

The University of Tennessee Health Science Center
Employee Relations Committee and Exempt Staff Council Meeting
Meeting: September 4, 2013 – 1:30 p.m. – 3:00 p.m.

Members Present: Lisa Aitken, Vicki Antwine, Chandra Alston, Beverly Avis, Anita Bell, Brian Bowling, Darnita Brassel, Judy Brooks, Debra Clark, Angela Cody, Doug Cook, Darlene Crownover, Jane Hall, Ramona Jackson, Ronald Johnson, Jackie McClarin, Horace Mincey, Elise Moore, Vada Singleton, Stanley Tyler, Felicia Washington, Karen Weatherly

Members Absent: Lisa Bronte, Tonya Brown, Veronica Horton, Joyce Jones, Carol Mason, Creshunda Phillips, Linda Risby, Netia Watson

The joint meeting of the Employee Relations Committee (ERC) and the Exempt Staff Council (ESC) was opened at 1:00 p.m. by Chandra Alston.
The meeting was adjourned at 3:05 p.m. by Chandra Alston

Welcome

Chandra Alston, Assistant Dean of Administration in the College of Allied Health Sciences welcomed the group and thanked each of the members for their service on the Employee Relations Committee (ERC) and the Exempt Staff Council (ESC). She informed the group that **she is also the Interim Director of Human Resources until a new Associate Vice Chancellor of Human Resources is selected.** The search is underway with airport interviews are scheduled to take place in September. The faculty and staff will be notified when campus visits are scheduled for the finalists. Mrs. Alston will continue in the interim position until the position is filled.

The Future of the ERC and ESC

Meeting Schedule

During this time of transition, the ERC and ESC will meet jointly on the first Tuesday of each month from 1:30 p.m. – 3:00 p.m. in SAC 305. Meeting dates for the remainder of 2013 are:

- October 1st
- November 5th
- December 3rd

The new Associate Vice Chancellor of Human Resources will determine how the groups will move forward.

Elections – Elections of new ERC and ESC representatives will be held in October. The Interim Director of Human Resources will email members regarding the election process. It will involve use of the new Qualtrics software system. Paper ballots will be available for those employees who do have computer access.

Newly elected members of both groups will continue meeting on the first Tuesday of each month until the new Associate Vice Chancellor decides how to move forward.

National Institutes of Health (NIH) Diabetes Study – Mary Beth Murphy, Nurse Director in the College of Medicine, Department of Endocrinology visited the meeting to share information about a diabetes study. She reviewed information about the study she is leading. It is a national study and is the highest funded by NIH. There are 37 centers across the nation participating. There is a need to recruit a total of 5,000 participants nationwide. Each of the 37 sites is responsible for 150 participants. Ms. Murphy indicated that the HSC team needs to recruit at least 2,000 participants in order to get the 150 qualified participants needed.

She shared more specifics about the criteria and left handouts with members. She encouraged ERC/ESC members to spread the word about the study with employees in their areas, family, friends, church members, etc. Participants who are chosen will receive free screenings and one of four FDA-approved medications for diabetes. Patients will have a follow-up visit every three months; a urine screening every six months; and a memory test in the first year and every four years following. As a thank you for participating, patients will receive \$100.00 per year.

Human Resources Updates

The current Director of Human Resources position has been changed to the Associate Vice Chancellor of Human Resources. A national search is underway. Airport interviews will be held in September. Campus interviews will be scheduled in late September. Employees will be able to screen candidates.

Mrs. Alston distributed the Human Resources values, vision and mission. HR staff has been exposed this information. Mrs. Alston covered the information and asked the ERC and ESC members to embrace these values, vision and mission. Members were also asked to consider how the HR department, ESC, and ERC organizations could embody these values across campus. The goal is for the culture to become more inviting to campus constituents.

The role of HR is shifting to one of a more strategic partner. It requires more consultation and exploration from HR staff to help departments determine what they need and to establish solutions.

The HR department is more than just transactional. We are going to help to facilitate a process of desk audits by someone who evaluates how long it takes employees to do their work. This will help determine if we are using our resources properly. HR will become a strategic partner instead of rubber stamping everything.

