




UAMS NW EMPLOYEE ONBOARDING

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TOPICS

- Project Overview
- Determining What Should Be Tracked
- Getting Data When Data Is Not The Top Priority
- Now What? Getting Your Data
 - Estimating for Proposal of Changes
 - Recounting Time and Waste from Initial Process Flow
- What is Next for Our Project
 - Calculating Time and Waste with New Process Flow
 - Evaluating Project
- Lessons Learned
- Questions?

PROJECT OVERVIEW

Project Purpose:

To create an understanding of and make improvements to the current processes involved with successfully bringing a new employee into the organization.

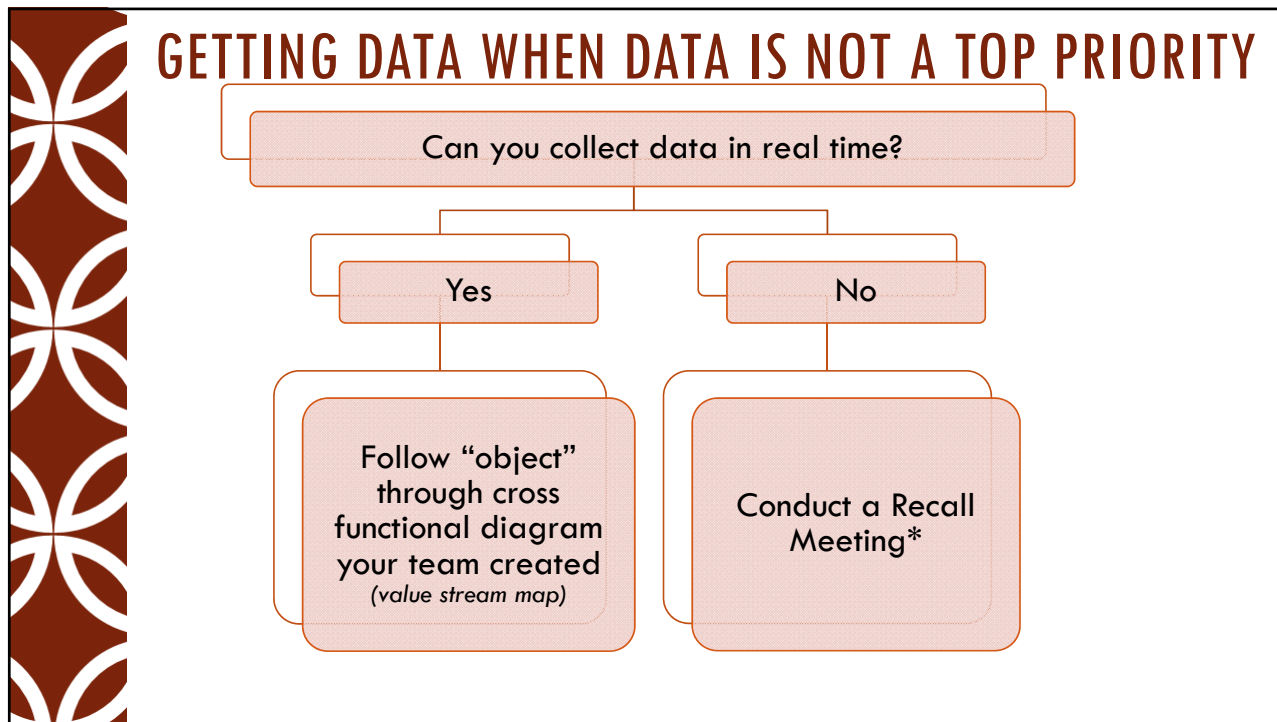
Scope:

This project looks at the logistics from the moment a position is approved by Human Resources until the new employee is released to his/her respective manager for entry into their home department.

