Where there is smoke, there is fire.

How to build your personal Incident Command Center.

Tanya Hepner, BSN, RN
Why does Employee Engagement Matter?

- Organizations that implemented effective engagement were 21% more productive.
- Organizations with engaged employees see a 40% lowered rate of absenteeism and 59% less turnover.
- Employees who feel heard are 4.6 times more likely to feel empowered.

“What if, and I know this sounds kooky, we communicated with the employees.”

CareerLink.com
Employee Engagement

- Employee Engagement vs. Employer Engagement
- “People want to come to work, understand their jobs, and know how their work contributes to the success of the organization” (Harvard Business Review, 2013).

Good managers don’t fire. They hire and inspire.
Reflection

• Disengaged managers are 3x more likely to have disengaged employees
• Bad Managers are creating active disengagement
• 35% of U.S. workers are willing to forgo pay raise to FIRE their supervisor
• What’s the #1 way to boost engagement?
  • Trust
    • Demonstrate Competence
    • Have Integrity
    • Care About Employees
**Effective Implementation**

- 96% of employees believe EMPATHY is an important part of employee retention
- 89% of employees note leaders who implement well-being initiatives are more effective
- 70% of employers have effectively changed their work environment to support employee well-being
- Management who implement well-being initiatives see 61% of employees follow through with work tasks
LEADERSHIP

IT'S NOT JUST A BIG BOAT, IT'S A WAY OF LIFE.
Work Place Burnout
The Signs

- Loud, vivacious people may suddenly become quite and reserved
- An organized person becomes messy and forgetful
- Lack of motivation
- Exhaustion
- Frustration
- Cynicism
- Slipping job performance
- Cognitive problems
Mind Full, or Mindful?
What is Mindfulness, and Why does it Matter?

- Webster’s Dictionary defines mindfulness as “a mental state achieved by focusing one’s awareness on the present moment while calmly acknowledging and accepting one’s feelings, thoughts, and bodily sensations used a therapeutic technique”.
- On average, the typical person spends half their day worrying over trivial problems.
- Becoming MINDFUL can improve cardiovascular health, memory, focus, PTSD, as well as lowering the rate of absenteeism at work.
How to Practice Mindfulness

• Breathe, notice your surroundings!
• Be kind to yourself and others.
• When you feel your mind starts to wander, gently correct your attention.
• Turn off the distractions!
• Mentally check out of stressful tasks during lunch time.
• NEVER be afraid to humble yourself.
Mindfulness Leads To......... Working Smarter Not Harder!

• In short, working smarter not harder means making the most effective use of our time!
• Prioritize what you should do. Delegate what you shouldn’t.
• Try to limit meetings to compact important information.
• Hire people you consider more knowledgeable than yourself.

“Workaholics aren’t heroes. They don’t save the day, they use it up. The real hero is already home... Because she figured out a faster way to get things done.”

- Jason Friend & David Heinemeier Hansson -
What Does This Mean for Healthcare? …..Harder

While simply working “harder” seems good in theory, one study notes “in critical care, recent studies have demonstrated implementation of evidence-based practices to prevent ventilator-associated pneumonia and tight glycemic control have added tasks equating to four additional hours of nursing care per day. At the same time, staff are being asked to implement electronic medical records and decision support applications aimed at reducing errors, improving documentation and gaining access to date, which paradoxically, results in spending more time completing routine tasks” (Batalden, Goldman, Hayes, 2015)
What Does This Mean for Healthcare?

- Increased quality and safety training
- Health information technology has been improved to advance the quality and safety of care
- Policy makers have introduced systems to increase and incentivize health care delivery
- Focus on Patient Experience and Service Recovery
What Does This Mean for Healthcare? ....Smarter

In the same study the researchers noted, “What would a ‘working smarter’ improvement approach look like? Building on existing theories and tools, such as strategy, would place more emphasis on the impact of the workload associated with improvement on the recipients change. This approach would guide the design of initiatives that carry less added workload (or better yet, reduce workload) and are perceived to be helpful and of value to those charged with carrying out the tasks” (Batalden, Goldman, Hayes 2015).
Nurse Leader Attributes of Promoting Positive Change

• Be proactive
• Micro and macro perspectives
• Respect own beliefs and external standards
• Empathize with staff nurse to achieve goals
Role of Nurse Leader

• As a nurse leader, it is your job to help new nurses gain the proper skills to successfully prioritize
• Nurses must set a steady, stable pace
• New, as well as veteran nurses should find moments for self-care in order to refocus on the tasks at hand
• Nurse leaders should help emphasize the importance of critical thinking to new nurses
• Emphasize the importance of staff working together
• Practice the above for yourself as a leader
The ABC’s of Prioritization

**Airway:** Keep your mind clear!

**Breathe:** Take a deep breath!

**Circulation:** Prioritize, delegate, and engage!

When interacting with patients, these should be prioritized FIRST. Keeping the ABC’s in mind will make it easier for Nurse Leaders, as well as new nurses, to prioritize.
Wrap Up

• Employee Engagement is only as strong as the Employer’s Engagement
• Avoid burnout by becoming MINDFUL
• Work smarter not harder
• Remember your ABC’s
Questions
Sources


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