



# eNews

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## Our Talent, Our Performance

**Kim Morris Lee, Ph.D.  
Director, Organizational Effectiveness**

A key component of high-performing organizations is the ability to leverage its existing talent to achieve goals across multiple areas. Universities, private and public sector organizations are most successful when their employees are positioned based on job-based performance strengths. Evidence from multiple organizations suggests that when this is done effectively, employees are more focused on confirming solutions to address operational challenges.

When strong talent is positioned across functional areas and given specific, measurable responsibilities, the probability of achieving defined organizational goals increases exponentially. Of course, talent positioning is the first step. Faculty, administrators and staff need to know how they fit into the “big picture.” What are they doing in their role that supports the university’s overarching goal? For sustained operational performance and continued success, there is need to connect every employee with the vision and values of the university.

After delivering “connection messages,” employees need to be enabled by management to utilize talents and leverage strengths. Well, what does that mean?

1. Acknowledge employee job related performance strengths (e.g., analyzing data, critical thinking, group facilitation, creating and managing budget)
2. Confirm job related responsibilities that allow employee to use skill strengths
3. Provide support for employee to complete assignments or address responsibilities in an efficient manner
4. Identify inter or intra departmental opportunities to build upon employee strengths for the good of employee career progression and UIC operational efficiency
5. Monitor job performance and provide feedback throughout the year

## Our Talent, Our Performance (continued from page 1)

As talented employees are positioned campus-wide, keep in mind the need to consider attitudinal and emotional factors along with more technical strengths to allocate resources in colleges and departments that are “good fits” for the operation. An employee’s strong technical skills can be negated by low engagement or less than desirable attitude. Should attitudinal or emotional intelligence be overlooked if technical skills are exceptional? Yes, if there is belief that the employee is motivated to change; and management has a defined plan to support the employee change effort. Organizations that are competency or capabilities-driven often help employees to understand why job related behavior change is important for individual career and organization success.

These are stressful times for many universities across the country. It is widely believed that it is even more important during difficult times to have an exceptional talent base focused on clear, deadline-driven goals. In Jane Austen’s “Sense and Sensibility,” as Marianne lay between life and death, Colonel Brandon begged Miss Dashwood for an occupation (goal) or he would go mad. Highly skilled employees may echo a similar sentiment in the workplace. Talented employees need objectives to focus their attention on during stressful times. Absent that, it becomes extremely difficult to produce any significant results. Every self-motivated, talented employee at UIC may be pushing hard; the concern might be that they are pushing hard in different directions. “At the end of the day,” there is much effort, with little meaningful result.

Communicating with and positioning employees (e.g., faculty, administrators, staff) in a manner that many may consider more thoughtful and purposeful could move UIC to realizing its goals and objectives more efficiently. In Jim Collins’ book, Good to Great, there is reference to getting the best employees “on the bus.” ---- Just the first step in building talent bench strength. Once employees are “on the bus,” they need to be placed in the “right seat.” Collective talent, positioned well can have a significant positive impact on UIC’s performance. Employee talent drives operational efficiency and overall organizational performance.



# License Verification for Clinical Practitioners

**Marilyn Lablaiks**

**Associate Director Labor Relations and Compliance**

## **WHY documentation and recording of primary source verification of licensure is critically important?**

Medicare and Medicaid reimbursement is conditioned on accreditation by The Joint Commission (TJC). TJC conducts unannounced site visits to hospitals and other patient care facilities to award accreditation status based on compliance with its' standards and CMS regulations.

TJC surveyors will check to see if the print out date from the website is prior to hire, appointment or assumption of duties. The acceptable standard is 100% compliance. The finding of a single lack of documentation, or a screen print with a date after rather than before hire, appointment or assumption of duties, is scored as a deficiency, and threatens accreditation.

A single employee working with no license or a lapsed license found by TJC surveyors can result in loss of accreditation and immediate shutdown of the Medical Center.

## **WHO is subject to compliance?**

All Medical Center employees and non-employees, including volunteers, vendors, and those employed by Health Science Colleges who work in or on the Medical Center premises, have access to patient information, patient contact or patient care must meet all qualifications, competencies and verifications required by Medical Center policy and Joint Commission Standards. It is the responsibility of the hiring department or sponsor to assure compliance.

Ongoing license renewal and compliance is tracked, documented and reported by campus HR, based on information submitted by the departments at time of hire, appointment or assumption of duties requiring licensure.

## **WHAT is required for compliance?**

A Non-Medical Center New Hire Checklist is posted on the Campus HR website under HR forms for Departments whose staff is subject to Medical Center policy and Joint Commission Standards. <http://www.uic.edu/depts/hr/quicklinks/hrforms/index.shtml>

Required documents include: a job description that identifies qualifications, verification of previous education and experience, a criminal background (CBC) and sanction check, a health screen which may include immunization, titer levels and drug screen.

Most important, the Joint Commission requires 100% documentation of primary source verification (PSV) of licensure, certification or registration. This means verifying directly with the agency issuing the license, certification, or registration. A copy of the license itself is not sufficient.

