

HEALTHCARE TERMS GLOSSARY

Healthcare Human Resources Terms

Term	Description
Affirmative Action	Affirmative Action employment programs are designed to remedy (as required by federal regulations/statutes) discriminatory practices in hiring minority group members, eliminate existing/continuing discrimination, remedy lingering effects of past discrimination, and to create procedures/systems to prevent future discrimination. Factors considered are race, color, sex, creed, and age.
Civil Rights Act	The Civil Rights Act of 1964 (Pub.L. 88–352, 78 Stat. 241, enacted July 2, 1964) is a landmark piece of civil rights legislation in the United States that outlawed discrimination based on race, color, religion, sex, or national origin.
Equal Employment Opportunity Commission (EEOC)	The federal agency responsible for publishing guidelines, enforcing EEO laws and investigating complaints of job discrimination based on race, color, religion, sex (including pregnancy), national origin, age or disability.
Human resource management	The formal structure within an organization responsible for all the decisions, strategies, factors, principles, operations, practices, functions, activities and methods related to the management of people.
Human resource management system	A software application (Human Resource Information System - HRIS) combining various human resource functions, such as benefits, payroll, recruiting, training, etc., into one package.
Incentive pay plan	A plan providing additional compensation intended to serve as an incentive for excellent performance, exceeding productivity goals or standards, as well as other contributions in accordance with prescribed goals or standards.
Job pricing for Job classification	The process of determining pay rates for jobs within the organization by analyzing industry or regional salary survey data in order to establish appropriate pay rates that allow for classification by paygrades incorporating pay ranges and class descriptions for each.
Knowledge, skills and abilities (KSA's)	Attributes required to perform a job; generally demonstrated through qualifying experience, education or training.
Mentoring	A career development method whereby less experienced employees are matched with more experienced colleagues for guidance either through formal or informal programs.
National Labor Relations Act (NLRA) of 1947	The National Labor Relations Act (NLRA), passed in 1935, provides that all employees have the right to form, join and assist labor organizations and to bargain collectively with their employers.
Occupational Safety and Health Act (OSHA) of 1970	Law (enforced by Department of Labor office - OSHA) setting forth standards that employers must comply with in order to provide working conditions that are safe and free from any health hazards for all employees. The law requires employers provide employees with protection against workplace hazards that could result in illness, injury or death to an individual, as well as communicate information on hazardous materials they may be required to handle.
Pay range	Associated with pay grades, the range sets the upper and lower compensation boundaries for jobs within that range.
Performance improvement plan	Plan implemented by a manager or supervisor that is designed to provide employees with constructive feedback, facilitate discussions between an employee and their supervisor regarding performance-related issues, and outline areas requiring improvement.
Performance-based pay	A variable pay strategy that pays employees based on their individual performance and contributions, rather than the value of the job they are performing.
Position control	A workforce planning tool that imposes certain rules or restrictions on the creation, and filling of positions as a means to manage and control the costs associated with any given position within the organization.
Probationary period	Period of time (typically 30-90 days) where a newly hired, promoted or transferred employee's job performance is evaluated. Primarily used by supervisors to closely observe an employee's work, help the employee adjust to the position and reject any employee whose performance does not meet required standards.
Sexual harassment	Expressed or implied demands for sexual favors in exchange for some benefit (a promotion, pay increase, etc.) or to avoid some detriment (termination, demotion, etc.) in the workplace. By definition, it can only be perpetrated by someone in a position of power or authority over another (i.e., manager or supervisor over a subordinate).
Seniority	Status determined by the length of time an employee has worked for a specific employer, department or position within the organization.
Span of control	Management principle expressing that a limit exists to the number of people an individual can effectively and successfully manage.
Staffing metrics	Measures used to determine costs associated with recruitment and hiring, time to fill/start for open positions and recruiter workload/activity.
Standardized and Structured interviews	The standardized interview utilizes the same subject matter and identically sequenced questions for response evaluation to determine candidate differences while the structured format asks the same questions (typically in four job related forms: situational, observational, personal, and behavioral) to allow for valid response comparisons.
Succession planning	Process of identifying long-range needs and cultivating a supply of internal talent to meet those needs.
Turnover rate	Number of separations during a month, including both voluntary and involuntary terminations (excluding layoffs). Turnover rate is calculated by taking the number of separations during a month divided by the average number of employees on the payroll multiplied by 100.
Wage and Hour Laws	Group of laws in the United States that protect workers' rights with respect to pay and hours worked e.g. setting a minimum amount someone may earn per hour worked. Each state has its own set of wage and hour laws. Many also make provisions for how many hours someone can work per day, and set different minimums for weekend and overtime pay.
Work/life balance	Having a measure of control over when, where and how individuals work, leading to their being able to enjoy an optimal quality of life. Balance is achieved when an individual's right to a fulfilled life inside and outside paid work is accepted and respected as the norm, to the mutual benefit of the individual, business and society.