

# Association of Former PAHO Staff Members

Human Resources Highlights  
HRM  
Paul de la Croix-Vaubois

05 December 2024



**PAHO**



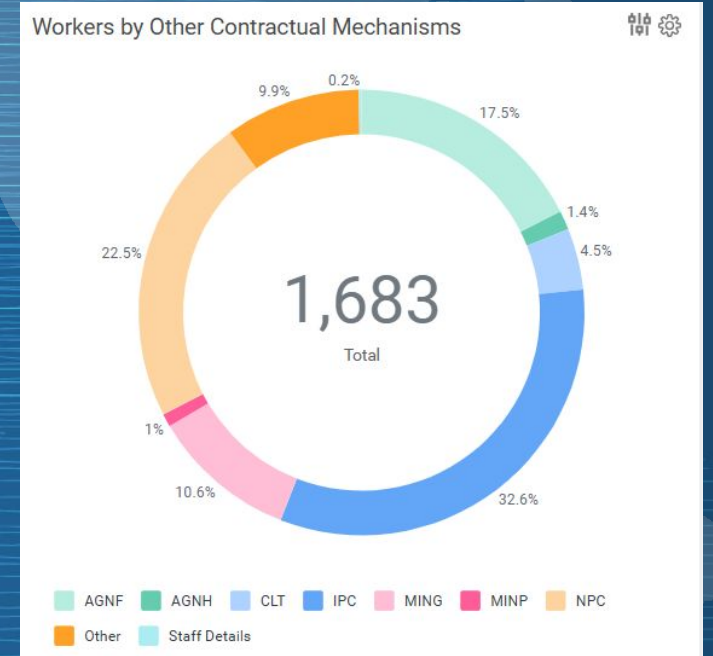
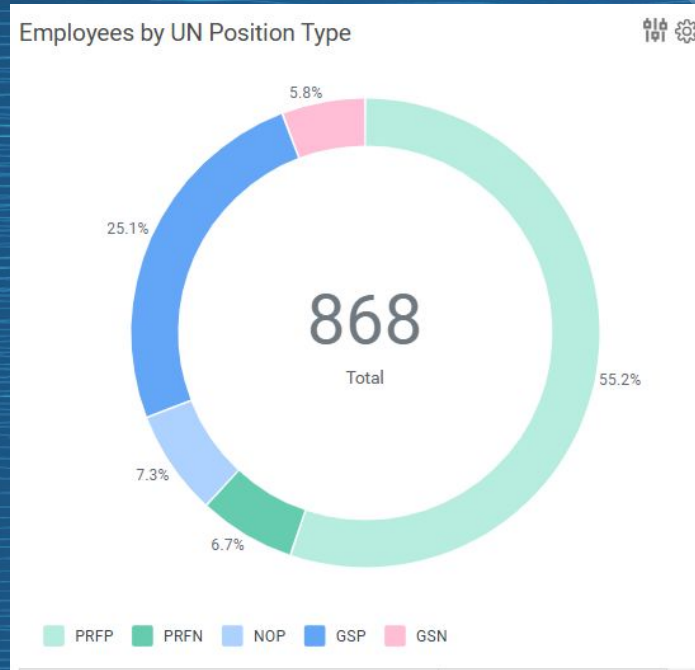
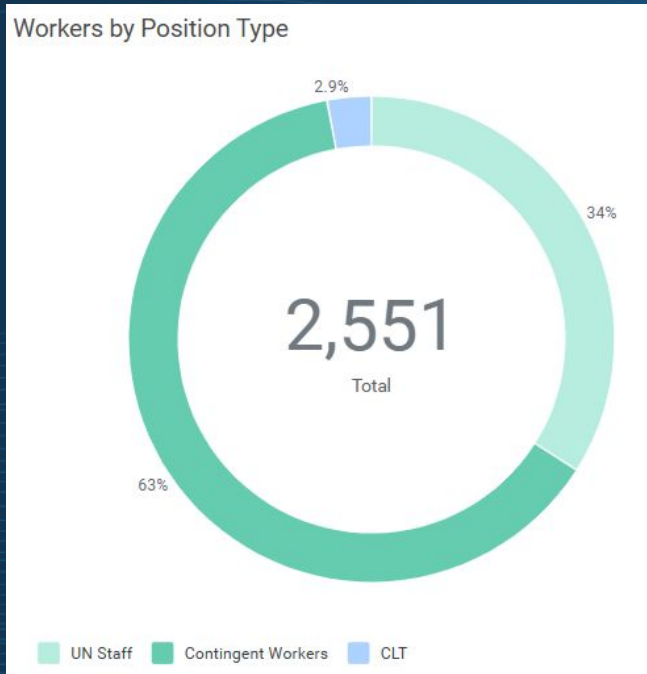
Pan American  
Health  
Organization



