In conjunction with the Human Resources AQIP goals of improving the hiring process and the assessment of candidates’ skills, the College is offering Targeted Selection® (TS) interview skills training to hiring managers.

“The selection of a new team member is a major investment for our organization and the candidate,” said Sandy McKnight, executive director, Human Resources. “Developing a selection system that yields solid returns – productive employees who enjoy their responsibilities and seek opportunities to continuously improve their jobs – is critical to the success of every organization.”

This training program will help hiring managers avoid common selection problems in assessing candidate qualifications. It also will help in assessing a candidate’s satisfaction with the job activities/ responsibilities, the College’s values and method of operation, and the geographic location of the job.

A pilot of the training was held in March and received rave reviews. One participant commented, “I think the concept is a good one, if it is used. I believe there are two key things that are critical. First, managers must know what they really want…what is most important in the job. It should never be just about hiring a “body.” Second, the job description is the driving force.

Continued on back page
Diversity — The Mosaic of Humanity
On-the-job injury procedures updated

New procedures and forms are in place for reporting on-the-job injuries, illnesses, and near misses at Tri-C.

Here’s what you do:
• Notify your supervisor by the end of your shift on the day that an injury, illness or near miss occurs.
• You and your supervisor must complete and sign the new Incident Report Form, even if you don’t seek medical treatment. The form is available in the Human Resources section of the Infonet under “Quick Links,” “What to do for an On-the-Job Injury/Illness/Near Miss.”
• Fax the completed form within 1 day of the incident to the following fax numbers:
  - Labor/Employee Relations: 216-987-4827
  - Business Continuity: 216-987-3480
  - Operations Manager: 216-987-3469
• Once the Incident Report Form is received, you will be contacted by the Office of Labor/Employee Relations to discuss specific details.
• If necessary, seek medical treatment at the nearest medical facility.

Inform those who treat you that this is a Workers Compensation injury and that CareWorks is the Managed Care Organization (MCO). A list of providers certified by the Bureau of Workers Compensation can be found at www.careworks.com.

You can request a CareWorks wallet card explaining the process by calling Labor/Employee Relations at extension 4837. This card should be presented to the medical provider or facility if you seek treatment.
Retirement review

Congratulations, best wishes and thank you to the following employees who retired recently from the College:

EASTERN CAMPUS

Susan Vaughn, assistant professor, Information Technology, almost 11 years of service.

Catherine Winters, clerical assistant, Health and Science, 9 years of service.

METROPOLITAN CAMPUS

Jane Erickson, assistant professor, Nursing, almost 17 years of service.

Dr. P. T. Sanjivamurthy, professor, Mathematics, almost 33 years of service.

WESTERN CAMPUS

Jean Jaskoski, assistant professor, Counseling, 21 years of service.

New interviewing skills training available to College managers

It must be clear in describing the job. Most candidates do not possess every skill a manager is looking for. I think STAR (a TS® concept) helps managers identify the key competencies for a position.”

The training is being provided by six Human Resources department representatives who are Targeted Selection® administrators. They are Joanne Baranovic, Marge Berke, Laura Hebert-Hunt, Claudia Motiu, Sandy McKnight and Cedra Westbrook.

Marge Berke, the Targeted Selection® project leader, commented, “The Targeted Selection® administrators are excited that the College has made a commitment to offer this training to hiring managers. We believe it takes our interviewing process to the next level, enhancing how we look at qualifications, as well as candidate job and organizational fit.”

Participants can elect to complete the training through either of two options. The first day can be completed through Web-based self study or instructor-led classroom training. The second half day is an in-classroom skills practice that applies the first day’s training to role-play interviewing.

Plans are to offer the training twice per month. If you are interested in participating in one of the training programs, please contact Febra Pendleton via e-mail and let her know the dates, location and option in which you would like to participate. Class size is limited to 12 per session at each location.

Sessions for the balance of the year are currently being scheduled and will be communicated to hiring managers.

If you have questions regarding the training program, please contact Marge Berke via e-mail or phone (extension 4764).

## Targeted Selection® (TS) Interview Skills Training

### WESTERN CAMPUS

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<tr>
<th>Option #1</th>
<th>Day 1: Web-based self study – can be completed through June 6, 2006</th>
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<td>Day 2: Half-day skills practice – <strong>Wed., June 7.</strong> G208. 8:15 a.m.–noon.</td>
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<th>Option #2</th>
<th>Day 1: Instructor-led classroom training – <strong>Tues., June 6.</strong> G208. 8:15 a.m.–4:45 p.m., lunch provided.</th>
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<th>Option #1</th>
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<td>Day 2: Half-day skills practice – <strong>Wed., June 21.</strong> Board room. 8:15 a.m.–noon.</td>
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New tool helps with healthcare decisions

When you need healthcare, you want to be able to make informed decisions. There’s now a tool available that will help you find different types of healthcare information at one easy-to-use site.

