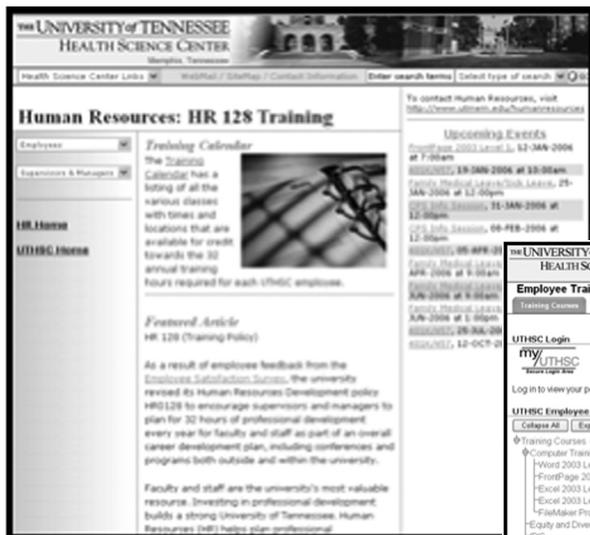


HR 128: Human Resources Development Policy Revised



Above: These graphics display the new training portal at www.utm.edu/hrtraining.

The University of Tennessee has recently revised its human resources development policy, known as HR 128, to encourage employees to plan for 32 hours of professional training annually.

As the UT Health Science Center embraces this new policy, which is the result of employee feedback from a satisfaction survey, campus leaders have compiled training information for supervisors and staff.

This edition of *The Record* briefly outlines available training on campus; a more detailed listing can be found on the online training portal at www.utm.edu/hrtraining/.

The Office of Human Resources, in conjunction with Computing Services, has created this interface to help publicize training and professional development opportunities. The training portal presents employees with a list of upcoming campus courses, registration forms, Employee Assistance Program information, additional credit forms for courses that are not offered through the university, and much more.

To post items on the website or in the training database, contact Human Resources at 448-5600 or hr@utm.edu.

Earn a Bachelor's or Master's Degree through UT Martin

UT Health Science Center employees can now earn a bachelor's of university studies (BUS) degree online or a master's in business administration (MBA) through UT Martin.

The online bachelor's program, which is offered through UT Martin New College, is a self-designed degree program constructed in consultation with a faculty advisor.

To find out more about the UT Martin BUS degree, link to <http://www.utm.edu/newcollege/bus.htm>, contact newcollege@utm.edu, call 1-866-587-7589 or (731) 881-7589, or fax (731) 881-1044.

UT Martin began offering an MBA program, in cooperation with UTHSC, in the fall of 2004.

Classes are taught by UT Martin faculty using an interactive classroom located on the UTHSC campus. At least two courses are offered each semester by the UT Martin School of Business Administration.

To find out more about the UT Martin MBA program, link to <http://www.utm.edu/mba>, contact bagrad@utm.edu (Dr. Mike McCullough), or call 1-888-293-5822 or (731) 881-7208.

Success Stories

Two Graduate From Bachelor's Program

The Health Science Center has its first two success stories of employees earning their bachelor's degrees from UT Martin New College, which held its first graduation for the program last month.

Patricia Hill, coordinator in the College of Medicine's endocrinology department, and Maria Garcia, administrative services assistant with UT Knoxville undergraduate admissions on the UTHSC campus, both took advantage of this online bachelor's program.

Hill, who majored in computers in business,



Maria Garcia also earned her bachelor's degree in December.



Patricia Hill received her bachelor's degree.

started in January 2004, and took classes every semester. "I had to show my kids, by example, that it was possible to get a degree regardless of all the other tasks that one has to accomplish," said Hill, who graduated magna cum laude with a 3.75 overall grade point average.

Garcia also celebrated her graduation in December when she received a bachelor's in university studies with a concentration in science studies. She started the program in the fall of 2004.

Training for Healthcare Providers is in the Works

The University Medical Center Alliance (UMCA) is working to create a training repository for its affiliates.

Members of UMCA include: UTHSC, the Veterans Affairs Medical Center, the UT Medical Group (UTMG), St. Jude Children's Research Hospital, The Med and Methodist University Hospital (MUH).

Healthcare providers are required to complete training that in some cases can become redundant. For example, employees at UTMG are required to complete HIPAA training. These employees may also provide services for MUH where they would have to take a similar version of the same training.

UMCA's planned site will track training for all affiliates. An implementation date has yet to be determined.

The Record

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Mission Statement

The mission of The University of Tennessee Health Science Center is to improve human health through education, research and public service, with an emphasis on improving the health of Tennesseans.

