

Hospital Based Staffing Committees: Building A Trusted and Partnership

Defining Success

- Continued and active participation
- Valued and respected partners in the conversation
- Collaboration
- Action plan with results
- Trust among the group

Building Trust

- Communication
- Accountability
- Active listening
- Team building
- Admitting mistakes
- Avoiding micromanagement
- Delegating
- Showing empathy
- Being respectful of ideas and contributions
- Prioritizing the work
- Don't be late

Sample Commitments



We will:

Commit to high integrity. Be informed and consistent in our individual thoughts and actions. Treat every individual with respect and dignity. Commit to follow through.

Commit to trust. Acknowledge our collective strengths and limitations while trusting our common goals. Then, leverage our resources to make informed decisions and to drive our work.

Commit to be flexible. Avoid being rigid in our individual and collaborative efforts. We will be flexible having the ability to modify plans and strategies when necessary. Prioritize decisions that strengthen the team.

Commit to take responsibility. Be accountable for the work you are doing as an individual and your contributions to the work of the greater team. If there are issues or concerns within the group, all issues will be brought to the group and considered respectfully with a goal of resolution and growth.

Commit to be empathetic. Generate a healthy professional connection with committee members, attend to the needs of the group, and offer expertise and solutions to defined common issues.

Commit to share responsibilities and achievements. Be willing to delegate or assist in responsibilities without feeling threatened. Understand the importance of empowering each other, leaning in on each other when resources are needed, and celebrate successes together.

Commit to help each other grow. Commit to a process for providing respectful and cordial insight on the mistakes and successes of the team. Also be willing to listen and be open to the observations of others.

Commit to communication. Communicate early and often. Commit to considering every individual who will benefit from or appreciate information you have to share. Appreciate the communicated contributions of all members as valuable insight that should be considered in committee efforts.

Commit to Success. Be 100% invested in the committee success and the success of individuals on the committee. Support one another. Do not compete with each other.

Committee Education

- Myths of hospital finances
- Resource allocation
- How finance decisions are made
- Healthcare economics
- Hospital reimbursement
- What drives costs in healthcare
- Costs of supplies
- Where is the staffing conversation taking place and who is involved

Committee Education

- How much does it cost to hire a nurse
- Healthcare costs and revenues
- Nursing performance and healthcare costs
- Patient flow and readmissions impact on hospital cost
- Link between nursing performance, quality care and hospital finances
- What nurses should know about hospital financial burdens
- The business side of healthcare
- Impacts hospital revenue
- Data: numbers of new hires, numbers of transfers, numbers of agency, etc.

Consider what matters to frontline nurses

- Proud of the care they deliver
- Valued and respected for their contributions
- Feel heard/Have a voice
- Confidence that their issues and concerns matter to their leaders
- Viewed as professionals
- Flexibility to balance career and life/family
- Some control and influence of their work environment
- Communication and transparency

CHS Partners

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