The HR Strategic Plan

The HR staff is working on the strategic plan. One of the major things we need to do is work culture improvement on this campus and across the state. This involves exploring how we take away parts of the culture we don't want and introduce the kind of culture we would like.

We are now engaging the "Employer of Choice" model. In order to become an Employer of Choice people need to know the vision of the organization. Once organizations become

Employers of Choice, individuals want to work for them based upon that designation. UT must also enhance those things so employees will want to stay. Part of it is responsiveness. When you call someone in HR you should receive a reply and/or action. ERC/ESC representatives should bring concerns from their areas to the HR department for resolution.

Open Records Request

A request was made by someone outside of UT for a list of people who got the across the board raise and who scored below a 15 on the performance evaluation. There were about 37 employees on the list. Mrs. Alston sent each employee a letter indicating that their name was on the list. The deans and business managers received an email from Mrs. Alston notifying them that some employees received the letter from her regarding the request for records.

When the letter went out, many employees called Mrs. Alston to ask "what this means". They were told it could mean that the list could be included in the newspaper or that individuals whose names are on the list could be contacted and questioned by a reporter from a news outlet.

One factor that may have contributed to the request is that performance evaluations are not handled the same on each campus. Damon Davis mentioned that he sat down with some supervisors and reviewed performance evaluations with them. In some cases the scores changed and employees were rated above 15. He reminded the group that no system is perfect because they are administered by imperfect people. HR will do a better job of monitoring it.

What is used as "unsatisfactory" performance on our campus is not the same as "unsatisfactory" at the System and on other campuses and institutes. All Chief Human Resource Officers (CHROs) decided that the very bottom score on the form is "unsatisfactory". The baseline score of 9 was proposed as the score that prevents employees from receiving a cost of living (COL) increase. However, CHROs will vote later to make the final determination. Information regarding the decision will available by the November meeting.

The following questions were raised about the records request.

Can individuals get the name of the requestor? Individuals should contact Mrs. Alston. She will find out from Linda Hendricks, Vice President of System Human Resources.

Who sets the number for merit pay? Every college and unit has to send in a plan for how they will handle merit. For instance, in the facilities area, it was the head financial person in the Chief of Staff's office (Dr. Brown's area) would determine what the merit plan would be. It would not be the department director.

Training Update – Darnita Brassel, Training Administrator provided an update of training initiatives this year and plans for the remainder of the year. A copy of the training update is included in the minutes. It was also noted that there will not be a big number of classes offered between now and the end of the year because the staff is working to evaluate previous and new courses to determine if they are aligned with the HR vision, mission, values and strategic plan.

Information about the Advance Care/End of Life Planning initiative was shared. The initiative involves Dr. Ginna Betts, Professor of Advanced Practice and Doctoral Studies in the College of Nursing along with Dr. Susan Jacob, Professor Emeritus in the College of Medicine. They are both involved in this community initiative which focuses upon encouraging employees to initiate conversations with loved ones about their wishes when decisions regarding long term care or termination of life support must be made. Representatives from all organizations across the city have agreed to raise awareness among their employees with short “training” presentations that highlight the importance of such planning and how to go about it.

Members of the ERC/ESC were invited to attend a train-the-trainer session on Tuesday, September 10, 2013 from 10 a.m. – 12 noon in the HR training room.

Use password **bravo97** at the [Healthy Shelby Initiative](#) page to learn more. Click on the April 15, 2013 version to download and view. The download may take a few minutes.

Employee Appreciation

Karen Weatherly mentioned that a few more volunteers for were needed for the Employee Appreciation event on Friday, September 13th. Those available should contact Demetris Gilliam with availability and t-shirt size. Also, please let her know if there are employees in your departments who would like to volunteer. Mrs. Alston will handle the event for Jackson employees.

Benefits and Insurance Update – Karen Weatherly provided the update on behalf of Team Leader, Debbie Jackson who was out.

In 2014 all employees covered by the Partners PPO insurance plan will have to go through a biometric screening and complete a health questionnaire in order to remain in the plan.

Annual enrollment - October 1st through November 1st

- Employees who are in the standard insurance plan this year may choose to enroll in Partners next year. The late applicant fee is dropped beginning in January of 2014.
- The insurance premium increases will be taken from the December 2013 pay checks because premiums are paid one month in advance. Contact Karen Weatherly for a handout showing premium increases.