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Insight

By William F. Owen, Jr., MD, Chancellor
UT Health Science Center



The greatest strength within our organization is our wonderful talent. As is strongly evident, our team members have been very successful in management and operational systems that have been challenging to manage and navigate within.

As we continue our transformation into a great healthcare delivery, teaching and research organization, talent retention and professional growth development must remain a major focus for us all.

In this context, we are beginning a series of initiatives to improve our talent management processes. Our goals are to make: (1) our managers and team leaders more responsive to their team members, and (2) the UT Health Science Center a meaningful

site of professional growth and accomplishment.

An early step toward achieving these goals is offered in the revision of human resource development policy HR 128, which is detailed in the current issue of *The Record*.

Please recognize that the changes in HR 128 are only a background component to talent management within our organization. Clear and forthright goal setting, as well as performance monitoring and feedback between managers and team members should be done on an annual basis.

These performance and goal-setting meetings are an ideal opportunity to include discussions of professional development. We should eagerly support one another by trying to help our team members identify and execute their professional growth goals.

Over the next several months, we will work closely with you to enhance our processes for talent management. We look forward to your insights and great assistance as we build a stronger and even more effective organization.

Employee Assistance for Training

Staff of the University of Tennessee have the opportunity to take advantage of a special Career Development Fund (CDF) program supported by annual gifts from employees.

The purpose of the fund is to allow employees to participate in job- and career-related development activities. Monies from the fund are expended to provide total or partial support for employees' participation in approved on- or off-campus activities.

Employees are encouraged to apply to the fund for assistance when they

believe participation in a program or activity will contribute to their personal and professional career growth. The Career Development Fund Committee (CDFC) reviews requests and approves funding based on the CDF guidelines.

To make a donation to the Career Development Fund, contact human resources at 448-5600 or hr@utmem.edu for details.

For more information on the CDF, check the "Employees" or "Supervisors & Managers" link on the HR training portal.

Due to the holidays, this will be the only issue of *The Record* published during January. We will resume with our regular schedule of two editions each month in February.

2006 Training & Professional Development Opportunities

Professional development is available for various entities of the Health Science Center. Below is a brief introduction to areas on campus that offer training. All development opportunities are listed online at www.utm.edu/hrtraining. Visit this site to view a calendar of events and to obtain registration information for local training sessions.

BLACKBOARD

Blackboard is the sole course management system in use at the Health Science Center. This secure and easy-to-use software mimics the traditional classroom, allowing instructors and students to exchange content, communicate, make assessments and display grades via the Internet.

Blackboard training courses are taught at least once per month, and training is free. Departments and colleges also can request individual sessions if they have customized Blackboard training needs. Send training requests and questions to the Blackboard administrator at bb@utm.edu

CLERICAL/ADMINISTRATIVE

Certified Professional Secretary (CPS) Examination Prep Classes are available to enable clerical-secretarial or clerical-management employees to prepare for the examination. Successful completion of all parts of the CPS exam make the qualified employee eligible for an automatic two-step salary advancement. An information session to discuss these classes will be held Tuesday, Jan. 31, from noon to 1 p.m. in the SAC dining hall.

An administrative professionals' conference is also scheduled to help staff enhance their careers. For more information, contact HR at 448-5600 or hr@utm.edu.

COMPLIANCE TRAINING

All employees are required to complete the Health Insurance Portability and Accountability Act (HIPAA) security and privacy training, which is regulated by the federal government to help keep protected health information private. On-line courses are available through the training portal.

Additionally, some departments may be required to complete federal regulations training for healthcare delivery. For more information, call 448-1672.

COMPUTER TRAINING

The Department of Computing & Telecommunications offers three types of classes: instructor-led training, computer-based training (CBT) and department in-service training.

Instructor-led classes offer interactive, hands-on computer training, while CBT allows users to work at their own pace through course modules. A list of instructor-led classes can be found through the training portal at www.utm.edu/hrtraining. Registration for CBT must be completed through UT Knoxville at <http://oit.utk.edu/cbt/>.

Departmental in-service training is also available on topics related to UTHSC supported software. To schedule an in-service or for more information, contact Tricia Page at 448-3839 or e-mail ppage@utm.edu.

ESL (ENGLISH AS A SECOND LANGUAGE)

"English for the Health Sciences" will be taught through the Intensive English for Internationals program at the University of Memphis beginning in February. Those interested in attending this course should contact, Nina Clark at nhclark@memphis.edu. As the instructor, Clark will gather information from prospective students to specifically design this course.

EQUITY AND DIVERSITY

Courses offered by the Office of Equity and Diversity (OED) will highlight university policy, compliance with employment law, and the Employee Assistance Program (EAP). Employees attending these courses will gain knowledge that will enable application in the workplace.

