

Newfoundland and Labrador
Health Human Resource Indicator Report 1999 to 2003
Part 7 – Definitions



**GOVERNMENT OF
NEWFOUNDLAND AND LABRADOR**
Department of Health and Community Services

The Health Human Resource Indicator Report 1999 to 2003 is comprised of the following separate documents to facilitate ease of distribution, verification, and update:

Executive Summary

Introduction

Part 1 – Who’s Who

Part 2 – Full-Time Equivalents

Part 3 – Overtime, Callback, and Relief

Part 4 – Workforce Wellness

Part 5 – Workforce Movement

Part 6 – Retirement Estimates

Part 7 – Definitions

This document is:

Part 7 – Definitions

This document provides definitions for terms used in Parts 1 through 6.

Health Human Resource Indicator Report 1999 to 2003 Part 7 – Definitions

Prepared by: Health and Community Services Human Resource Planning Unit

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Contact Information:

Newfoundland and Labrador Health Boards Association

Human Resource Planning Unit

Board of Trade Building Suite 202

66 Kenmount Road, St. John's, NL A1B 3V7

Tel: (709) 364-7701

Fax: (709) 364-6460

<http://www.nlhba.nf.ca/hr>

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1. Preamble

This document provides a list of applicable terms and their definitions, most of which have been constructed by the Human Resource Planning Unit using information from various sources.

The reader is referred to the [Executive Summary](#) and [Introduction](#) sections for an overview of findings and detailed supporting notes including background, methodology, and limitations.

2. Terms and Definitions

This section contained a listing of terms and definitions used throughout the report. Other definitions may be provided throughout the report, or definitions may be repeated, in the applicable sections. Employees are bound by definitions contained in collective agreements, which may differ from those given below.

To effectively manage the data associated with the wide variety of employees working in health boards, it was necessary to define a grouping system for occupations. The following three groups were defined: **1) Primary Occupations, 2) Ancillary Occupations – Clinical, and 3) Ancillary Occupations – System.** See **Occupations** in the following alphabetized list for a definition of each grouping.

The Health Human Resource Planning Unit created all the following definitions unless otherwise noted and welcomes all feedback and suggestions.

Allowances and Premiums

Allowances and Premiums are additional compensation, as defined in collective agreements, paid to an employee. For example, uniform, car, in-charge, shift differential, weekend differential, contact, isolation, education differential, unscheduled shift. Allowances tend to be calculated on a rate-per-instance basis while premiums tend to be calculated on a rate-per-earned-hour basis.

Annual Leave (Vacation)

Annual leave is a **benefit hour** (see definition). An employee is eligible for this leave during employment.

Banked Hours

Banked hours are **worked hours** (see definition), which are usually derived from **overtime hours** (see definition) but can also be derived from **call back** (see definition) and other earnings. These hours are usually recoded in straight-rate banks, although they are normally earned at 1.5 or 2.0 times the normal rate, therefore the hours are inflated at the point of entry. For example, 10 hours of overtime banked at 1.5 times the normal rate of pay get banked as 15 hours. Similarly, if the rate were 2.0 times the normal rate, 20 hours would be banked. For the purposes of the **FTE** (see definition) calculation, 10 hours of overtime is the correct way to capture the **worked hours** (see definition).

Benefit hours

A benefit hour is an entitlement for which the employee is compensated but is physically not present at the workplace and is not carrying out the mandate of the organization. Benefit hours include sick leave, workers compensation leave, vacation leave, jury duty leave, and paid leave. Excluded from benefit hours are maternity leave, unpaid union leave, and unpaid sick leave, as these are not hours for which the employer pays compensation.

Bereavement Leave (Compassionate leave)

Bereavement leave is a **benefit hour** (see definition) when an employee is entitled to leave with pay in case of death within an employee's family.

Call back

Call back is governed by collective agreements and generally means an employee is called back to work from home to perform a defined task, and they are guaranteed a minimum number of hours pay at an inflated rate of pay. The employee may not be present for the entire number of hours paid. It is unscheduled work that originates outside of the employees normal working hours.

Casual Employees

Casual employees are employees that do not have guaranteed hours of employment.

Earned Hours

The total earned hours is defined as the total **worked hours** (see definition) plus the total **benefit hours** in the period.

Education Leave

Education leave is a **benefit hour** (see definition) that employees use to attend professional or technical training. Note that education leave can also be unpaid in which case it not included in **earned hours** (see definition).

Extra Workload

Extra workload is a **worked hour** (see definition) incurred due to unexpected workload.

Family Leave

Family leave is a **benefit hour** (see definition) that employees use for family and home responsibilities or emergencies.

Full-Time Equivalent (FTE)

FTE is defined as the total **earned hours** (see definition) divided by the **normal earned hours** (see definition), over a defined period of time (adapted from the Canadian Institute for Health Information Management Information System Guidelines)

Grievances Filed

The number of new grievances filed in the defined time frame being reported by the bargaining unit.

Grievances Outstanding

The number of grievances outstanding at any defined point in time, regardless of date of origin of the grievance.

Grievances Resolved or Dropped

The number of grievances resolved or dropped in the defined time frame, regardless of date of origin of the grievance.

Hires, External

External hires are positions filled by applicants external to the organization.

Hires, Internal

Internal hires are positions filled by employees of the organization.

Jury Duty Leave

Jury duty leave is a **benefit hour** (see definition) that is required when an employee is called for jury duty.

Normal Earned Hours

The normal earned hours are defined in collective agreements or organization policy. For Public Health Nurses within the NLNU Agreement, occupations listed in the Laboratory and X-Ray NAPE Agreement, and all non-union staff, the normal **worked hours** (see definition) are 1820 annually (70 hours bi-weekly). For all other collective agreements the normal **worked hours** (see definition) are 1950 per year (75 hours bi-weekly).

