ZSFG Human Resources Services Report

Submitted to the Joint Conference Committee (September, 2016)

Report Contents:

- Vacancy Report
- Summary of Hiring Status (Vacancy rate over 10%)

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1) Conducted weekly meetings with the hospital executive team to review the hiring status of ZSFG positions.

2) Continue building good work relationships with hiring departments by meeting on a weekly basis, nursing administration also rendered assistance on the meeting set-up, so far the departments we have conferred/will confer with are as follows:
   - Emergency Room
   - Med/Surg
   - Critical care/ICU
   - Psychiatry
   - Perioperative/OR
   - Radiology
   - Pharmacy
   - Food and Nutrition Services
   - Environmental Services

3) Current RN hiring status in critical areas:
   - Emergency Care Unit
     - ED has spearheaded the expedited referral process for their RN hiring for both experienced and training specialties. A joint panel interview was scheduled for the whole week of 9/12/16 to hire nine (9) 2320 RNs for training program and five (5) 2320 RNs for experienced specialty. The training program is scheduled to start on the week of 10/24/16.

   - Critical Care Unit
     - The training program is scheduled to start on 10/18/16 with six (6) newly hired 2320 RNs.
     - Experienced: Completed interview and making selection for thirteen (13) positions, RTH packets will be submitted in the next 1~2 weeks.

   - Med/Surgical Unit
     - The training program is scheduled to start in October with five (5) newly hired 2320 RNs.
     - Experienced: Currently interviewing candidates to fill eleven (11) 2320 RN positions.

   - OR Unit:
     - Experienced: Currently interviewing candidates to fill five (5) positions.

4) Hiring of new recruiter for ZSFG: We are underway hiring a recruiter designated to ZSFG to focus on hard-to-fill hospital vacancies. The finalist has been selected and we feel that we have selected a great candidate. The hire's tentative start work date will be October 11th, 2016.

5) Updates on the eLearning/ePerformance Appraisal on eMerge PeopleSoft system

   The City's eMerge PeopleSoft system contains Human Resources, Benefits, Payroll and Timekeeping data for all City employees. This system also contains an employee evaluation system called ePerformance Appraisal (ePA)

and an online learning system called Enterprise Learning Management (ELM). The Department of Public Health has been working on implementing both systems.

The ePerformance pilot program went live in October 2015. There are four online performance appraisal templates which capture the various departmental nuances of the current paper based performance appraisals that exist within the Department of Public Health. This pilot program is scheduled to be completed with final performance appraisals due October 2016. The pilot program will be evaluated and next steps will be determined afterwards.

Several pilot trainings were done using the Enterprise Learning Management system in 2015. During the same time, ELM accounts were established in the eMerge system for all 7000+ employees. This work has been completed for staff at Laguna Honda Hospital and effective September 1, 2016, Laguna Honda staff will use ELM as their online training system rather than Healthstream. Online trainings for Zuckerberg San Francisco General Hospital are scheduled to be added to ELM in early 2017.

The transition to these two systems will result in financial savings and improve efficiency and workflows for DPH staff.

6) Behavioral Health Center (BHC) is currently in the processing of filling two (2) 2930 Behavioral Health Clinician positions, pending Notice of Inquiry to be sent to eligible candidates, interview will be scheduled in the next few weeks.