

# MG&A

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## Employer Needs Analysis

**Company** Adams County General Hospital **Date** Sept. 30, 201\_

**Employer Contact** Gerald Jordan, Hospital Administrator

**Performed by** Charlotte Guy, Transition Specialist **Agency** Natchez Schools

**Performed by** Brenda Thompson, Special Ed. Teacher **Agency** NHS

**Performed for** Sadie Jones

**Employer Representative Assisting** Felicia Roberts, Human Resources Manager

**Employer Representative Assisting** Violet Green, Office Manager

**Departments/Areas Observed** Business office, records = **B/R**  
(use letter codes for location of needs)

Gift Shop = **GS**

Cafeteria = **C**

Other = **O**

**Total Time Spent in Analysis** 4 hrs. total

**Dates/Days for Analysis** 1.5 hrs. on Thursday, 9/23/201\_

2.5 hrs. on Wednesday, 9/30/201\_

**Mark one:** **Specific to Job Seeker**  **Informational Interview**   
**Non-specific by employer**

### General Descriptive Notes:

*This Needs Analysis was conducted following a presentation by Charlotte Guy to the hospital administrator, Gerald Jordan. Ms Guy was successful in negotiating a needs analysis to be assisted, on different days, by the HR director, Felicia Roberts, and the office manager, Violet Green. The initial analysis was conducted in the office and records area of the hospital and the second day focused on the gift shop and in the cafeteria. Ms Guy was assisted by Sadie's special education teacher, Brenda Thompson. The results of the analysis were presented to Gerald Jordan in a meeting on October 5, 202\_.*

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**Employees performing their jobs, look for:** Sadie Jones

Episodic duties	Easier tasks to perform	Material supply	Tool supply
Interruptions	Tasks that would make their job easier		Wasted motions
Backed up tasks	Tasks they don't like doing	Tasks needing assistance	
Fatigued workers	Frustrated workers		

<b>Observations of Employees doing their jobs</b>	<b>Frequency of task</b>	<b>Unmet Need</b>	<b>Unbundled Task</b>	<b>Benefit to Employer</b>
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<b>Observations of Employees doing their jobs</b>	<b>Frequency of task</b>	<b>Unmet Need</b>	<b>Unbundled Task</b>	<b>Benefit to Employer</b>
1. Stocking salad bar (C)	30 min.			X
2. Cleaning, wiping salad bar (C)	15 min.			X
3. Specialty salad prep (C)	3/day	X		
4. Searching for misfiled documents (B)	30 min.		X	
5. Copying patient records (R)	10/week			X
6. Assisting with excess Copying (B)	2/day			X
7. Making coffee (B/R)	3/day		X	
8. Answering phone during lunch (B)	1/day for 1 hr.		X	
9. Preparing certified letters (B)	20/week		X	
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**Work Environment, look for:** Sadie Jones

<b>Unattended materials</b> <b>Misplaced materials</b> <b>Missed opportunities</b>	<b>Unsafe conditions</b> <b>Piles/boxes</b> <b>Blockages</b>	<b>Unsightly areas</b> <b>Dusty/broken/dirty goods</b> <b>Waste/scrap materials</b>
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<b>Observations of Work Environment</b>	<b>Freq.</b>	<b>Unmet Need</b>	<b>Unbundled Task</b>	<b>Benefit to Employer</b>
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<b>Observations of Work Environment</b>	<b>Freq.</b>	<b>Unmet Need</b>	<b>Unbundled Task</b>	<b>Benefit to Employer</b>
1. Placing food in refrigerator following delivery (C)	3/week			X
2. Delivering documents to departments (B)	1/day			X
3. Entering data from old files (B)	Constant	X		
4. Stocking supplies after delivery (B/R)	1/week			X
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**Customers of the setting, look for:**

Customers waiting	Customers confused	Customers needing assistance
Customers angry	Customers asking for information	
Customer complaints	Customers with suggestions	

<b>Observations of Customers in setting</b>	<b>Freq.</b>	<b>Unmet Need</b>	<b>Unbundled Task</b>	<b>Benefit to Employer</b>
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1. Assist customers in choosing gift or flowers (GS)	Various		X	
2. Direct families and visitors to patient rooms (O)	2/hour	X		
3. Offer coffee to families in waiting room (O)	Constant	X		
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**Needs Analysis Performed For:** Sadie Jones

**TASK/NEED MATCHING**

**List the Job Seeker’s potential tasks from their TASK LIST and compare with Employer Needs/Benefits. This occurs prior to negotiation with employer.**

<b><i>Job Seeker Task List</i></b>	<b><i>Employer Task List</i></b>
<b>1. Shredding</b>	<b>1.</b>
<b>2. Running errands</b>	<b>2.</b>
<b>3. Delivery</b>	<b>3. Delivering documents to departments</b>
<b>4. Copying</b>	<b>4. Copying patient records; assisting with excess copying</b>
<b>5. Filing</b>	<b>5.</b>
<b>6. Sorting, Collating</b>	<b>6.</b>
<b>7. Matching checks to invoices</b>	<b>7.</b>
<b>8. Stapling</b>	<b>8.</b>
<b>9. Folding, Sealing</b>	<b>9.</b>
<b>10. Light data entry</b>	<b>10. Entering data from old files</b>
<b>11. Faxing</b>	<b>11.</b>
<b>12. Backing up files to CD</b>	<b>12.</b>
<b>13. Labeling, shipping</b>	<b>13. Preparing certified letters</b>
<b>14. Cold food prep</b>	<b>14. Fruit and veggie prep in cafeteria</b>
<b>15. Cutting, paring</b>	<b>15.</b>
<b>16. Arrangement/layout</b>	<b>16. Specialty salad prep</b>
<b>17. Portioning</b>	<b>17.</b>
<b>18. Serving in cafeteria line</b>	<b>18. Offering coffee to families in waiting room</b>