A job guide (Addendum to UIMC HR 1.04) is posted on the Campus HR website to help departments identify job duties that require licensure. Job titles and pclass must be chosen to accurately reflect licensed occupational duties.

*Continued on page 4*

## License Verification for Clinical Practitioners (continued from page 3)

### WHEN documentation must occur?

The documented primary source verification, appropriately date and time stamped, must occur prior to hire, appointment, or assumption of duties, and at renewal prior to expiration.

Illinois Statute allows exceptions for clinical practitioners in some occupations to work in a very limited capacity, with strict oversight, prior to the issuance of a license, in a license pending status. Departments whose workers are in license pending status must document compliance with strict statutory guidelines until the license is issued. It is the responsibility of the hiring department, transaction processor or sponsor to verify and document the license as soon as it is issued.

### WHERE documentation is found and stored?

Most IL licenses are issued by the Illinois Department of Financial and Professional Regulation, and verification can be documented by printing out a date and time stamped screen shot at: <https://www.idfpr.com/LicenseLookup/LicenseLookup.asp>

Exceptions are EMT (phone verification only); Radiologists, Radiology Technicians, Radiation Therapists found at <http://www.iema.illinois.gov/iema/radiation/radtech/radtechsearch.asp>

Documentation of certifications, registrations, education and experience are retained in the department file, but primary source verification of licensure is electronically stored in BANNER, either through the front end process at time of hire, appointment, or assumption of duties. The document is identified as "Professional License." In the case of licensed pending, the document is forwarded by the department to HR records as soon as it is issued, to be manually scanned into BANNER. Remember to write the UIN number on the printed document.

### HOW to record license information in BANNER?

In order to identify license renewal and dates of expiration, appropriate information must be entered into the **PPACERT** screen of **BANNER** at the time of hire, appointment, or assumption of duties.

Go to the **PPACERT** screen:

- Enter the UIN number and click on "next block."
- Enter the certification code appropriate to the license, choosing from the pull down menu.
- Enter the license number and certification date (original issue date).
- Enter the next certification and expiration date; these should be the same, occurring in the future.
- Enter the status – it should be active, not suspended or revoked.
- To save the information, press F10. Click on "next block" and enter the endorsement date, which should match the date on which primary source verification was documented.
- Press F10 to save.

WEBINAR Training is forthcoming.

For information contact Marilyn Lablaiks @ 312 996 1232 [lablaiks@uic.edu](mailto:lablaiks@uic.edu)

# December's Reduced Service Schedule

**Cassandra Staudacher**

**Assistant to Vice Chancellor for Human Resources**

As in recent years, the University of Illinois will observe a reduced service schedule at the end of December. This year's reduced service days are Wednesday December 28th, Thursday December 29th and Friday December 30<sup>th</sup>.

The holiday and reduced service schedule for the period December 23, 2011- January 2, 2012 is as follows:

	<u>Essential Service Units</u>	<u>All Other Units</u>
Friday December 23	Regular Workday	Regular Workday
Monday December 26	Observed University Holiday	Observed University Holiday
Tuesday December 27	Regular Workday	Designated Holiday
Wednesday December 28	Regular Workday	Reduced Service Day
Thursday December 29	Regular Workday	Reduced Service Day
Friday December 30	Regular Workday	Reduced Service Day
Monday January 2	Observed University Holiday	Observed University Holiday

Essential Service Units include:

Hospital, clinics, Office of the Vice Chancellor for Administrative Services, all departments under the Department of Facilities Management and Capital Programs, Environmental Health and Safety, Telecommunication Services, Facility and Space Planning, University Police Department, Campus Auxiliary Services, and Biologic Resources Laboratory.



# Update on UIC HR Help Desk

**Ken Scott**  
Manager, HRIS

UIC Human Resources provides a Help Desk to serve the campus and job applicants primarily in two ways:

1. HR Technology Issues—Users of the various University HR systems can contact the UIC HR Help Desk to obtain assistance with login, navigation or general HR system issues and questions.
2. Walk-In Support—Both employees and applicants may need assistance in person to complete various forms or applications online. Login and navigation support for the various forms and applications is provided. (It is the responsibility of the individual to provide the content needed to complete the forms and applications.) This support is available on a first come first serve basis in Room 109, Human Resources Building at 715 S. Wood.

We experience a significant increase in Help Desk requests during certain periods (e.g. start of the academic year, start of semesters, and open enrollment, etc.), and we find that walk-ins can require lengthy time periods to help them complete forms online. In order to better serve the entire campus community, on Monday, October 10th, the following schedule was instituted.

Walk-in support available according to the schedule below:

Monday, Wednesday	9:00 a.m.—1:00 p.m.
Tuesday	8:30 a.m.—1:00 p.m.
Thursday	12:00 p.m.—5:00 p.m.
Friday	Not available

Help Desk support remains available: Monday—Friday; 9:00 a.m.—4:30 p.m.

