

OHE Group Input 1/22/10

Strategies to Inspire Staff to Embrace Change

Mission/Vision

Share philosophy of nursing

Relate changes to providing excellent patient care

Identify vision for all and individual contribution to vision

Tell the Why

Educate to the reason and importance of change

Give rationale for change with a positive attitude

Relate change to how it will avoid errors or misunderstandings

Instruct on how the change will result in saving time or steps

Educational Methods

Storytelling to show current state and where want to be

Role play to conjure empathy on both sides of change process

The class ACT focuses on providing compassionate service, great attitude & collaborative team work among staff

Online education

Standardized nursing competencies

Casino night

Scavenger hunt

Multidisciplinary practice of high risk scenarios

Inservice training workshops

Role model

Preceptor development course

Facilitate implementation of SBAR to standardize communication via inservices

Discuss best practices in classes

New Grad Program

Developed a safe medication administration power point

Mentoring new grads to embrace organizational change

Encouraged new grad groups to create facebook pages & create support group networks

Residency programs

Developed a stress management lecture/power point

Programs

Mentoring and professional development

Maria O'Rourke professional practice education to inspire RNs to be critical thinking role based professional RNs

Suggested a walking path on hospital campus to encourage employee physical activity

Professional credentialing and education fair with local nursing schools and online programs

Journal Club

Added NPSGs to nursing orientation

Environment

Created an environment of friendly competition

Staff Involvement

Involve and get buy-in from staff from all levels

Shared Governance

High level of employee satisfaction results in commitment to patient satisfaction

Increase staff involvement in various policy and practice initiatives which in turn facilitated embracing change among staff and acceptance of change

Make every attempt to include the end user in decision making

Identify stakeholders\

Collaborative governance

Give staff autonomy to think of creative strategies

Staff participation during meetings to involve staff with ideas for the change

Patient education in groups taught by staff (Resource Team)

Listen to staff and hear their issues and concerns without being judgmental

Empower nurses to work together and be recognized as a "department" open to change for improvement

Nurse driven committees

Six Sigma workouts that include direct care staff

Created online surveys for customer satisfaction of hospital education department

Created online surveys continuous educational needs assessment of staff

Ask nurses what they think is the best strategy to address the issue

Survey staff on education needs based on their interest

Reward & Recognition

Created Preceptor of the quarter award to encourage preceptor quality

Encouragement by recognition and incentives

Recognize staff that are leading and doing it well

Provide free computer classes

Inspire with chocolate

Give flowers to pay it forward

Express appreciation for efforts

Leadership Process

Leadership rounding every day or week with all departments

State expectations clearly

Wear white cap and uniform to show and inspire the real reason why you went into nursing

Involve the executive team

Embrace servant leadership

Inform staff of planned change and provide needed training prior to change

Provide constant communication to influence buy in

Leader modeling desired behaviors to inspire and facilitate practice change

Clear communication

Evidence Based Practice

Used evidence to support and incorporate The Crisis Intervention Model to the Behavioral Health Unit for stabilization of psychiatric patients

Support changes by being evidence based

Use of Data

Created a framework for staff to see how clinical processes impacted length of stay

Educated staff on public websites that rate hospital performance

Provided staff with information related to reportable events occurring in the hospital (transparency).