**Needs Analysis Performed For:** Sadie Jones

**TASK/NEED MATCHING**

<i><b>Job Seeker Task List</b></i>	<i><b>Employer Task List</b></i>
<b>19.</b> Stocking salad bar	<b>19.</b> Stocking salad bar
<b>20.</b> Cleaning salad bar	<b>20.</b> Cleaning salad bar
<b>21.</b> Condiment replenishment	<b>21.</b>
<b>22.</b> Folding, straightening	<b>22.</b>
<b>23.</b> Facing stock	<b>23.</b>
<b>24.</b> Unboxing/receiving	<b>24.</b>
<b>25.</b> Shelving	<b>25.</b>
<b>26.</b> Hanging	<b>26.</b>
<b>27.</b> Security tags inst./remov.	<b>27.</b>
<b>28.</b> Restocking	<b>28.</b> Placing food in refrigerator & pantry
<b>29.</b> Inventory scanning	<b>29.</b>
<b>30.</b> Pricing	<b>30.</b>
<b>31.</b>	<b>31.</b> Walk families to patient rooms
<b>32.</b>	<b>32.</b> Collect wheelchairs and return to department
<b>33.</b>	<b>33.</b> Dust pictures in lobby
<b>34.</b>	<b>34.</b> Clean rehab equipment
<b>35.</b>	<b>35.</b> Wipe tables in cafeteria
<b>36.</b>	<b>36.</b> Dust/trim plants in lobby

Needs Analysis Performed For: \_\_\_\_\_

**TASK/NEED MATCHING**

***Job Seeker Task List***

***Employer Task List***

<b><i>Job Seeker Task List</i></b>	<b><i>Employer Task List</i></b>
<b>37.</b>	<b>37.</b> Dust ceiling fans
<b>38.</b>	<b>38.</b> Tear down boxes from delivery
<b>39.</b>	<b>39.</b> Crush soda cans
<b>40.</b>	<b>40.</b> Collect recyclables from departments
<b>41.</b>	<b>41.</b> Walk/direct families to patient rooms
<b>42.</b>	<b>42.</b> Searching for misfiled documents
<b>43.</b>	<b>43.</b> Making coffee
<b>44.</b>	<b>44.</b> Answering phone during lunch
<b>45.</b>	<b>45.</b> Assist customers in choosing gift/flowers in gift shop
<b>46.</b>	<b>46.</b>
<b>47.</b>	<b>47.</b>
<b>48.</b>	<b>48.</b>
<b>49.</b>	<b>49.</b>
<b>50.</b>	<b>50.</b>

**Needs Analysis Performed by Employers**

***Customized Employment*** offers you the opportunity to target specific areas of your business operations by focusing on tasks rather than job titles and job openings. In this way, you can augment the typical way you hire with this strategy that focuses on your needs and the job seeker's unique skills.

***Customized Employment*** utilizes voluntary negation of a tailored job description to create an employee relationship that benefits you and your employee. It does not replace typical hiring procedures; rather it allows you to pinpoint areas that you would like to address.

You can use this form to assist you in identifying areas of need and benefit to your business. Our job developer will then explain how our job seeker might meet your needs through a customized job description.

Look for the following in your business:

1. **Unmet Needs –** *Tasks that need to get done but are not getting done*
2. **Cost Savings –** *Tasks that are currently bundled in job descriptions of higher paid employees that could be performed by someone at a lower pay rate*
3. **Improvement --** *Tasks that can help your employees and your business operate more efficiently*

***Regarding your employees:***

Episodic duties	Easier tasks to perform	Material supply	Tool supply
Interruptions	Tasks that would make their job easier		Wasted motions
Backed up tasks	Tasks they don't like doing	Tasks needing assistance	
Fatigued workers	Frustrated workers		

***Regarding your workplace:***

Unattended materials	Unsafe conditions	Unsightly areas	Errors
Misplaced materials	Piles/boxes	Dusty/broken/dirty goods	
Missed opportunities	Blockages	Waste/scrap materials	

***Regarding your customers: (as appropriate)***

Customers waiting	Customers confused	Customers needing assistance
Customers angry	Customers asking for information	
Customers with complaints	Customers with suggestions	



## MG&A

***Needs/Benefits Identified by Employer:***

Tasks on this page reflect areas of focus by the employer or employer representative. This may comprise additional information to a Needs Analysis performed with/for the employer or may be the sole information when Needs Analysis is performed by the employer.

<b><i>Employer's recommendations: and areas of focus</i></b>	<b><i>Unmet Need</i></b>	<b><i>Unbundled Task</i></b>	<b><i>Benefit to Employer</i></b>
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1. Collecting wheelchairs and returning to department	X		
2. Pushing patients from room to car			X
3. Cleaning wheelchairs		X	
4. Dusting pictures in lobby	X		
5. Cleaning rehab equipment		X	
6. Dust/clean/trim plants in lobby	X		
7. Wipe tables in cafeteria			X
8. Dust ceiling fans	X		
9. Fruit/veggie prep in cafeteria			X
10. Tear down boxes from delivery		X	
11. Crushing soda cans	X		
12. Collect recyclables from departments	X		
13. Walk families to patient rooms	X		
14.			
15.			
16.			
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