A dedicated resource (reporting to Help Desk Supervisor, Alpay Sarabi) will focus on walk-ins while the Help Desk staff will stay focused on Help Desk issues. We have found these times to be the periods of highest walk-in traffic. When necessary during peak periods these hours may be expanded.

The Help Desk provides support for the following University HR systems:

- HR Front End/ BANNER
- HireTouch
- Tracker I-9
- NESSIE Newhire

Please contact the Help Desk at [uicrhelphelpdesk@uillinois.edu](mailto:uicrhelphelpdesk@uillinois.edu) or call (312) 413 4848

# Professional Development Opportunities

**Laurie Schellenberger**  
**Human Capital Development Coordinator**

Organizational Effectiveness offers several opportunities for employees to enhance skills and gain knowledge that may support day-to-day work efforts. See the table below to view courses offered in December 2010 and January 2011.

Detailed course descriptions and registration information are available on the [MyCareer](http://www.uic.edu/depts/hr/mycareer/) website at <http://www.uic.edu/depts/hr/mycareer/>.

Click 'UIC Training Index' on the left navigation menu on the [MyCareer](http://www.uic.edu/depts/hr/mycareer/) homepage. Use the 'SEARCH' option on the "UIC Training" page or select UIC HR and click the course title to view details.

## December and January Course Schedule

Course	Date	Time
Business Writing Fundamentals	Wednesday, November 30	1:00 p.m.– 4:00 p.m.
Customer Service Fundamentals	Tuesday, December 13	1:00 p.m.– 4:00 p.m.
UIC Leaves of Absence—webinar	Wednesday, December 14	10:00 a.m.—11:00 a.m.
Business Writing Fundamentals	Friday, December 16	9:30 a.m.—12:30 p.m.
Presentation Fundamentals: Speaking Skills	Tuesday, December 20	1:00p.m.—4:00 p.m.
Presentation Fundamentals: Speaking Skills	Tuesday, January 10	1:00 p.m.—4:00 p.m.
Customer Service Fundamentals	Friday, January 13	9:30 a.m.—12:30 p.m.
Leadership Essentials	Tues & Wed, January 17 & 18	8:30 a.m.—5:00 p.m.
Business Writing Fundamentals	Wednesday January 25	9:30 a.m.—12:30 p.m.



# Special Programs Update

**Dana Poncher**  
**Coordinator, Special Programs**

## **Campus Charitable Fund Drive October 5-December 2, 2011**

Program details, please visit [http://www.uic.edu/depts/hr/Special\\_Programs/departments.shtml](http://www.uic.edu/depts/hr/Special_Programs/departments.shtml).

***We need your help promoting the fund drive.*** Consider a simple email to your staff with an attached pledge form for convenience.

Pledging is as easy as 1, 2, 3 ...

1. Print the pledge form found on line at the above link.
2. Fill out the form and sign it
3. Fax (6-6807) or mail (m/c 897) the completed form by December 1<sup>st</sup>



Did you know ...

\$42 per month will pay for all the siding for one Habitat for Humanity home.

\$21 per month will pay the moving costs to place a homeless family into permanent housing.

\$8 per month will send one youth to a weekend leadership training retreat.

\$4 per month will buy a box of Braille paper for a person who is blind.

## ***Employee Recognition Month - November 2011 - Celebrating Employees at UIC***



Departments should host a service recognition ceremony during the Employee Recognition Month to acknowledge their service award recipients. Our Service Recognition Program now recognizes eligible staff beginning with 5 years of service. The recognition award program was expanded to show how much we value our employees at UIC.

**UIC Service Recognition Award Policy** is online for your information, please review the expanded policy: [http://www.uic.edu/depts/hr/relations/policies\\_procedures.shtml](http://www.uic.edu/depts/hr/relations/policies_procedures.shtml). Additional questions or concerns can be addressed by contacting [dponcher@uic.edu](mailto:dponcher@uic.edu).

## **2011 Retirement Recognition Luncheon will be held Tuesday, February 28, 2012**

Invitations will be sent to employees that retired, August 16, 2010 – August 15, 2011.

If you are the HR representative, you should have received the retiree list for your department last month. If you have not returned your list, please contact Dana at 312-996-6807 or via email [dponcher@uic.edu](mailto:dponcher@uic.edu).

Certificates, gifts and invitations are ordered based on your reviewed department retiree lists.

***Save the Date: Retirement Planning Conference – April 14, 2012***



## UIC Human Resources

Human Resources Building  
715 S. Wood Street  
Chicago, IL 60612

<http://www.uic.edu/depts/hr/index.shtml>

Business Services	x6-9306
Compensation	x5-4330
HRIS / Shared Services	x6-4849
Labor & Employee Relations	x5-3055
Organizational Effectiveness	x5-5504
Recruitment/Staffing	x6-4852

**This newsletter is a bi-monthly publication from UIC HR, Organizational Effectiveness.**

**Information for this publication related to human capital, operations in general, or UIC HR specific policies and procedures is received from HR professionals campus-wide.**

**Send requests to publish articles and HR policy/procedure updates or reminders to [OE@uillinois.edu](mailto:OE@uillinois.edu).**

