



Employee Relations Organizations Meeting
October 29, 2021 – 10:00am to 12:00p
Zoom

Moderator: Debbie Long

Representatives Present:

ERC: Jackie Cotton, Robyn Taylor, Linda Johnson, Jackie Fox, Janette Smith, Victoria Christian, Lyncie Crawford, Nathan Tipton, Nury Magana, Amber Carter, Katora Jones

ESC: Venus Claxton, Yin Su, Stephanie Breuer, Rosalie Nelson, Kimberlee Norwood, Kaining Zhi, Lisa Hall, Blake Dingman, Selena Strong, Dorothea Owens

Representatives Absent: Andrea Briggs, Jean Perdicaris, Bran Upchurch, April Phetteplace

Minutes Secretary: Debbie Long

Meeting Agenda and Minutes

10:00am **Welcome and Attendance – Debbie Long**

10:05am **Representative Share – Blake Dingman and Victoria Christian,** ESC and ERC for College of Dentistry business office. *See PowerPoint below.*

Victoria does accounts payable including processing FedEx shipping and billing, miscellaneous reimbursements, T27s for speakers and vendors that come in. payment and entry. In this role she also is responsible for the invoicing for 68 E accounts and reconciling invoices and documentation and approvals to ensure all invoice items match what was previously agreed upon with vendors. Month end reports, business office filing and mail distribution are also covered by Victoria. She processes between 80 – 250 invoices a week, and absolutely loves what she does!

10:32am **Representative Share – Selena Strong,** ESC Pharmacy Dean's Office

Played a video to overview the College of Pharmacy.

<https://www.youtube.com/watch?v=hwnWOg72aTI>.

Selena is one of three business managers at the CoP with Vanessa Baker and Tracy Cruze. Her responsibilities cover various accounts with the CoP administration on the Memphis campus, Nashville campus, and Knoxville campus program where she manages the budget and HR functions for those programs. As a business manager there are budgeting responsibilities, resolving administrative issues that arise, engage in the HR functions like hiring, supervising, and onboarding employees. She must ensure employees have the tools they need to be successful. The business managers are supported by administrative aids and each supports various faculty members as

well as the business manager. Each aid and business manager also have their own specialty of knowledge. The CoP likes to utilize its employees as SMEs on various areas of knowledge needed to operate at a high level of service. CoP is ranked in the top 20 among 140 doctor of pharmacy programs in the US. Reviewed over list of academic programs available in the CoP (<https://www.uthsc.edu/pharmacy/>). Highlighted the Certificate in Nuclear Pharmacy certificate program lead by Dr. Morgan. Reviewed the leadership of the College of Pharmacy <https://www.uthsc.edu/pharmacy/about/faculty-and-staff.php> The college is pushing for an increase in grants being acquired for the College of Pharmacy.

10:55am **Representative Share – Jackie Fox, ERC IT.** *See PowerPoint below.*

Jackie works in telecommunications within ITS. Been maintaining the Legacy / Nortel phone system since the early 1980s. Moving to the Ring Central cloud. Where it will process through the network and go to an app on your cell phone and computer. In certain areas a hard desk phone will be available when we transition from Legacy to the Ring Central cloud. Support will come through tech connect system and handled by front end Service Desk and if needed the Telecom techs. Ron South will be the person to head up the new phone system being up in. Planning to make the first entry into the new system in December beginning with 500 users. At that point both phone systems will be in place as we begin to migrate to the Ring Central system. Phone system will be using the single sign on DUO authentication. Jackie handles work orders requested in the current system, reviews previous days network interaction with the phone system for issues, Horace and Jim primarily handle the field work orders as needed to keep the phone system running.

11:15am **Representative Share - Kai Zhi, ESC, the Plough Center**

<https://www.uthsc.edu/plough-center/history.php> from the History section. Originated as Parenteral Medications Laboratories before it became the Plough Center. It is up to FDA regulator standards to manufacture pharmaceutical liquid material. Reviewed the Leadership section of the Plough Center. <https://www.uthsc.edu/plough-center/leadership.php>. Major personnel is divided into three sections – Research, cGMP Production, and Quality Assurance.