World Health  
Organization  
Americas Region



# PAHO Workforce



**Female: 60.6% - Male: 39.4%**

# People Strategy 2.0

PAHO's People Strategy focuses on enhancing human resources and organizational culture to improve health outcomes in the Americas.



## I. Agility

- Execute HR plans with collaboration (PBE)
- Review staffing in country offices for efficiency
- Expedite recruitment for fixed-term positions
- Launch PMIS dashboard for data-driven HR decisions
- Prepare for 2024-2025 HR bottom-up costing via PMIS: Adaptive

## II. Functional Optimization

- Implement PMIS Recruiting for consultants and staff onboarding
- Update policies for consultants, interns, and contracts
- Enhance PMIS onboarding to improve employee experience
- Explore Workday products to optimize HCM processes
- Update PMIS Talent module for skills tracking and performance links

# People Strategy 2.0 (Cont.)



## III. Innovation

- Scale up flagship skills programs; launch organizational Learning Paths
- Roll out unconscious-bias training for managers
- Develop action plans for Personnel Engagement Survey results
- Join WHO's DEI initiative and consider establishing a Learning Fund





# PMIS - Implementation of Workday at PAHO

## Workday as SaaS

- Cloud-based solution for HR and Finance management
- Scalable and secure platform, accessible globally
- HR & Payroll: Go-live 2015
- Finance: Go-live 2016



# Key Benefits of Workday

## Cloud Technology

- Seamless integration across departments
- Real-time data access and updates

## Mobile Functionality

- Access and manage HR and finance tasks on mobile devices
- Increased productivity for employees and managers

## Streamlined Business Processes

- Simplified workflows and automated processes
- Improved accuracy, reduced administrative workload



# Key Benefits of Workday

## Faster Payment of Entitlements and Benefits

- Accelerated payroll and benefits distribution
- Reduced processing time for entitlements

## Self-Service Module

- Employees manage personal information and requests
- Reduces HR workload

## Recruitment Module

- Go-live scheduled for March 2025
- Delinked from WHO/Stellis platform



# Digitization of HR Files



- Digital transformation of HR files



- Migration to Cloud
- Completed in January 2020

# Revised Telework Policy (Effective 1 November 2024)



- **12 days** telework per month **at duty station** (60-mile radius)
- Up to **30 days** telework **outside duty station**
- **>30 days and <60 days** telework outside duty station requires EXM approval
- **Exceptional cases** for medical and other special circumstances



# Employee Engagement



## Surveys Carried Out

- 2019, 2022, 2023, 2024
- Gallup methodology used



## 2023 Engagement Results

- 80% participation
- 3.93 out of 5 overall ranking
- PAHO consistently above global rating averages
- Continuous focus on improving engagement



# Looking ahead...



## Lump Sum Option for statutory travel (Jan. 2025)

- Appointment
- Reassignment
- Family visit / Home leave
- EGT
- Repatriation

## Volunteers (Jan. 2025)

- PAHO-UNV MOU signed Oct. 2024

## Workday recruitment module (March 2025)

- Hiring platform integrated in Workday platform (March 2025)



**Thank you !**