

Why did your company decide to become an ACT Work Ready Communities champion?

Mercy Health, a member of Trinity Health, launched an initiative in early 2010 named Best People/Spiritual Workplace. Our goal was to ensure a pipeline of qualified, competent, compassionate and caring health care workers.

Central to this initiative was the notion that health care is the business of people caring for people. Advancements in science and technology make headlines and are certainly important to patients. But equally important are the words and behaviors in every interaction with patients and their families. With that understanding, we know that to be the best in health care, we need to hire the best people.

We implemented a set of projects designed to transform our talent selection process. One of those is the Evidence-Based Selection Process (EBSP) with ACT WorkKeys assessments as a core component. We began profiling key positions to identify critical performance competencies, and we assess our candidates using ACT WorkKeys tests to measure those workplace skills.

We monitor and report five key metrics: first-year turnover, time-to-fill, recommend/hire ratio, quality of selection, and diversity. Our metrics give us confidence that the Evidence-Based Selection Process is contributing to improved organizational performance on a number of important dimensions.

In the end, it's all about the outcomes. Our efforts to elevate the skill level of our employees are absolutely consistent with the spirit and intent of the ACT Work Ready Communities initiative.

How is your company using the ACT WorkKeys system: assessments, certificates, job profiles and training curricula?

ACT Workkeys assessments are a key part of our selection process. Applicants for specified positions take the assessments that correlate to their desired role. For applicants lacking one or more competencies, we are able to connect them with community partners equipped with resources such as ACT KeyTrain to improve and reapply. The system provides a common skills language enabling clear communications with our talent supply partners.

This improved depth of understanding about specific workplace competencies allows us to better support the career growth of our people into middle-skilled jobs that provide a family-sustaining income, making the opportunity to be employed available to a broader population.

What benefits has your company seen?

We have the metrics to show that we have made progress on every measure through the use of our Evidence Based Selection Process. ACT WorkKeys has been a key factor related to our success.

What advice would you offer others?

Diverse, highly competent, compassionate talent is essential to excellence in health care. Patients expect to see diversity among health care workers that reflects the diversity of the patients and the community at large. Highly competent health care workers are able to deliver better clinical outcomes and higher levels of patient satisfaction. Empathy, caring, and compassion are essential skills in patient care. The journey starts with defining employment qualifications in a common language and then incorporating reliable assessments to measure the required skills. Supporting the ACT Work Ready Communities initiative is a good step in this direction.

What quote would you care to share?

“By attracting, recruiting, hiring, developing, and retaining ‘the best of the best,’ Mercy Health Saint Mary’s delivers outstanding, people-centered health care to a broad spectrum of people in our community, including the underserved.”