As a result, OED's courses are open to all Health Science Center employees unless stated otherwise in the course description. For more information, call Cynthia Tooley at 448-2112 or ctooley@utm.edu.

HUMAN RESOURCES

Training sessions will cover topics on benefits, retirement, employment, compensation and supervision. Planned sessions include TIAA-CREF, Behavioral Interviewing, Family Medical Leave and the UTHSC Hiring Process, just to name a few. Contact Human Resources at 448-5600 or hr@utm.edu for additional information.

RESEARCH ADMINISTRATION

The Office of Research Administration will offer classes on grant and contract processing. Additional information is available through the training portal.

RESEARCH EDUCATION

A new, mandatory human subjects training program has been launched. Collaborative Institutional Training Initiative (CITI) modules can be accessed at www.citiprograms.org. All researchers and staff should have training completed by June 30. Documentation of training completion will be a requirement of IRB protocol submissions after the June 30 deadline. For more information, contact Janie Gardner at 448-1869 or jgardner@utm.edu.

SAFETY COURSES

The Occupational Safety and Health Administration (OSHA) has established training requirements specific to the type of work the employee performs. UTHSC, through a UT system-wide initiative, is in the process of implementing an online employee safety training program, titled "Go-Train."

Contact John Bossier at 448-7374, or jbossier@utm.edu for additional information.

Tuition-Waiver Program

The State of Tennessee offers a tuition-waiver program to all regular, full-time faculty and staff for up to nine credit hours a semester. Part-time employees can receive this benefit on a pro-rata basis. To take advantage of this benefit, employees must attend a publicly supported postsecondary institution domiciled in Tennessee. Fee waiver forms are available online at www.utmem.edu/human-resources. Contact HR at 448-5600 or hr@utmem.edu with questions.

TIAA-CREF Group Sessions

- **Wednesday, Jan. 18** - "*Knowing Your Retirement Income Options Whether You are 10, Five or One Year From Retirement*"
- **Thursday, Jan. 19** - "*Meeting the Financial Challenges of Retirement*"

Both sessions are from 10 a.m. to noon in the GEB A-204.

For reservations contact HR at 448-5600 or hr@utmem.edu.

Congratulations CPS Recipients

The Certified Professional Secretary (CPS) exam, the nation's leading credential for administrative professionals, was given Nov. 5, 2005. The UT Health Science Center had four employees who passed the exam and, as a result, received a 9 percent pay increase.

- **Keasha Campbell**

Sr. Administrative Services Assistant
College of Medicine - Rheumatology

- **Martha Velez**

Administrative Research Specialist
Department of Psychiatry

- **Melanie Saucier**

Administrative Specialist II
College of Medicine - Administration

- **Teresa A. Young**

Legal Secretary
Vice President and General Counsel

Could you use a 9 percent pay increase? Check the training portal to see if you qualify. If so, attend an orientation outlining the CPS exam and the on-campus preparation course. A session is scheduled for Tuesday, Jan. 31. Register in the training database located on the new training portal at www.utmem.edu/hrtraining.

Question & Answer Session

Come learn more about Training and Employee Development!

Thursday, Jan. 26
11 a.m. - 1 p.m.
SAC Dining Hall

Representatives from various areas on campus will be on hand to answer questions about available training.

Is 32 Hours of Training Feasible?

Training Ideas for Departments

- **Incorporate training into regular staff meetings.**

(Use 15-30 minutes in each meeting to develop skills, knowledge or abilities relevant to departmental needs.)

- **Schedule time for employees to complete the SMARTFORCE training modules online.**

(Over 1,000 titles are available at www.utmem.edu/training.)

- **Have on-campus representatives present topics relevant to the department, such as:**

-Services Provided by: Campus Health, the Dental Clinic, Biomedical Instrumentation, Printing Services,

General Stores, Parking Services, etc.

-Bidding Items over \$5,000 (Purchasing)

-Writing a Position Description Questionnaire (PDQ) (HR-Compensation)

-Internal Controls (Auditing)

-Acceptable Use of Technology (Computing and Telecommunications)

-Creating Forms in Word (Computer Training)

-Developing Departmental Work Rules (Equity & Diversity)

-Fitness and Your Health (Campus Recreation)

-Safety and Theft Prevention (Campus Police)

-Educational Assistance (HR-Benefits)

Looking for a cost-effective way to get temporary help?

The UTHSC Temporary Help Pool Service can provide highly qualified help for hiring managers in most areas...from clerical to clinical.

Contact Linda Jackson, temporary help pool coordinator, for details at 448-2784 or ljackson@utmem.edu

Submit Training Ideas or Needs

If there is a training event or subject that you or your department believe will benefit the university, contact Human Resources with suggestions at 448-5600 or hr@utmem.edu.