The **Benefits Fair** will be held on Thursday, October 3, 2013 in the lobby of the Plaza.

The **Life Planning Seminar** will be held on Tuesday and Wednesday, November 5-6, 2013 in the SAC.

Compensation

Damon Davis provided an update on compensation.

- Regular employees received the greater of a 1.5% or \$1,000 increase effective July 1, 2013.

A new salary schedule is posted on the [UTHSC Salary Schedule](#) page of the Compensation homepage.

- This schedule is applicable to regular employees who receive benefits. It does not apply to term employees.
- The minimum is \$10 per hour. This minimum is a UTHSC minimum and will not be reflected on the UT System compensation homepage.

Everyone scheduled to receive a merit increase should have received it. It was retroactive to July 1st. The increase was included on the 2nd paycheck in August for non-exempt employees.

Performance Evaluations

Damon is requesting that each representative go back to their business manager and tell them that HR is requesting that they (the business manager) look at every evaluation to ensure there is a signature for the employee and supervisor.

If there are multiple evaluators, he requests that business managers take the detail forms and average out the score for one final evaluation score.

Only employees on payroll on or before June 30th should have a performance evaluation. If hired on July 1st or after the supervisor would complete the probationary evaluation.

New HR initiatives with Compensation and Employment include partnering to meet with hiring managers before jobs are posted to ensure the job is accurately posted and that HR can send them the best qualified applicants. During the meeting with managers HR staff helps them to identify the knowledge, skills, and abilities that are essential for the job. A better fit in the position may reduce turn over.

Mrs. Alston would like some feedback on how that is working from hiring managers since the process has been in place for 8 months. It takes a bit longer to get the position posted, but, hopefully it won't have to be reposted multiple times.

Mrs. Alston and Damon Davis are working to put together compensation training for business managers and department heads. This is designed to help them understand the full compensation process from posting to salary. Online and in class room training will be available.

Service Awards

Damon Davis is leading a team that will coordinate service award recognition. Service awards have not been given since 2011. There are plans to acknowledge employees who reached their 5, 10, 15, 20, 25, and 30+ years of service (in increments of 5) from January 1, 2012 through June 30, 2013.

Receptions will be held for employees in the 5, 10, 15, and 20 year categories. Those with 25+ years will attend a luncheon.

Dates for the Events

October	5 Year Employees
November	10 – 20 Year Employees
Early December	25+ Year Employees

Exact dates will be communicated later. Eligible employees will receive an email and an invitation. The digital medial boards will also be used to get the word out. HR wants to increase participation.

Question about Gifts

Should employees who reached 20+ years of service have received an email from OC Tanner to prompt them to select a gift?

If employees in this category did not, Mrs. Alston asked that their names be sent to her to research. Damon will check to see if 20 year employees can choose a gift from OC Tanner. He will also bring samples to the October meeting.

How can employees find which service award category they fall within?

Award categories are based upon employees' "Total Years of (UT) Service".

The Office of Equity and Diversity

Dr. Michael Alton provided an update from OED.

The OED office has moved to 910 Madison, Suite 826.

The newest member of the OED staff is Allison Ponder. She was hired in December 2012. She has a law degree and was a public defender.

The OED newsletter will come out in the next few weeks and will feature upcoming celebrations.

The Lichterman and Chancellor's Exempt Staff Awards will be announced at the Chancellor's Holiday Party in December. The exact date has not been confirmed.

Dr. Alston covered changes to the Discrimination Complaint Procedure. It includes some required updates. Questions regarding the procedure or updates may be addressed to the OED office.

The OED staff has been investigating many of complaints recently. A number of them were regarding the merit raise. Those employees are redirected back to their departments.

OED is reevaluating how classes are offered. More complaints are being investigated which means that the training may not be as effective as initially thought. More workshops targeted at specific areas for departments may be offered as an alternative.

The OED staff is thinking of offering bias training. Dr. Alston showed a clip of a Carlsberg beer commercial which shows bias. He mentioned that perhaps some of the issues are culturally engrained and not racially motivated.

Other Updates and Questions

Special Events – Elise Moore mentioned that employees are asked to wear UT t-shirts from previous years to the Employee Appreciation celebration. This year employees will receive sun visors instead of t-shirts.