Kai's main role is to take care of the research and development of new products as the Research Scientist in the Plough Center. The Plough Center is made up of a highly specialized team to serve our clients. <https://www.uthsc.edu/plough-center/clients.php> The Plough Center is a nonprofit part of the organization designed to bring good pharmaceuticals into the market by helping clients with limited resources bring their product to market. Quality is at the center of all Plough Center products and services. It is our number ideology that we promote <https://www.uthsc.edu/plough-center/quality.php> Also provides Comprehensive Pharmaceutical Aseptic Course. This program is temporarily paused due to COVID19 but will return in 2022 <https://www.uthsc.edu/plough-center/aseptic-course.php> When **something works on a benchtop there is no guarantee it will**

work in a facility for mass production. The PC has a drug product process development where they test and ensure a drug is capable of being produced in a facility <https://www.uthsc.edu/plough-center/solutions-and-services/drug-product-development.php> from here it goes to Aseptic Manufacturing <https://www.uthsc.edu/plough-center/solutions-and-services/aseptic-manufacturing.php>

11:31am **Representative Share – Lyncie Crawford** College of Graduate Health Sciences

Provided a PowerPoint (*see below*)

11:40am **Round Table**

Jean Perdicaris shared –

Reminder the upcoming two chancellor candidate finalist campus visits Thursdays, November 4 & November 11. To that end, each candidate will be meeting with various groups including ERAB. The ERAB meeting is 4:05 – 4:45 PM each Thursday. You'll receive a meeting invitation with additional details later today. Understanding that not all will be able to attend, please do what you can to accommodate these very important meetings. The interview schedules for both days are very tight. Each candidate will have a 12-hour day!

Amber Carter, ERC, Ophthalmology & Communications

Recently hired a digital content specialist. Four positions are currently open in Communications & Marketing. Two are currently open in the communications side, an additional on the web team and an administrative person. Please be on the look out for those and share to those you know who may be interested.

HEI welcomes a new administrative assistant, Kistal Hamlet. All else is going well.

Kimberlee Norwood, posed a question –

Who is responsible for telling and training employees about educational benefits? This question was asked of me because employees are not told to complete the tax waiver Education related to employment form when they go over \$5250 in a year. Then, payroll gets called about money taken for taxes out of their check. Payroll says they do not know anything beyond you have to complete that form and submit to Knoxville. Also, no one understands what the three listing on a check are, i.e. fee waiver GR.

A: The information is available on our website which is being renovated to provide more visual and informational clarity. Benefits offers two training classes a year on the educational assistance benefit. The next class is being held in December and can be enrolled in through the HR Training Calendar. Otherwise, employees are



encouraged to contact Human Resources – Benefits about this, specifically Debbie Jackson.

Issue is that no reminder is given when completing forms about the Job-Related Fee Waiver, about the tax implications involved


Similar issue with the resident's tax coming from regular pay for educational assistance.

Lisa Hall inquired on the change in Sponsored NetID process –

Requests for a sponsored NetID now is routed to and approved through HR. This is done to increase our network security and will need a legitimate reason that will be screened by HR as to who obtains a NetID. The safety and security of our campus is the concern and the reason for the added step in the process.

Lisa asked the group how Tech Connect is working for everyone. Lisa shared the Tech Connect homepage and directed to the Knowledge Base as a resource to help employees learn about the different tools and troubleshoot on their if needed.

<https://uthsc.teamdynamix.com/TDClient/2280/Portal/KB/>



College of Dentistry Business Office

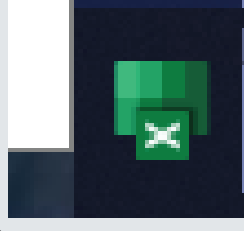
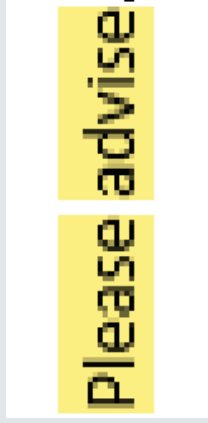
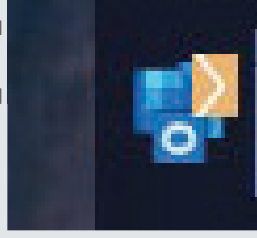
Blake Dingman
Business Manager

The Business Office of the College of Dentistry

- Headed by the Associate Dean of Finance
 - Daniel Brown
- Two Managers and a Coordinator under Associate Dean of Finance
 - Blake Dingman – Financial Reporting/Accounts Receivable/Graduate Affairs
 - Brian Bowling – Purchasing/Accounts Payable/ Shipping and Receiving
 - Jana Hays – Purchasing
- Personnel under the direction of the Financial Reporting Manager.
 - Accounting Coordinator – Katrina Parnell
 - Sr. Fee Control Clerks
 - Anita Tutwiler
 - Jeanette Garrett
 - Accountant- In Process
 - Handle high level financial matters in the College
 - Accounting Assistant – In Process
 - Provide help with payroll and travel.

