

Harvesting essential information from *internal consultants*

- Many opportunities to gain information from your most important asset
- Many applications for this interview tool
- 4 minute focus today –
***Use of 90 Day Post
Employment
Survey/Discussion***

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It's who we are.

Elevate Pillar Goals

PEOPLE

- Reduce turnover rate
- Elevate retention
- Elevate employee satisfaction
- Elevate physician satisfaction

SERVICE

- Elevate patient satisfaction
- Service satisfaction
- Would recommend

QUALITY

- Achieve lowest mortality rate
- Perform in top 10% of clinical quality measures
- Eliminate medication errors

GROWTH

- Exceed patient volumes
- In-patient admissions
- Out-patient visits
- Surgical operations
- Emergency visits
- Increase sponsored research
- Expand referring physician base

FINANCE

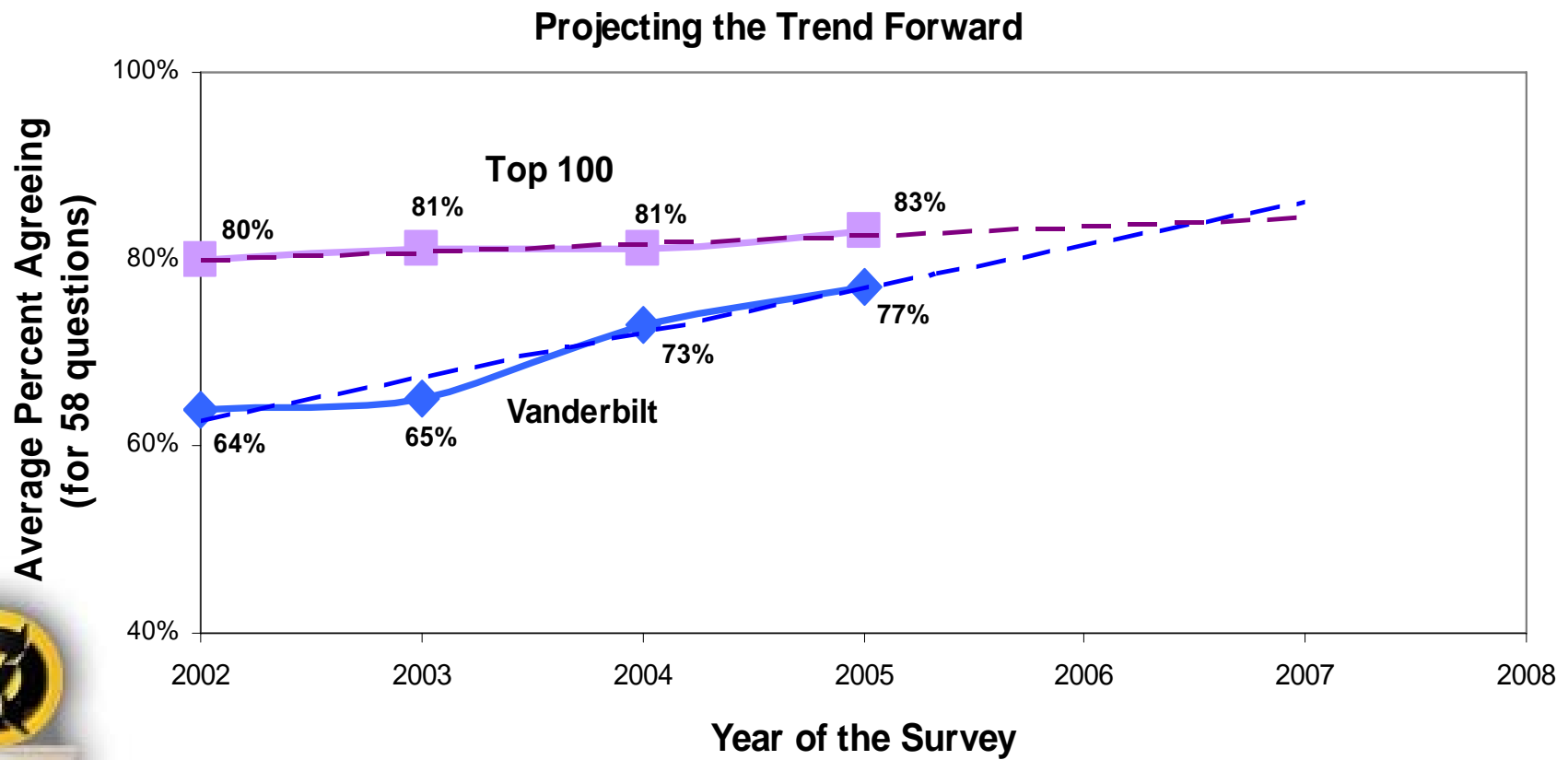
- Increase annual revenue:
Hospitals and clinics
Vanderbilt Medical Group
- Increase annual net income
- Save 5% of VMC cash flow

elevate



It's who we are.

People – FORTUNE 100 BEST COMPANIES TO WORK FOR 2006



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Department objectives for 90 day post employment Interview

- To improve recruiting process
- To understand strategic advantages
- To gain information for recognition of staff member who have been especially effective
- To gain information that might improve operational effectiveness
- To make certain there are not issues that need to be addressed



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Follow-Up Employment Questionnaire

October 2006

1. How do we compare to what we said? (Values, beliefs, job description, department organization, work flow)
2. What are we doing well?
3. Have there been any staff members who were particularly helpful during the training period and who helped you adjust to our department?
4. What are some things that you did at your previous workplace that we could implement here and allow us to be a better department?
5. Is there anything about your current job that you are unhappy with or would cause you to leave?
6. What could we do to make this a better environment to work in?
7. Do you have all of the necessary tools and equipment to effectively do your job?
8. For each assignment you have had so far, was your training period adequate and did you feel prepared to work independently?
9. What made you accept your current position at VUMC?
10. What are your thoughts on VUMC's recruiting and interviewing process?
 - What was done well?
 - What was not done well and could benefit from change?
 - How could it be improved?
11. Could we provide your name to applicants who might wish to talk with recently employed staff members?

Use of tool to date

- 25 Pharmacists have provided information
 - Low turnover, high retention
- Encouraged to be candid
 - Otherwise of little benefit
- All pharmacists have participated
 - All have also agreed to be contacted by applicants
- Wins
 - Department – information gained
 - New staff member – ability to make a difference
 - Staff member – deserved recognition



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Findings

- Importance of web site for recruiting
- Strategic advantages
 - Challenge & opportunity for advancement
 - Use size as a positive
- Recruiting process
 - Too long
 - Poor communication from pharmacy
- Information provided during application process was accurate
- 75% listed a specific staff member who was extremely helpful
- 50% listed idea(s) from previous job



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Findings

- Importance of educational program
 - 11 of 25 were product of our educational programs
 - 2 – Intern program
 - 3 – Student rotations
 - 6 - Residents
- Importance of our staff member referral program
 - 5 were referred by a staff member
- All utilized the web site for initial or follow up information
- General advertising was of lesser value



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