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**Testimony COMMENTING on HB1946 HD2
RELATING TO PROCESS IMPROVEMENT**

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SENATE COMMITTEE ON GOVERNMENT OPERATIONS

Hearing Date: March 14, 2024

Room Number: 225

1 **Fiscal Implications:** N/A.

2 **Department Testimony:** The Department of Health (DOH) supports the intent of HB1946 HD2
3 but defers to the Office of the Governor for operational impacts and the Department of Human
4 Resources Development for compliance to hiring policies and collective bargaining.

5 Improving efficiency and effectiveness is a priority for DOH, and we support continuous quality
6 improvement. Currently, our biggest challenge is our vacancy rate, and we are pursuing and
7 have proposed hiring procedures to streamline the process, which may be considered by the
8 Legislature.

9 Using DOH as an example, this proposal applies to positions delegated to the Department of
10 Health for recruitment and examination:

- 11 • Upon exhaustion of internal recruitment efforts, DOH Human Resources Office (HRO)
12 will send all external applications to the hiring program.
- 13 • External recruitment shall indicate that all complete applications received shall be
14 considered by the hiring program, but not all will be offered interviews.
- 15 • The hiring program will offer interviews to the most qualified applicants.
- 16 • Upon completion of interviews and rank-ordering of candidates, the hiring manager will
17 send the name of the selectee(s) to DOH HRO, whose staff will verify MQs only for
18 those selected, reducing overall review burden.

- 1 • Only upon review and vetting of MQs of the selected candidate(s) by DOH HRO shall
2 the hiring program extend a job offer.
- 3 • If DOH HRO review determines that the selectee’s application does not meet MQs or if it
4 is appropriate to reject an application based on other criteria in HAR Section 14-3.01-11,
5 the program may not hire their first-choice applicant and may select the next highest
6 scoring applicant cleared by DOH HRO.
- 7 • The hiring program notifies both 1) the applicant of any application rejected which shall
8 include the cause or causes for rejection, and 2) applicants whose applications were not
9 rejected but who were not selected for the position of their non-selection.
- 10 • The department shall ensure non-discriminatory hiring practices are being maintained and
11 shall be responsible for responding to related Administrative Review, Internal
12 Complaints, Merit Appeals Board, and grievance matters.

13 Allowing departments to pilot innovate hiring practices while adhering to merit principles can
14 help create a learning organization culture and may augment a centralized process improvement
15 effort.

16 Mahalo for the opportunity to provide testimony.

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