

Background: On 2/19/2020 at the Professional Practice & Development Meeting the council members participated in a brain storming session regarding what a healthy work environment means to them. The 6 core components of a healthy work environment were posted and the council members broke into 6 different groups to discuss what does great look like for each topic. Below are the results of the discussion for each component.

Healthy Work Environment components:

1. Skilled communication

- a. Verbal and non-verbal
- b. Don't assume
- c. Free of reprisal
- d. Respectful/open
- e. Active listener
- f. Tone
- g. Tap out (know when to break from a heated discussion)

2. Meaningful Recognition

- a. Actually recognizing the positive (not just the negative)
- b. Recognition points
 - i. not sitting in inbox
 - ii. more peer feedback (need approval which causes a delay)
- c. Use debrief
 - i. Little things mean a lot
- d. Things being measured not necessarily make you a great nurse. Those daily little thing impact patient care.
- e. Just a sincere thank you!
- f. Feedback throughout the year along with opportunity for improvement

3. True Collaboration

- a. Open communication
- b. Mentoring - nurses support their young
- c. Reserve judgment
- d. Authentic respect
- e. Good follow-through of common goals
- f. Celebrating professional milestones and diversity of positions
- g. Brainstorming as a team to achieve common goals
- h. Fulfilling promises and consistent accountability

4. Authentic Leadership

- a. Be present - come to the unit not only when there's a problem
- b. Actually speak up for staff and follow up
- c. Be genuine
- d. Don't be fake
- e. Accountability
- f. Proper communication - Huddle/brief
- g. Two way dialogue - not just staffing take notes when a concern voiced
- h. Take initiative
- i. Good example (i.e. Dan Blum)

5. Appropriate Staffing

- a. ICU 1:1/1:2
- b. TELE 1:4
- c. MEDSURG 1:5
- d. L&D 1;1
- e. Maternity
- f. Psych
- g. ED
- h. OR/Procedures
- i. Incentives for day RNs to do nights
- j. Patient flow control
- k. Coordinators
- l. 24 hr. access to clinical educator
- m. Compensations for call-outs
- n. Float pool
- o. Increase budgeting
- p. Ancillary staffing
- q. Night shift / weekends
- r. Admin/leadership support

6. Effective Decision Making

- a. Get frontline staff involved in decision making
- b. Everyone's opinion counts
- c. Know and respect other disciplines
- d. Timely
- e. Communicate to the team