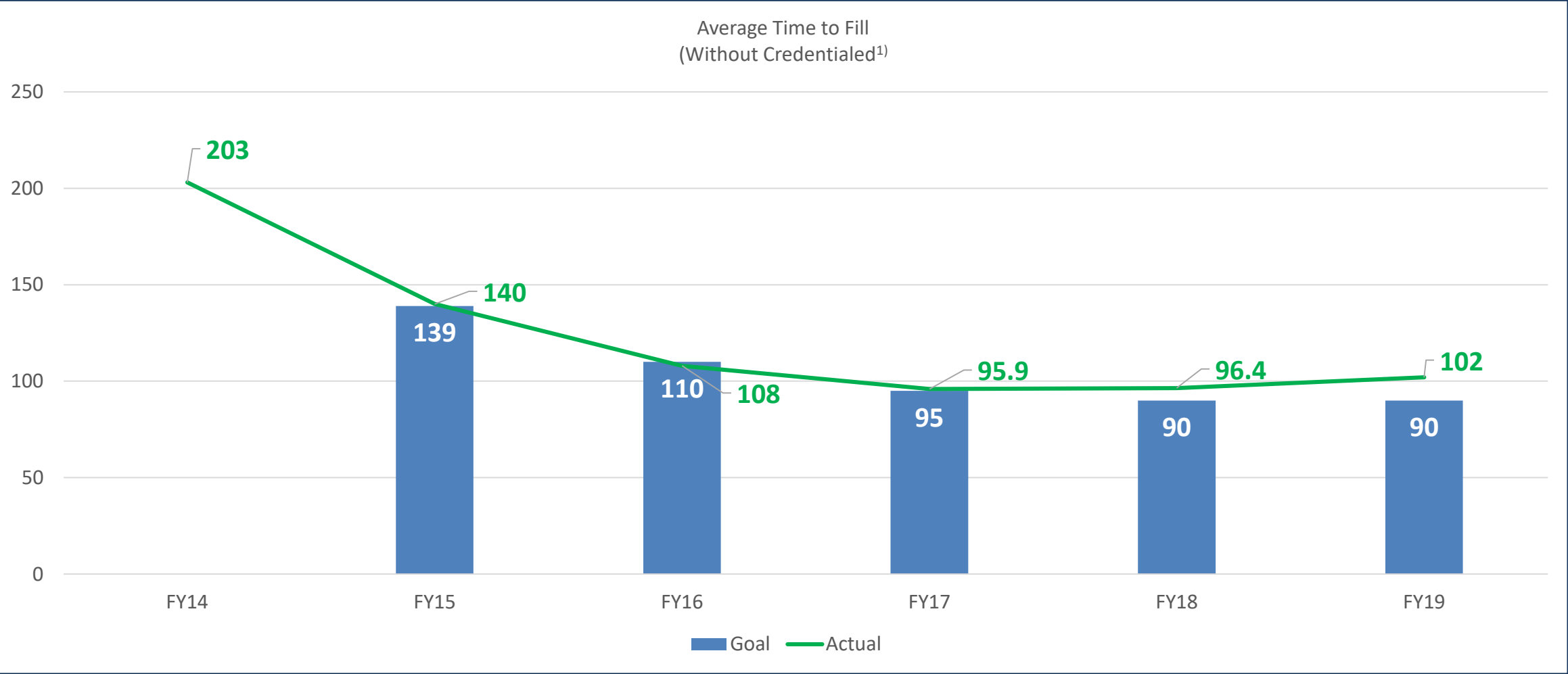


	Finance (17)	HIS (2)	Nurse (46)	Other (145)	Pharmacy (11)	Physician (14)
■ Deceased (2)			1	1		
■ Discharged (50)	3		5	38	3	1
■ Resignation (92)	5	1	15	61	4	6
■ Retirement (91)	9	1	25	45	4	7