Financial Reporting Manager Job Duties

- **Microsoft Excel**
- **Microsoft Outlook**
- **Problem Solving**



The End

Just Kidding

Four Quadrants of the Financial Reporting Side of the Business Office

Accounts Receivable	Payroll, Travel, and Other Reimbursements
Financial Reporting	Patient and Student Affairs

Accounts Receivable

- **Supervise the Patient Revenue Deposit process**
 - Both myself and the Accounting Coordinator Reconcile Petty Cash.
 - *Used by Sr. Fee Control Clerks for change.*
 - Supervise the Reconciliation of Revenue collected each day from patients and insurance.
 - *Cash, Checks, Credit Cards.*
 - *Bank Deposit Report in AxiUm helps to reconcile with physical cash/checks etc.*
 - Supervise and enter deposits into IRIS and have those Cash and check deposits picked up by Officers.
 - **Blue-Fin**
- **Contractual Billing for Receivables**
 - Work with Le Bonheur, Regional One Health, and St. Thomas (Nashville).
 - *Involved with Contract process with hospitals above for GME in Dentistry.*
 - *GME Dental Resident and Faculty Salary, Benefit, and Curriculum invoicing.*
 - Resulted in \$1.5 to \$2 million in additional revenue for the College of Dentistry and will continue to grow into the future.

Accounts Receivable Cont.

- **Miscellaneous Revenue**
 - Deposit Restricted account payments for Research funds
- **Refund Processing**
 - Sign off and Approve refunds

Financial Reporting

- **Salary Budget Reconciliation – E-Accounts (Orange Dollars)**
 - Departments (House Faculty and Some Staff)
 - Clinics (Staff)
 - Continuing Education
 - Reconcile Daily salaries to make sure we are not going overbudget with Faculty and Staff.
 - Report remaining budget to Associate Dean, Executive Associate Dean, and Dean of the College of Dentistry
- **Clinic Revenue and Expense Reports**
 - Check monthly and even weekly Clinic Income and Expenses
 - The income generated by the clinics cover the expenses in each clinic
 - Some clinics have both base budget (Orange Dollars) and Income that support the clinic.
 - *Union City Clinic*
 - Project both Clinic Revenue and expenses based previous year trends.

Financial Reporting Cont.

- **Restricted Account Reporting and Creation (Red Dollars)**
 - Create Restricted accounts based on needs.
 - Research
 - Donor Accounts (Delta Dental, Generous Alumni, Etc.)
 - Equipment Funds
 - Other
 - Report Restricted account balances to Principal Investigators each month.
 - With the incoming personnel, I am planning on delegating this process to the new Accounting Assistant and Accountant.
- **Report Receivable balances**
 - In conjunction with the revenue cycle team in Clinical Affairs, the Business Office reports all receivable balances yearly.
 - We also report any credit balances on patient charts.
 - Also write-off any old balances that patients have not paid in a timely manner.

Payroll, Travel, and Other Reimbursements

- Payroll
 - Supervise the Monthly and Biweekly time-entries.
 - Working to transition to both time-entries to employees instead of entries made by our office.
 - Supervise the Additional Pay entries.
 - *Some employees are paid exclusively through the additional pay screen.*
 - Enter most Faculty and some staff changes to salaries in IRIS.
- Travel
 - Supervise all travel reimbursements within the College of Dentistry
 - Work to help the departments and their travelers stay within policy.
 - I'm not the biggest fan of Concur. I miss our old system.

Payroll, Travel, and Other Reimbursements Cont.

- **Other Reimbursements**
 - We also process moving expense reimbursements.
 - Work with Accounts Payable to use the proper E or R-Account for reimbursements and even some invoices.

Patient and Student Affairs

- Patients
 - Speak to patients daily and help them with their needs.
 - Calls can range from paying for a balance to printing out a ledger for their health savings account, to hearing about their issues with the clinic.
 - I also rebilled charges in AxiUm when a treatment has to be redone.
 - Working on delegating this responsibility however it always seems to find its way back to me.
- Student Affairs
 - Supervise the onboarding and time entry for the Pre-Doctoral Students as Lab Assistants.
 - *These students are paid to monitor and clean the Pre-Doctoral Labs in the GEB.*
 - Supervise the onboarding process for the summer student research program.
 - Help students with patient billing issues.
 - Checkout students after all patient balances have been paid.