Is there an update on faculty recruitment in Taleo?

Dr. Michael Alston is Co-Chair for the committee. The kick off meeting is October 9th. Damon Davis, Donna Wilkinson, Dr. Cindy Russell and a representative from each campus will be able to design how the system will be set up. A launch date is not set.

The American Heart Association Heart Walk – Stanley Tyler mentioned that the date of the Heart Walk has been changed to November 2nd at Auto Zone Park. One hundred percent of the proceeds go to the American Heart Association.

UTHSC is in need of team sponsors. Emma Anderson is the UTHSC chair. There have been challenges getting people to agree to become captains. The walk will be held at Auto Zone Park.

ERC/ESC Elections

Mrs. Alston will send out an email about elections. The process will be held in October and will involve use of the new Qualtrics system. Paper copies of the ballots will be available for facilities employees.

Quick Facts about the GRADE Study

The National Institute of Diabetes and Digestive and Kidney Diseases, part of the National Institutes of Health, in collaboration with 37 medical clinics, including the University of Tennessee, is conducting a study to determine the best combination drug treatment for type 2 diabetes.

People who take part will all take metformin and will be randomly assigned (like a coin flip) to take one additional diabetes drug.

The medicines and medication combinations used in GRADE are FDA-approved and recommended by the American Diabetes Association.

Diabetes medications, visits, and lab tests will be provided free of charge. Visits will be scheduled every 3 months for up to 7 years.

**Do you have diabetes?
Is metformin your only
diabetes medication?
Have you had diabetes for
less than 5 years?**

Contact us!

Contact us with questions or to volunteer:

Bridgette Cain
Clinical Research Center
1265 Union Avenue 8th floor,
East Wing
Memphis, TN 38163

Call 901-516-2212



The GRADE Study

Help to determine the best long-term treatment for people with diabetes

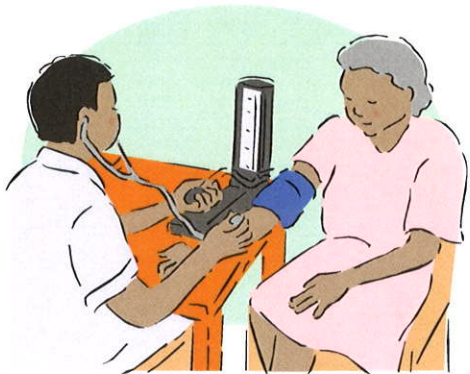


Principal Investigator:

Abbas E. Kitabchi, Ph.D., M.D.
Samuel E. Dagogo-Jack, M.D.

Co-Investigator:

Mary Beth Murphy R.N., M.S.,
C.D.E., M.B.A.



What are we doing in the study?

Most people with diabetes need drugs to help control blood sugar. Metformin is the usual first-line drug treatment for diabetes. Eventually, most people treated with metformin need a second drug. The American Diabetes Association recommends 4 potential second-line treatments for people who need two drugs. It is not clear which of the four is best for controlling diabetes over the long term when combined with metformin. Each has advantages and disadvantages.

The goal of the GRADE Study is to try to answer this question.

Where can I learn more about the study?

<https://grade.bsc.gwu.edu>

Can I be included in this study?

Yes, if you are:

- ❖ An adult with diabetes for less than 5 years
- ❖ Only taking metformin for your diabetes or willing to start metformin
- ❖ Are willing to take a second diabetes drug
- ❖ Speak and read in English or Spanish
- ❖ HbA1c between 6.8 and 8.5%

No, if you:

- ❖ Have had weight loss surgery
- ❖ Have advanced heart or kidney disease
- ❖ Are already taking 2 diabetes medications, or have taken 2 medications in the last 6 months
- ❖ Are currently pregnant or breastfeeding or plan to become pregnant in the next 4-7 years.

What does the study involve?