# CCH HR Activity Report – Open Vacancies

Improve/Reduce Average Time to Hire\*



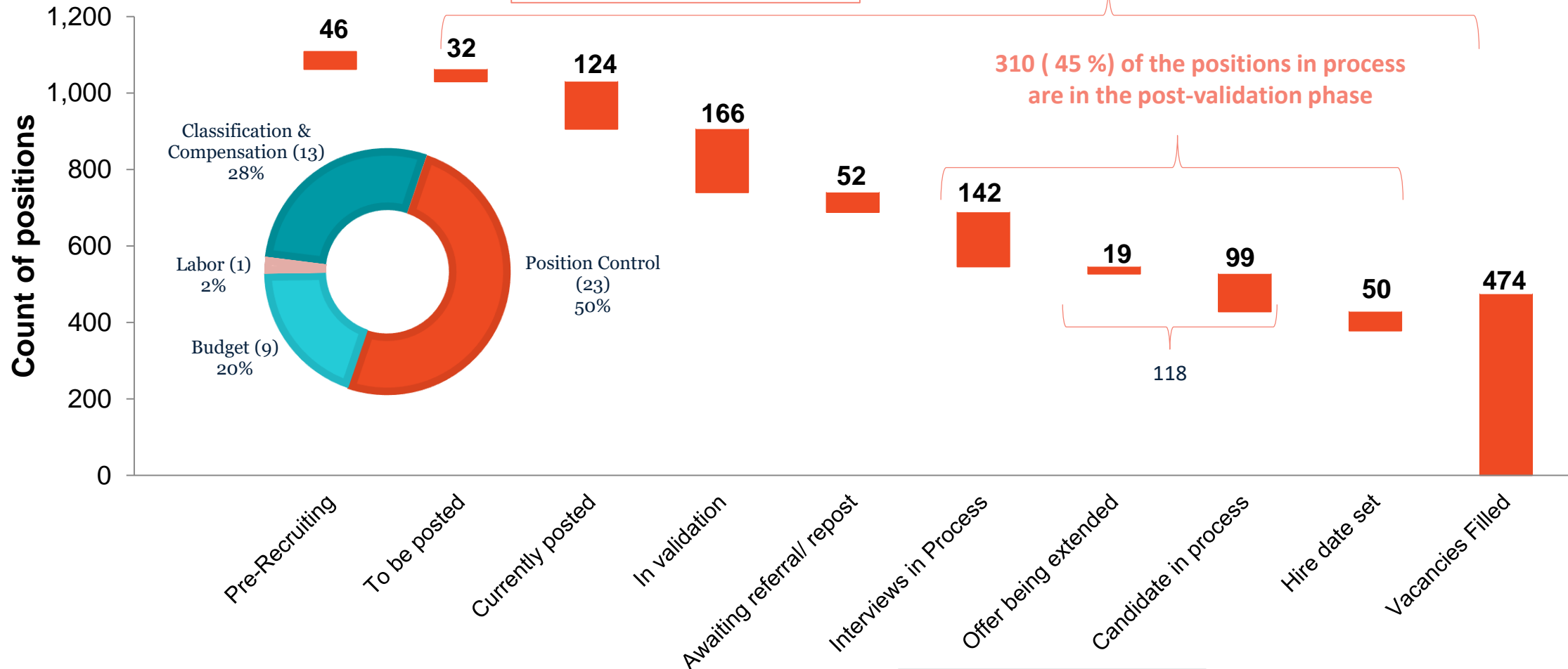
<sup>1</sup>Credentialed Positions: Physicians, Psychologist, Physician Assistant I and Advanced Practice Nurses.

