

Pre-Survey Worksheets for Nurse Managers

Human Resources Hiring

WHO WE ARE:

Human Resources: Hiring

SCOPE OF SERVICE:

HR Hiring (recruiting) collaborates with department managers in recruiting and employing the agreed upon number of qualified staff by:

1. Establishing the essential functions of each job including knowledge base, skills, and abilities
2. Identifying a pool of qualified applicants
3. Screening qualified applicants in a consistent and systematic manner
4. Maintaining communication with the manager throughout the selection, interview, and on-boarding process
5. Providing compensation guidance
6. Providing managers with interview and selection support

Please reflect on the past 90 days and rate our performance:

Service Culture Guidelines	HR representatives are courteous, professional, and demonstrate the Service Culture Guidelines.
Responsiveness	HR staff members respond to inquiries within one (1) business day.
Quality Operations	Staff members provide quality support for the recruitment process.
Quarterly Rounding	HR leaders or staff round on areas served at least quarterly.
Rounding Follow Up	HR followed up on at least one item identified in rounding.

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HR Performance Management

WHO WE ARE:

Human Resources: Performance Management

SCOPE OF SERVICE:

- Provide consultative advice and educate clients regarding performance management
- Advise on level of corrective action and assist manager with the progressive corrective process
- Advise and assist with grievance process
- Investigate and resolve complaints
- Contract Interpretation

Please reflect on the past 90 days and rate our performance:

Service Culture Guidelines	HR representatives are courteous, professional, and demonstrate the Service Culture Guidelines.
Responsiveness	HR Consultants respond to employee issues within one (1) business day.
Access	HR Consultants are available for urgent requests.
Performance Management	HR Consultants collaborate to achieve effective resolutions.
Quarterly Rounding	HR Consultants or staff round on areas served at least quarterly.
Rounding Follow Up	HR Consultants followed up on at least one item identified in rounding.