Occupations

Primary Occupations

Primary occupations provide direct patient care, diagnostic services, or manage the health system (including clinical and non-clinical managers). They also meet one or more of the following conditions: there exists a regulatory body and/or professional association, and/or their post-secondary educational background is generally in excess of a single year (i.e. technologist vs. technician). Examples include registered nurses, psychologists, medical laboratory technologists, and speech language pathologists.

Ancillary Occupations - Clinical

These are individuals that do not fit the **Primary Occupations** category but may provide direct patient care or diagnostic services, and generally work under the direction of primary occupations. Examples include medical laboratory technicians, personal care attendants, and recreation therapy workers.

Ancillary Occupations – System

These are individuals that support the system. They do not fit the **Primary Occupations** or **Ancillary Occupations – Clinical** categories. Examples include laundry, dietary, housekeeping, and information systems staff.

Overtime

An overtime hour is any **worked hour** (see definition) beyond normal earned hours (see definition) on a daily or bi-weekly basis, paid at a higher rate of pay, depending on the applicable collective agreement.

Paid Leave

Paid leave is a **benefit hour** (see definition) in which an employee is eligible for this leave during employment.

Pension Plan

Public Service Pension Plan (PSPP)

The PSPP is one of five Defined Benefit Pension Plans administered by Government. Under Defined Benefit Plans, pensions are calculated based on a percentage of members' years of pensionable service and pensionable earnings. Overall administration of the PSPP is the responsibility of the Pensions Administration Division, Department of Finance, in cooperation with the employers who participate in the Plan.

Government Money Purchase Plan (GMPP)

Employees participate in this plan if they are ineligible for participation in any of the other plans sponsored by Government. The GMPP is a Defined Contribution Plan where members make contributions that are matched by their employer and deposited into individual accounts with Canada Life Securities Inc., the plan custodian. (Retirement Analysis 2003, HRP and Government of Newfoundland and Labrador Website)

Permanent Employees

Permanent employees are employees with guaranteed hours of work and no specified end date of employment.

Preceptors

Preceptors are employees who teach, support, and evaluate student in clinical settings. They are role models that help students make the transition from the classroom to the workplace (Preceptorships).

Premiums

See **Allowances and Premiums**.

Regular Hours

Regular hours are **worked hours** (see definition) that are standard scheduled hours.

Relief Hours

Relief hours are **worked hours** (see definition) that are worked to fill-in for employees incurring **benefit hours** (see definition).

Separations

A separation occurs when a contract for employment ends. Reasons for separations include resignations, retirements, death, terminations, etc. Separations do not include temporary leaves such as maternity, parental, educational, secondment, leaves of absence, etc.

Sick Leave

Sick leave is a **benefit hour** (see definition) that an employee uses when illness occurs.

Span of Control

Span of control indicates the number of employees for which a manager is responsible in the organization.

Statutory Holiday

Statutory holidays are **benefit hours** (see definition) that are days designated as paid holidays by the employer.

Temporary Employees

Temporary employees are employees with guaranteed hours of work but with a specified end date of employment.

Turnover

The number of individual **separations** (see definition) divided by the average workforce count over the defined time frame.

Union Leave

Union leave is a **benefit hour** (see definition) for an employee who requires time off for union business, where the employee is a member of the provincial board of directors of the union, an elected delegate, or on negotiating committees. These employees are required to attend meetings. **Unpaid leave** (see definition) may be provided to individuals requesting periodic leave of varying duration to work on behalf of the union.

Unpaid Leave

Unpaid leave is leave without pay. It is not included in **earned hours** (see definition).

Vacancy

Vacancy

Any unoccupied position in a health board that is potentially immediately available to another candidate because the previous occupier has left the position, or it is a new position. Vacancies are a point-in-time statistic.

Vacancy Rate

The vacancy rate is the average number of vacancies on a designated date as a percentage of the total workforce on that same date

Internal Vacancy

Any vacancy that is posted for competition to current employees within a health board.

External Vacancy

Any vacancy that is posted for competition outside a health board.

Difficult to Fill Position

Any position in which initial recruitment activity was unsuccessful in attracting qualified available candidates.

Workplace Health and Safety Compensation Commission (WHSCC) Incidents with Lost Time

The number of workplace health and safety incidents occurring in the fiscal year being reported that involved lost time, and may include medical aid.

WHSCC Incidents, Medical Aide

The number of workplace health and safety incidents occurring in the fiscal year being reported that are medical aid only and no lost time. Medical aide incidents are defined as any incident in which the injured person requires short-term medical attention, most likely from a physician or chiropractor. Medical aide incidents may result in lost time.

WHSCC Incidents, Report Only

Workplace Health and Safety Compensation Commission incidents that are report only for record keeping purposes. The number of workplace health and safety incidents occurring in the fiscal year being reported with no lost time. The injured person does not require medical treatment at the time of the incident, but the report is filed in the event that medical attention is needed if the injury becomes more serious.

Worked hours

Worked hours are hours in which the employee is physically present at work, carrying out the assigned duties of the functional centre. Worked hours examples include regular, relief, overtime, callback, and banked hours.

Worked to Earn Ratio

This ratio indicates total **worked hours** (see definition) divided total **earned hours** (see definition), over a defined timeframe.

Workers Compensation Leave

Workers compensation leave is **benefit hours** (see definition) that are used in the case of personal injury received in the performance of the employee's duties and is covered by The Workplace Health and Safety Compensation Act.