Through the Health Action Council, Tri-C offers Healthcare Decision Tools, a confidential Web site available free of charge. You can use the site to access information about hospital performance, experience and cost. You also can find answers to your questions about self-care, medications, medical conditions, diagnostic tests and treatment options, all based on the best, most up-to-date medical research.

“Healthcare Decision Tools can be useful to employees in several ways,” said Lillian Welch, director, Benefits. “It can be used to prepare for a doctor visit, when making benefits choices during open enrollment, when selecting providers and to help family and friends make good decisions about their care.”

Healthwise® Knowledgebase tool

There are two parts to the Decision Tools system. Healthwise® Knowledgebase contains comprehensive, current, unbiased resources to help you make decisions about your health. It offers easy-to-find and easy-to-understand information about conditions, diseases, medical tests, medications, treatment options and key decision points. It can help you decide when a problem can be treated at home, when to see a doctor and what treatment options may be best in your particular circumstances.

The information is widely used because it is:
- Decision-focused: It supports direct medical, health behavior and quality control decisions.
- Evidence-based: It combines medical science with clinical expertise and patients’ personal values.
- Reviewed by experts: An independent medical advisory board reviews all information to ensure medical accuracy and currency.
- Referenced: It identifies gold-standard medical textbooks and journals that are the basis of the content.
- Up-to-date: It keeps pace with changes in science.
- Unbiased: It’s free from commercial bias and advertising.

Select Quality Care tool

The Select Quality Care tool allows you to compare hospitals based on the criteria you consider most important, such as the number of patients treated, the rate of success and the average length of stay for certain conditions and procedures. It even compares hospitals by cost.

Here’s what you can learn about hospitals:
- Experience: In many situations, the more a hospital performs a procedure, the better the results, especially for complex procedures. You can use the hospital comparison tool to find out how much experience a hospital has with the type of care you need.
- Results: You can find data on complications that can occur as well as the mortality rate (the number of patients who died) for your specific procedure. These reports take into account the fact that some hospitals treat more seriously ill people than others. With this information, you can talk with your doctor about what’s best for you.
- Length of stay: When you go to the hospital, you want to spend as little time there as possible (safely, of course). The hospital comparison tool tells you the length of stay for patients with your condition. Shorter stays may indicate better care with fewer complications.
- Cost: You can get an idea of what the cost will be for your procedure. But, depending on your benefits coverage, you may pay more or less, depending on the hospital you choose. You also should check with your medical plan to learn which hospitals you can go to for care and whether your choice will affect how much you will pay.

The comparison tool provides you with information on hundreds of treatments and procedures, including:
- Angioplasty
- Cesarean section
- Colon surgery
- Coronary bypass surgery
- Heart failure
- Hysterectomy
- Knee replacement

The information in the Hospital Comparison Tool comes from federal and state agencies (typically the state department of health). In Ohio, only Medicare data is available. Data on conditions more frequent in the under-65 population (such as maternity and child care) are not currently available.

HC Decision Tools access

To use the Healthcare Decision Tools, go to the HR Web page, click on “Benefits,” “Medical,” then “Healthcare Decision Tools.”
Added benefits for Aetna members

Employees and their dependents enrolled in Aetna dental coverage can now take advantage of a new discount program for hearing services and an expanded Vision One discount program.

**Hearing discount program**

The new hearing discount program is available to all those covered by Aetna with the exception of Medicare members. This program is offered through HearPO®, a national hearing benefits provider that offers 40% off the retail price of hearing exams and hearing aid services. Also available through this program are significant savings on the latest styles and technologies of hearing aids.

HearPO offers more than 1,500 participating locations across the country. These locations are listed on Aetna’s DocFind® directory, available at www.aetna.com. Please note that you must call HearPO at 1-888-HEARING (1-888-432-7464) to access the discounts. The HearPO customer service representative will help you select a participating provider and mail a validation packet to both you and your selected provider. This validation packet is required to access the HearPO discount program.

**Vision One**

Effective July 1, Aetna members will be able to access the EyeMed Select Network for vision care. This network offers 13,000 locations nationwide, compared to the 5,400 previously available.

This expanded network will include a much larger base of independent providers as well Target Optical, most Lenscrafters and most Sears Optical and Pearle Vision locations. JC Penney (and some Sears locations owned by JC Penney) will no longer be part of the network.

In addition, LASIK surgery services will be offered through US Laser Network, which has 470 locations nationwide as compared to the current Cole Managed Vision network, which offers 270.

In conjunction with the greater access offered by the EyeMed Select Network, Vision One discounts will be revised. The most significant changes are decreased discounts on lens hardware, contact lenses and LASIK surgery. The eye exam discount will be slightly reduced and the frames discount will be a flat 40%. This revised discount schedule is also effective July 1, and is guaranteed until Jan. 1, 2010.