- **Multi-Department Team**
 - Team Lead: Kevin Williams, IT Director
 - Champion: Keith Faught, Director of Finance and Admin
 - Key Players/Groups:
 - Liz Bausinger, HR,
 - NW IT,
 - Natalie Wood, Clinic Administration
 - NW Maintenance
 - NW Purchasing
 - NW Administration
- **Multi-Phased Project**
 - **Pre-Planning:**
 - Creation of Cross Functional Diagram
 - **Phase 1:**
 - Basic HR Modifications
 - **Phase 2:**
 - Sub-Projects and Communication Strategies
 - **Phase 3:** *(Current Phase)*
 - Implementation, Standardization, Evaluation

DETERMINING WHAT SHOULD BE TRACKED

- Know your audience (stakeholders) wants and needs.
- What “proof” do you need for making changes?
- How do you plan on evaluating your project?



C.F. DIAGRAM

EXCEL

EMPLOYEE, PT Clinic Employee				Hire Date: July 6, 2015		
Area	Task	DOC	Time to Complete	Time in Waste	Waste Types	
HR	Complete payroll packet	prior to hire	20 min			
HR	parking		6-Jul		wait (LR processing), intellect, processing	
HR	badge		6-Jul 2-3 weeks			
HR	benefits package	prior to hire and DOH	3 hrs			
HR	access badge	prior to hire			intellect, transportation	
HR	given online orientation		6-Jul 15 min			
HR	finish online orientation	unknown	4-5 hrs		intellect, waiting	
HR	keys	(liz - verify has no keys, has some, how and when)	?		intellect	
S E H	Tiders?	july 15, sent and got back 17th				
IT	Badge (create)	prior to hire	10 min		transportation	
IT	IT Notified of position	July 24 (on?)				
IT	AD Security		15 wrk days (wait) 5 min			
			24-Jul non waste		waiting	

NOW WHAT? GETTING YOUR DATA

- **Estimating** *(in an effort to prove plan has grounds for department/campus change)*
- **Focus on Time Saved and interpret into \$\$**
 1. Ask key players total time in current process
 2. Ask estimated total time in proposed new process
 3. Estimate average salary (hourly) OR *cost to be in wait of key players (or that position)*
 - **Avg Salary in Hrs = Year Total / 2080**
 4. Complete Formula
 - **Time Saved = (Current Process * Avg Salary in Hrs) – (New Process * Avg Salary in Hrs) = Total Savings in \$ for Area**
 5. Repeat for each area represented in current process
 6. Add totals to = TOTAL ESTIMATED SAVINGS in TIME

Remember to include time of:

Workers, Clients/Patient/Items going through Service Line

NOW WHAT? GETTING YOUR DATA (CONT.)

- **Recalling Time and Waste from Initial Process Flow**
- **Take estimation to the next level**
 1. Determine where there is waste
 2. Calculate cost in waste:
 - Interpret waste to time
 - Calculate as did for estimations for each process
 - REMEMBER: time in waste for person working AND "item" in process

Example:

IT Avg Hrly Salary: \$24 Specific Employee Hrly Salary (based on position type): \$48
 Wait Time: 15 days (120 hrs) % of Work this process effects: 02%

Formula: **[(IT Avg Hrly Salary * Wait Time) + (Employee Hrly Salary * Wait Time)] * % of work**
 Total Wait Cost for Process: \$172.40

EMPLOYEE, PT Clinic Employee			Hire Date: July 6, 2015		
Area	Task	DOC	Time to Complete	Time in Waste	Waste Types
IT	AD Security		15 wrk days (wait) 5 min		
		24-Jul	non waste		waiting



WHAT IS NEXT FOR OUR PROJECT

- **Calculating Time and Waste with New Process Flow**
 - Same as process as previous but with real time collected data
- **Evaluating Project**
 - Compare initial and new numbers (mgr and employee)
 - Include other factors like:
 - Survey Evaluations for Project Effectiveness
 - Savings from an organizational standpoint
 - Office Supplies
 - Other organizational factors



LESSON LEARNED

- Think About Metrics at Planning
- Mapping out Current Process is Vital
- Communicate, Communicate, Communicate
- This Project is For You NOT to Fix You



QUESTIONS?

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