

HR LANGUAGE

- Pain points- The issues that will cause a large complex system to make change
- High demand occupations with high volume, high turnover: Number of people working in these areas and the number of people who leave
- Hard-to-fill: often measured by recruitment with “number of days to fill”
- Screen to hire ratio: how many applications a recruiter has to go through to get one hire
- Turnover: this is measured by the hospital, rather than retention rates
- HCAHPS: (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey instrument and data collection methodology for measuring patients' perceptions of their hospital experience, pronounced H-CAPS, measures patient satisfaction, Reimbursements are linked directly to HCAHPS scores.
- Patient satisfaction: a key measurement that healthcare systems are working hard to improve
- Employee engagement: a key component of the patient experience and a major concern of HR and OD teams.
- Talent Funnel: The metaphoric funnel, by which recruiters attempt to knock out as many applications as they can in order to be left with the top candidates for an open position.
- Funnel before the funnel: A UH coined phrase that illustrates how UH’s community partner assists in narrowing down the recruitment funnel, thus reducing the burden to the recruiters.
- Screening people out vs. Screening people in: A major difference in objective between workforce development organizations and HR. WD orgs want to be inclusive and have all their participants considered, while HR recruitment is trying to narrow the candidate pool as much as possible.
- Entry-level, frontline workers: the service level, lower-skilled jobs, many times have a great deal of contact with patients, including environmental service workers (janitors and housekeeping), nutrition services (food service workers), patient transporters, nurse assistants, etc.
- Call-offs, no call no show: the bane of every entry-level department manager, excessive call-offs can result in a write-up, and no call no shows result in a termination.
- Onboarding: Bringing someone on board to the organization through an orientation process
- Sourcing: How and from where recruiters get their candidates.

- Screening: The process through which the organization filters out the applicants that won't be a good fit for the organization. Screens can include background checks, drug tests, tobacco screens, credential reviews. Internal screens can include looking at someone's corrective action history or performance evaluations.
- Behavioral interviewing: Interview questions used by employers to learn about your past behavior in particular situations. Why? "Past behavior predicts future performance."
- Right fit right role: the mantra of recruitment, always looking for that perfect person to fit that role.
- FTE: Full time equivalency
- PRN: working as needed. In healthcare, some positions are filled PRN, where the employee works as the staffing needs fluctuate based on patient census. PRN workers often do not receive benefits, and have unpredictable hours. Some people prefer to work PRN, because it gives them flexibility. PRN is especially useful for people who are in school and don't need health insurance.