Bonus Round – GME Dentistry and Slagle Dental Meeting

- **GME Dentistry**
 - Onboarding of Residents each year.
 - *Includes background checks, various paperwork from UT and Hospitals, etc.*
 - Entry of all payroll information in IRIS
 - Send information to various insurance companies for Residents to sign up for insurance
 - Other duties
- **Slagle Dental Meeting**
 - In charge of recruiting vendors and sponsors to exhibit the latest and greatest in Dental Technology
 - Also in charge of the financial reporting for the Slagle Dental meeting.
 - Supervise the Hotel contract.

The End

Any Questions?



IX Messaging



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THIS**

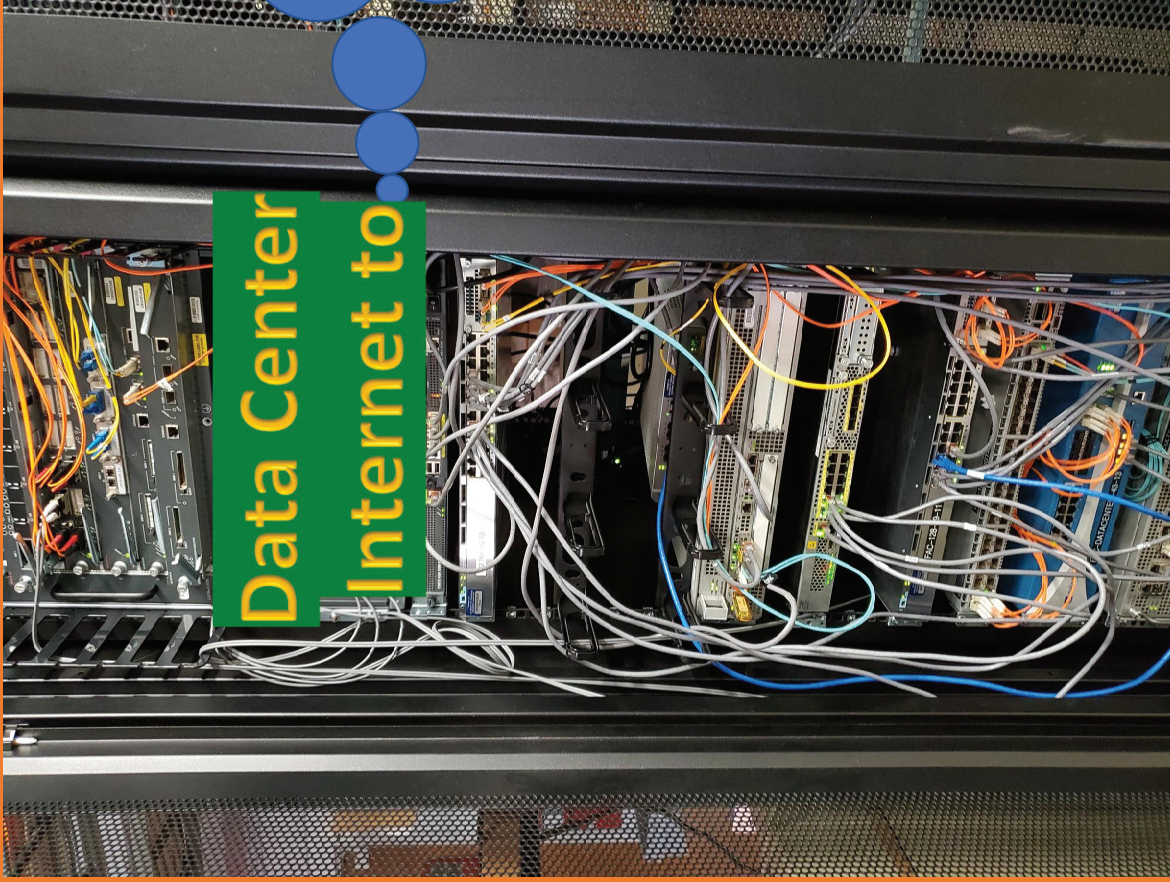
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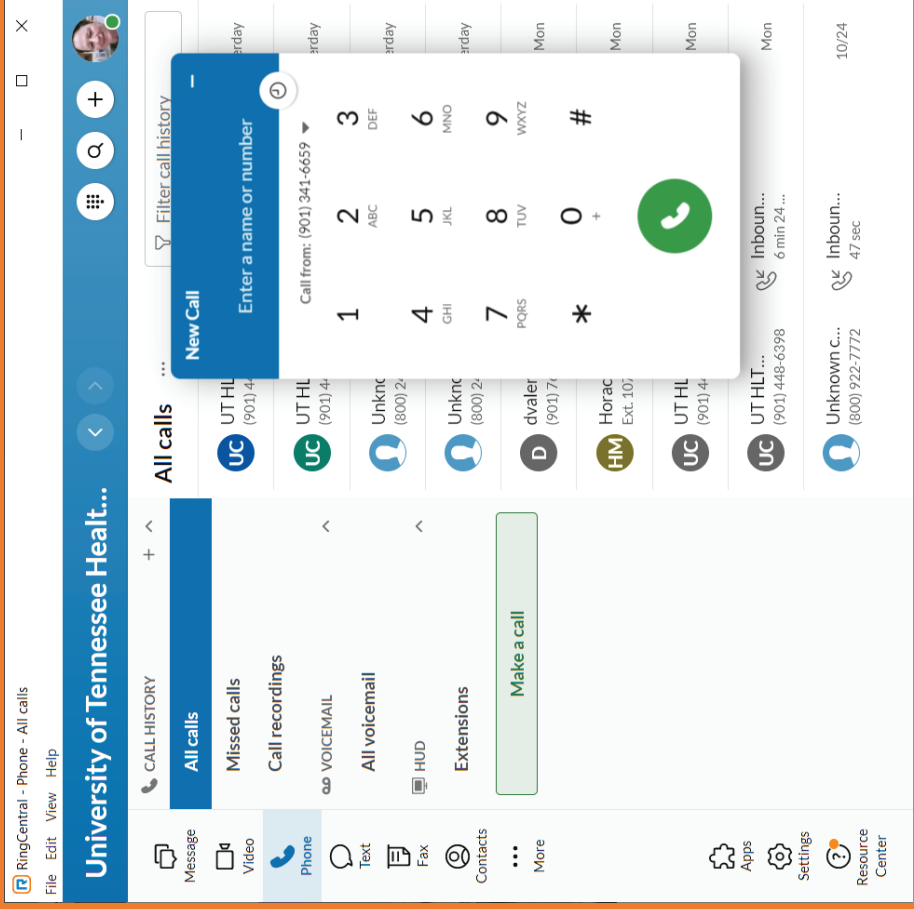
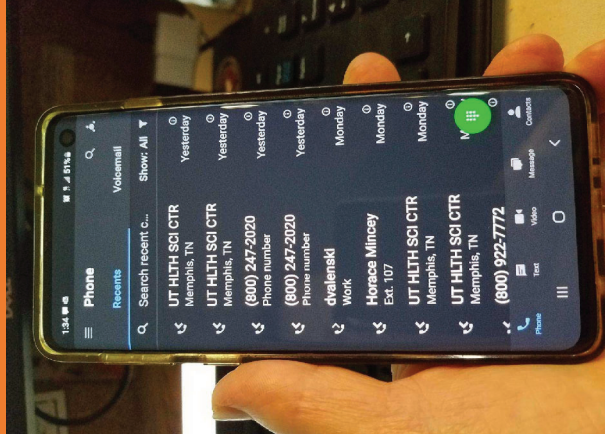
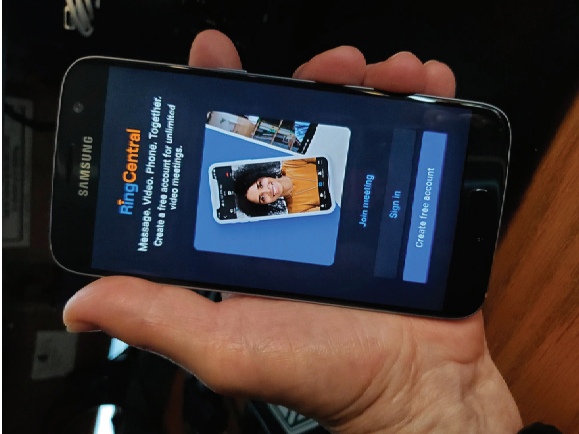
TOTHS

**Data Center
Internet to**

**Ring Central
in the Cloud**



AND THIS



Actual telephone sets available to be PCI compliant or for safety reasons. Will be addressed on a per user basis and require approval.