# CCH HR Activity Report – Hiring Snapshot

Thru 05/31/2019

Clinical Positions – 479 / 70%  
Non-Clinical Positions – 205 / 30%

684 Positions in Recruitment



Shared Responsibility

Human Resources

Management

Human Resources

Shared Responsibility



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Position Control 46 + Recruitment 684 = 730 Positions in Process

# Thank you.



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# Appendix

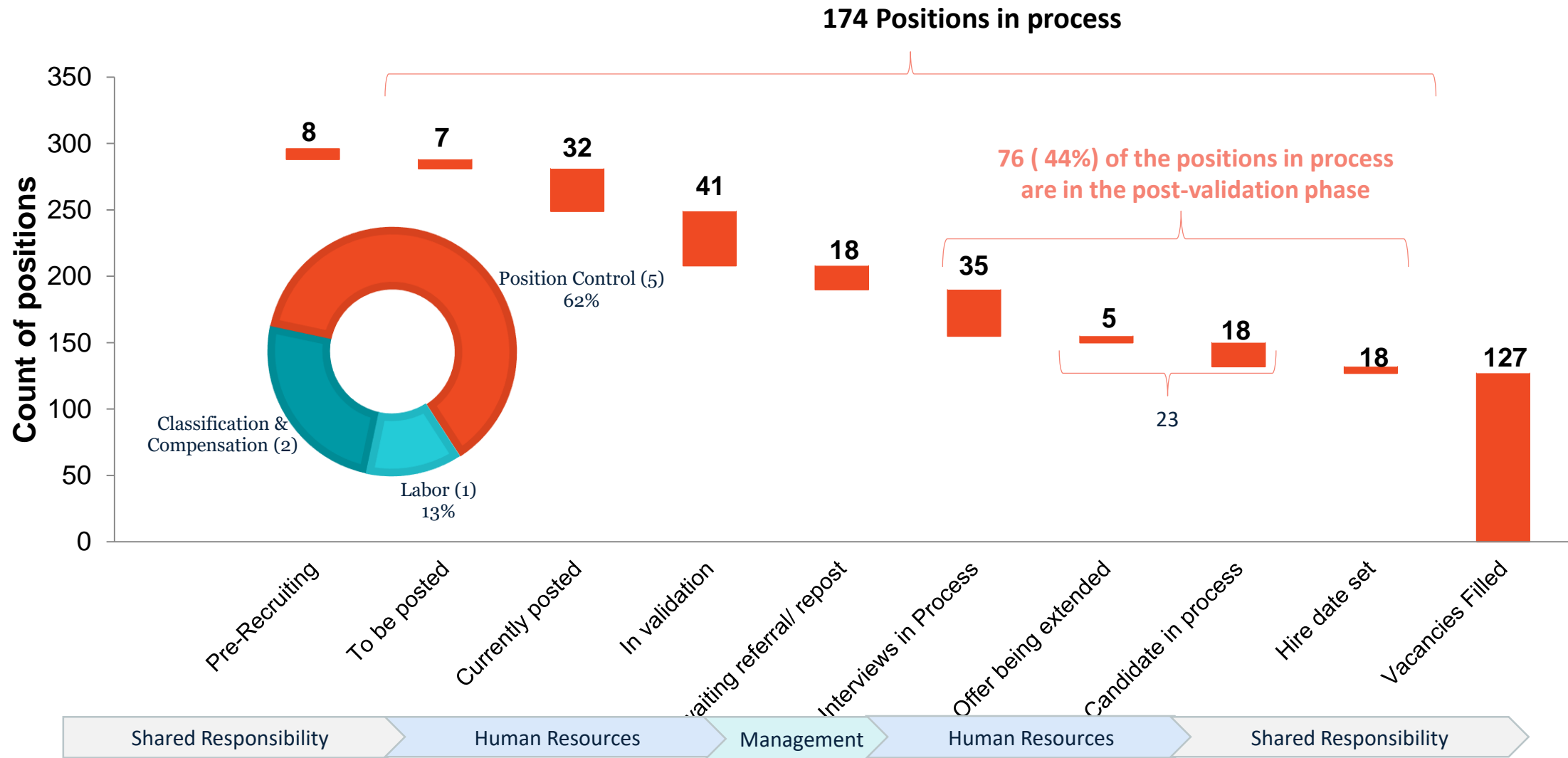


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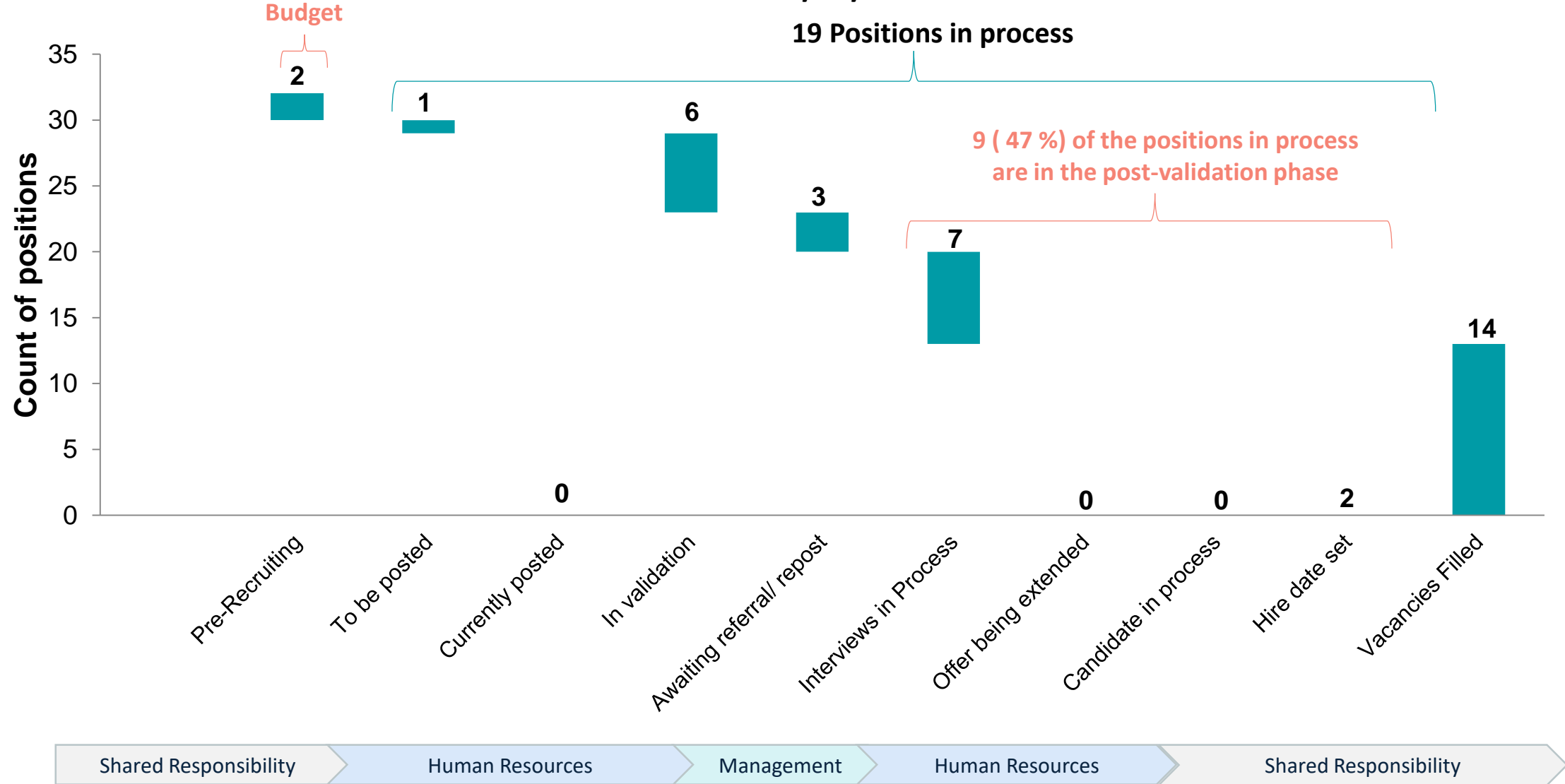
# CCH HR Activity Report – Nursing Hiring Snapshot

Thru 05/31/2019



# CCH HR Activity Report – Finance Hiring Snapshot

Thru 05/31/ 2019



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Position Control 2 + Recruitment 19 = 21 Positions in Process