



# Human Resource Management Process in TIER® Workflow®

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## Discussion

The Human Resources component of TIER® Workflow is designed to facilitate automation of the personnel management process licensure and national accreditation requirements of JCAHO, CARF and COA. The underlying philosophy of the Human Resources component is that of developing and supporting human resources to meet the needs of the organization and staff. TIER® includes a workflow process beginning with the application for employment, demographic information, orientation, training, supervision, competency evaluations, annual performance evaluations and the termination process.

A copy of the employee face sheet is below:

The screenshot shows a web-based application window titled "Employee Facesheet (New Folder)". At the top, there is a menu bar with "File", "Edit", "Search", and "Object". Below the menu is a toolbar with icons for Save, Prev, Next, List, Print, Cut, Copy, Paste, and Info. The main content area is divided into several sections. At the top, there are input fields for "Employee ID" (containing "3314") and "Employee Name", followed by "Save" and "Cancel" buttons. Below this are four tabs: "Employment Application", "Checklists", "Key/Equipment Assignment", and "Staff Schedule". A secondary set of tabs includes "Demographics", "Time Transactions", "Transactions", "Accident/Infection Reports", "Evaluations", "Staff Development", and "Termination". The "Demographics" section contains fields for DOB, Age, Gender, SSN, Ethnic Origin, Marital Status, and Spouse's Name. The "Emergency Contact" section has fields for Name, Phone, and Other, along with a "Relationship to Staff" dropdown. The "Address Information" section includes an "Add New" button and fields for Address and City. The "Provider Identification Numbers" section has checkboxes for "Is Clinical Staff Member?" and input fields for Medicare Provider Number, Medicare UPIN, and Medicaid Provider Number. At the bottom left, there is a "First Name" label.

The Human Resources component includes checklists to verify completion of the personnel process and related documentation requirements. The checklists also include documentation of credentialing and clinical privileging, if utilized by the organization. (Refer to Credentialing and Privileging Resources in TIER<sup>®</sup>). Furthermore, formulas and criteria for staffing effectiveness can be incorporated into this component in conjunction with operational planning and the budget preparation process.

Other functions within this component include: management of personnel transactions; assignment and use of time benefits; and employee health and accident information. This component also includes forms to document assignment of keys, equipment and manuals. Return of these resources can also be verified and time of termination.

The Human Resources component also includes competency evaluations for specific staff positions and an employee performance evaluation form to assist organizations with completion of annual appraisals. (Refer to “Staff Competency and Performance Evaluations in TIER<sup>®</sup>”). In addition, this component includes a Supervision Log to document provision of clinical or non-clinical supervision.

Staff training resources are also included so that employee orientation and education curriculums can be formalized and provide the source for tracking education and training activities (See Staff Development Resources in TIER<sup>®</sup>).

Similar to the other components of TIER<sup>®</sup> Workflow, the forms with this component can be modified to fit the organization’s human resource and personnel management requirements. For example, a page could be added to the annual performance evaluation form to incorporate specific job duties and responsibilities or evaluation criteria can be modified.

In addition, while basic human resource reports are included with this component, other reports can be prepared using TIER<sup>®</sup>’s drill down and report writer in order to analyze patterns and trends of human resources data and information.

## **Conclusion**

TIER<sup>®</sup> Workflow provides organizations with a solid and flexible foundation from which to automate its human resource management process. This component also can generate reports on human resource patterns and trends so as to determine opportunities for development and improvement. Furthermore, summary data from the human resource component will also support development of staffing effectiveness criteria including staff mix, FTE allocations and assignments.