

Your Best Work: *Staff Engagement*

We are committed to building an organization where you can do your best work; where your feedback is heard and acted upon, and where we can collaboratively make things better for our patients, families and each other.

Through our last engagement survey and focus groups, you told us we needed to improve visitor management, information management and offer support for managing stress and burnout.

Here is what we have done this fiscal year to respond to your concerns:

Engagement Focus: **Stress and burnout**

Focus on hiring and decreasing vacancy rates:



RN vacancy reduced from 4.1% in October 2015 to 0.6% in February 2016

PCT vacancy reduced from 10% in October 2015 to 5% in February 2016

Hosted Nursing Open House attracting 68 nurses; 17 accepted positions at Rush

Met 81% of pre-scheduled Clinical Staffing Office requests

Charge Nurse removed from staffing for high volume adult units from 7 a.m. – 11 p.m.

Creation of Nursing webpage with work life and stress management resources



Training support for end-of-life care

Training for Nursing Leaders includes: Building Resilience, Building Accountability, Strengthening Relationships, Stress Management, and Bullying



Established 50 Unit Champions for Stress Reduction

Promoted self-care with monthly unit visits including Yoga, Resilience, Journaling, Physical Activity and Healthy Snacking



Celebrated Employee Appreciation Day with chair massages for all Nursing staff



Hosting monthly Pet Pause events where staff can cuddle a pooch to decrease stress

Engagement Plan Focus: Visitor Management

Hired two Administrator
On-Call RNs



Increased Security presence
and visitor identification
badge compliance

Provided option to have last name displayed on
back of badge rather than front

Edited Hospital Stay Guide and began nightly
announcements with reminders about visitation

Expanded Security Officer rounding on each unit
daily for increased presence and issue resolution

Engagement Plan Focus: Information Management

Epic upgrade and associated
training enhanced usability and
streamlined documentation.



Greater ease of documentation through blood
administration module



Video recordings of PNS
education offerings now
available on-demand

Selected Phillips physiological monitoring systems
to replace Draeger in Pediatrics and PICU

Listening and Responding

Here are some of the ways we are gathering opinions and sharing
information that is important to you:



Since October, **70 nurses** have attended breakfast
or lunch with the CNO

CNO and COO Rounding on units with focus on engagement



Town Hall meetings with Nursing Senior Leaders to discuss performance, goal
achievement and initiatives

Implementation of Just Culture which encourages greater feedback and
organizational accountability to address system flaws