Four visits per year for up to 7 years, including:

- ❖ Diabetes medications and supplies provided free of charge
- ❖ Diabetes care visits and lab tests provided free of charge
- ❖ Annual diabetes education

The study visits take place at the **University of Tennessee Clinical Research Center at Methodist University Hospital 1265 Union Avenue 8th floor East Wing.**



This study has been approved
by the University of Tennessee
IRB. IRB # 13-02421

Mary Beth Murphy, R.N., M.S., C.D.E., M.B.A.
Program Coordinator
Diabetes Prevention Program Outcomes Study

THE UNIVERSITY OF TENNESSEE
Health Science Center



College of Medicine
Division of Endocrinology, Diabetes & Metabolism
920 Madison Ave., Suite 300A
Memphis, TN 38163
Tel: (901) 448-2689 • Fax: (901) 448-1592

HR Training Update
Employee Relations Committee
Exempt Staff Council
Joint Meeting - September 4, 2013

Training Initiatives This Year

- ▶ New Employee Orientation
 - Bi-Weekly
 - Relocated twice this summer due to unusually high number of new hires
- ▶ GED Program - Completed
 - 4 Employees earned GED
 - 2 Employees retaking one part
 - Other employees connected to Hope Works

Training Initiatives This Year

- ▶ Administrative Professionals Luncheon
- ▶ Office Etiquette Series
 - *Dress for Success*
 - *General Office Etiquette*
- ▶ Star Achievement
 - Evaluating how to move forward
- ▶ Training Basics Made Simple
 - Offered twice this year
 - Evaluating whether to continue

Training Initiatives This Year

- ▶ Professional Development
 - *The 7 Habits of Highly Effective People*
 - *The 5 Choices of Extraordinary Productivity*
- ▶ Benefits and Retirement Training
 - FMLA
 - Educational Assistance
 - Workers Compensation
- ▶ Advanced Care Planning
 - Training on Tuesday, September 10th - 10 a.m. - 11:30- a.m.

Personal Financial Empowerment Series

- ▶ Organizing Your Financial Records
 - *A Place for Everything and Everything in Its Place*
- ▶ Tell Your Money What to Do
 - *The Power of Personal Budgeting*
- ▶ Retirement Planning for Gen X and Y
- ▶ Would the *Real*/You Please Stand Up?!
 - *Protecting Yourself Against Identity Theft*

Personal Financial Empowerment Series

- ▶ Homeownership Part I
 - *An Update on the Housing Market in Memphis*
- ▶ Homeownership Part II
 - *Understanding Mortgage Loans*
- ▶ Proceed with Caution
 - *The Basics of Borrowing Money*
- ▶ Take the Driver's Seat
 - *Negotiating the Best Car Deal*

Personal Financial Empowerment Series

- ▶ Lighten Up!
 - *Strategies for Reducing Debt* - September 14th - 2 p.m. - 4 p.m.
- ▶ Tell Your Money What to Do
 - *The Power of a Personal Budget* - September 26th - 10 a.m. - 12 noon
- ▶ Maximizing Year-End Tax Deductions (Tentative)

Personal Financial Empowerment Series

- ▶ Nine Classes Offered in 2013
- ▶ Average Attendance - 23 Employees Per Class
- ▶ Two - Three More Classes This Year

Employee College Fair

- ▶ Over 20 Colleges/Universities
 - Including the UT College of Nursing
 - College of Allied Health Sciences
 - Educational Technology
 - Financial Aid
 - Educational Assistance
- ▶ Attended by Close to 120 employees

Employee College Fair

- ▶ Attended by close to 120 employees

- ▶ Follow Up
 - Classes on
 - Navigating the college application process
 - Study Skills
 - Research 101 - The Library Staff
 - Tours of the Library
 - Time Management for Working Adult Students

UT System Training Initiatives

- ▶ New Employee Orientation Redesign Team
 - Debbie Jackson, Benefits and Retirement
 - Monica Everett, Work Culture
 - Darnita Brassel, Chair of the Departmental Onboarding Team

- ▶ Career Development Fund
 - Available to non-exempt employees only
 - Annual budget of around \$15,000 per year for all campuses
 - First come-first served basis

UT System Training Initiatives

- ▶ Annual Administrative Professionals Retreat
 - An administrative professional from
 - The Chancellor's/Executive Vice Chancellor's Office
 - Each College and Major Area of Administration

- ▶ Career Development Fund
 - Available to non-exempt employees only
 - Annual budget of around \$15,000 per year for all campuses
 - First come-first served basis
