



MEDICAL HUMAN RESOURCES(PTY) LTD

TRADING AS

MEDI-NURSE MEDI-Staff

FROM THE DESK OF JEANINE VISSER

October 2013

DEAR CLIENT

It has been an exciting year for us with industry challenges and new projects evolving into changing processes, such as the Workforce Management project and the establishment of a national after hours call centre. This newsletter will update you on the latest industry trends and explain our role in the various projects planned for the near future.

1. MINISTERIAL DETERMINATION

MHR received a renewed Ministerial Determination in terms of Section 50 of the Basic Conditions of Employment Act (BCEA) for the period 01/08/2013 to 31/07/2014. According to the BCEA, Sections 20 (11) and 22 (1) & (2) have been replaced or excluded. The extent of the variation is to ensure that panel members receive an 'all inclusive' rate in respect of payment of vacation and sick leave. MHR complies to all other sections of the Act and gives panel members the option to remain on the 'all inclusive' tariff or to restructure their income into a contract of employment that complies with the BCEA, where leave accumulates. A copy of the Ministerial Determination is displayed at the MHR branches and MHR head office for your reference.

2. REGULATION OF LABOUR BROKERS

The Allied Nursing Association of SA (ANASA), of which MHR is a member, and the Association of Personnel Service Organisation (APSO) are both working with the Confederation of Associations in the Private Employment Sector (CAPES) to ensure valuable input in the regulation of labour brokers. ANASA's role as Temporary Employment Services (TES) healthcare specialist is recognised. There is a concern that dual registrations with the Department of Labour (DOL) and the Department of Health (DOH) can follow. However, the DOL is in agreement that a single registration should be enforced, whether this is with DOL or DOH. I will update the MHR website continuously with communication in this regard.

3. SURVEY

Thank you to all participants for the valuable feedback we received from the survey. We take note that our communication, especially around feedback on bookings and placements, must improve. We are planning a workshop in February 2014 with our Coordinators and will use the survey to address our strategy and focus areas for the new year.

4. TARIFFS

Our annual tariff increases have been implemented from 2 September 2013, with the exception of some external clients and ER24 as their date of increase differs. Panel members have been informed by SMS and in our quarterly newsletter, and clients were sent tariff reports.

Our tariffs are calculated from a zero-base and compared with an hourly cost to company and overtime R-value. The aim is to ensure that our tariffs are market related. The tariffs include commission and all statutory costs, as well as leave and sick leave.

'Equal pay for equal work' will not have a major impact on MHR, as we are already using this methodology in our tariff calculations.

5. WORKFORCE MANAGEMENT IMPLEMENTATION AT MEDICLINIC HOSPITALS

We are pleased to announce that we are supporting the roll-out of the new Workforce Management project at the Mediclinic hospitals.

Panel members working at the pilot hospitals will receive more information regarding the enrolment process soon. New processes will allow for recording time and attendance, as well as scheduling employees and panel members. The main aim is to improve the quality of care we provide to Mediclinic patients by ensuring that the right people, with the right skills, are available for the right job, at the right time.

What does this mean for panel members at these locations?

There will be no need to sign in and out on the MHR register. The new time and attendance devices are biometric, which means that once installed, staff can clock in and out using a fingerprint rather than a register. The Workforce Management system will then generate an electronic register that will be authorised by the line manager and sent to MHR for payment.

All staff will need to enroll to use the new devices. They must be enrolled and registered before the new devices will allow them to clock in and out. The enrolment process will take place at the hospital where panel members usually work

and will take approximately five minutes. Details on how enrolment will be managed will be circulated soon.

What does this mean for hospitals?

All bookings done through MHR will be captured on our system, MHRM. The good news is that MHRM will integrate with Kronos hourly, so no additional Kronos scheduling will be necessary.

6. NATIONAL AFTERS HOUR CALL CENTRE

MHR is in the process of establishing an after hours call centre to meet the needs of our clients after 17:00. We received valuable feedback from the survey and will use this information to ensure continued improvement in our service delivery.

Our current after hours service is not sufficient, due to the fact that we use our own Coordinators to work additional hours from 17:00 – 22:00, which causes burnout. Internet connectivity and the use of public transport, when on call, are also creating problems.

Our aim is to deliver a standardised service after hours via the call centre, which will be based at Tijgerpark in Bellville. We will also use the data on the system to ensure that we place staff at respective hospitals based on their work history.

The national after hours call centre will operate from 16:00 – 22:00 and 04:00 – 09:00 on week days, weekends and public holidays. The roll-out will be phased in, starting with pilot hospitals, to ensure a smooth and effective transfer of service.

7. RE-BRANDING

Medical Human Resources is in the process of re-branding. We have used a local division of Landor, the London brand agency that recreated the Mediclinic brand, to assist us with research and help us to determine our brand-driver platform.

The Mediclinic Design Studio were briefed to design a new logo and brand guidelines, and we are now working together closely to prepare for the launch of our new MHR brand. The new brand will be revealed towards the end of October 2013 and the roll-out will commence from 1 December 2013. We are very impressed and excited about the new MHR look and feel. The Design Studio have done some brilliant work and we will update you on our launch plans as we progress. You will be an integral part of this exciting journey to launch our new brand, so please stay in touch.

Your comments, suggestions and feedback are an invaluable help in showing us new ways to improve our service.

Thank you for your loyal support.

Kind regards



JEANINE VISSER