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 THE UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER

Jaqueline Fox

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Service Desk Information
 877 Madison, 8th Floor
 Memphis, TN 38163
 901.448.2222 or 800.413.7630
 Monday - Friday from 7:30 am - 5:30 pm





Introduction to TechConnect
 Hello! I am Veronica and I'd like to take a few minutes to show you around UTHSC TechConnect.

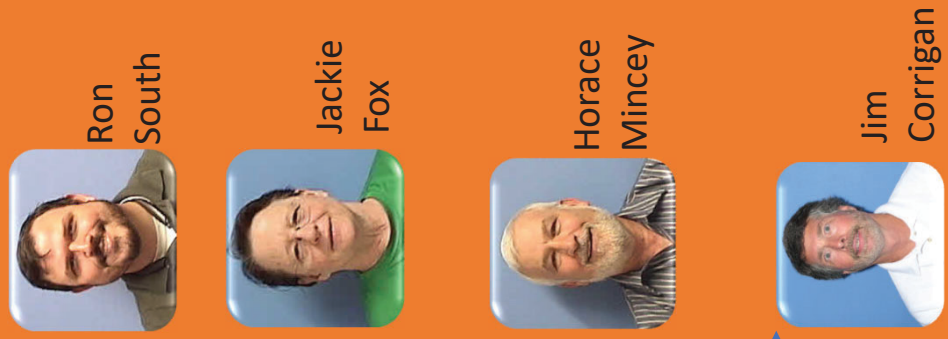
Watch on [YouTube](#)

Rather read/print this introduction? See our knowledge base article.

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Adobe Creative Cloud: Instructions for Downloading
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Zoom: Meeting vs. Webinar
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Changes to Your Access to UTHSC Email, Network, and Other Resources When You Leave the University
LinkedIn Learning Online Training

Popular Services
Generic Service Request
Software Issues
Help Me
Hardware Issues
TechConnect
Telephone/Telephone-Related Issues
Network Issues
Microsoft Power BI, Visio, Project, Visual Studios, and Microsoft Developer Network (MCDN): Request License
Zoom: Upgrade to Zoom License (Pro Account)
VoiceMail to Email Request

Front in support from Service Desk techs then If needed to Telecom techs





College of Graduate Health Sciences

*Preparing Scientists for a Changing World by Improving Human Health
through Research, Education, and Outreach*

FOUNDED IN **1928**

TOP THIRD

RANKING IN GRADUATE SCHOOLS IN THE BIOLOGICAL SCIENCES
(U.S. NEWS & WORLD REPORT)

18,412 READS FROM **1,775** INSTITUTIONS IN **147** COUNTRIES -
THESES AND DISSERTATIONS FROM THE COLLEGE LOGGED IN 2018 (DIGITAL COMMONS)

TOP TEN

POSTDOCTORAL OFFICE RANKING IN THE U.S. (NATIONAL POSTDOCTORAL ASSOCIATION)

60%

OF DOCTORAL GRADUATES HAVE NO GRADUATE OR UNDERGRADUATE DEBT, COMPARED
TO 50% NATIONWIDE AT SIMILAR INSTITUTIONS (SURVEY OF EARNED DOCTORATES)

561

CREDENTIALLED FACULTY - GREATEST FACULTY-TO-TRAINEE RATIO AT UTHSC

1,500+ ALUMNI

\$84.3 MILLION

IN GRANT EXPENDITURES BENEFITING GRADUATE TRAINING



CGHS Administration and Staff

- Donald Thomason, PhD – Dean
- Isaac O. Donkor, PhD – Associate Dean, Student Affairs
- Monica Jablonski, PhD – Associate Dean, Postdoctoral Affairs
- John Cox, PhD – Associate Dean, Academic Affairs
- Larry Tague – Assistant Dean, Academic Affairs
- Felicia Washington, MHSA – Assistant Dean, Graduate Programs and Services
- Lyncie G. Crawford, CAP, M.S. – Program Coordinator
- Deja Pea – Program Coordinator
- Jeddie Maxwell – Administrative Coordinator



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 - Biomedical Sciences
 - Dental Sciences
 - Epidemiology
 - Health Outcomes and Policy Research
 - Laboratory Research and Management
 - Nursing Science
 - Pharmaceutical Sciences
 - Pharmacology
 - Speech and Hearing Science
- Certificate in Clinical Investigation
 - Certificate in Health Care Quality Improvement

College of Graduate Health Sciences Virtual Tour



Thank you!!

