ARKANSAS PUBLIC HEALTH ASSOCIATION
Health Administration Section

HOW EASE MAKES WORK EASIER

EASE (Empowering Arkansas State Employees) is a user-friendly application for Arkansas State employees that makes financial and employee-related information recorded in the Arkansas Administrative Statewide Information System (AASIS) easily available. In January 2018, ADH, in conjunction with the Arkansas Department of Finance and Administration (DFA), implemented the EASE Time and Leave System. This system eliminates almost all of the manual, paper-based processes for requesting, approving, and accounting for time and leave. Using a personal computer or smartphone, an employee can request, or a supervisor can approve, time and leave from anywhere in the world with internet access. EASE provides rapid feedback to the employee of their supervisor's disposition of their leave request. The system provides a quick and accurate leave balance for both employees and supervisors. The system eliminates most of the AASIS timekeeper functions, allowing those staff to focus on other necessary duties. Employees who are required to complete weekly timesheets now submit those timesheets electronically in EASE as well.

ADH is implementing many changes to help us do our work faster and better. Many of our processes have been manual, paper-based systems that require documents to pass through several hands to complete a task. Paper-based systems are inherently inefficient.

In addition, in 2018, EASE introduced us to the Performance Goals and Compensation System (PGCS), the online employee performance evaluation system. PGCS provides an across-the-board, paperless, uniform evaluation system across state government. It allows for rapid management of performance and compensation.

TECHNOLOGY IN PERFORMANCE AND TRAINING

In 2017, The Arkansas Public Health Health Administration Section (HAS) conducted an online survey of training needs for ADH employees. Four-hundred, twenty-five ADH colleagues responded from areas across the department. These respondents identified their top three training priorities as professional development, human resources, and training in specific program areas.

Addressing many of the issues identified in the APHA/HAS survey is STAR12, which is an online training resource that provides access to live and on-demand webinars, local seminars, and other training resources. Brought to us by SkillPath Seminars and National Seminars Training, STAR12 covers a wide variety of topics including management, leadership, supervision, communication skills, customer service, business writing, computer skills, and other topics.

The Agency piloted Star12 in the Center for Health Advancement with great reviews from users. The Agency has long needed resources to help train employees in areas outside of public health. Star12 offers employees a cost-effective path to developing skills, along with resources to assist employees in their professional development. STAR12 rolled out to the entire Agency in January 2019.

Other functions are much faster with EASE. All work areas have occasional urgent, time-sensitive purchases, whether for pharmaceuticals, emergency supplies, or repairs. Employees role-mapped for AASIS purchase requisition approval can now approve them in EASE straight from their smart-phone without having to return to their desktop computer..

TECHNOLOGY SIMPLIFIES TRAVEL REIMBURSENT

In July of 2018, ADH introduced the electronic TR-1, travel reimbursement claim form. Designed and developed by ADH Information Technology Services, the electronic TR-1 enables more accurate and timely reimbursement of employee expenses. The system uses street address to street address, point-to-point mileage, which eliminates calculation errors. Again, paper documents will not get lost in transit, and we will know their status if there are apparent delays. Supervisors can quickly approve travel, and the claim immediately moves forward to Accounts Payable for final approval and payment. This spring, the Department will add other reimbursable components to the system including hotels and meal costs, eliminating the use of the paper form for ADH employees.
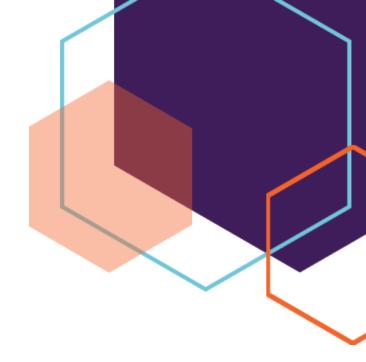

What's Coming Next?

By fall of this year, ADH Information Technology Services will introduce Microsoft Office 365 on all our Agency personal computers. Microsoft Office applications will be cloud-based and enable us to all operate using the same Office versions. The greatest advantage to the end-user will be the real-time collaboration and co-authoring it offers. Teams working on a particular project will be able to collaborate on the same document at the same time.

Also to be announced later in 2019 is the upcoming rollout of improvements to the process for the ADH Staff Action Summary or SAS. This is the routing document used primarily in central office for documents and items requiring Agency review, approval, and signature. The Department initiated a quality improvement project in the spring of 2018 to streamline the paper process and clarify the roles of the reviewers and approvers (i.e., document who has to approve what). A guide reflecting the new process will be available upon completion of the project. Soon, we hope to automate this whole process electronically.

ARKANSAS PUBLIC HEALTH ASSOCIATION
Health Administration Section

Current Officers:

President   Ron Stark

President-Elect   Jo Thompson

Secretary   Dena Poteat

Treasurer   Jennifer Medley

Join us at APHA for our Annual Meeting!

Tuesday, April 30, 2019

7:00 A.M.

Arkansas Traveler Room

- **Election of Officers**
- **Ann Purvis will discuss the 2019 Session of the General Assembly and how it affects the Department of Health**