

Innovation in Well-Being and Retention

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Objectives

Describe Mercy's approach to well-being and retention

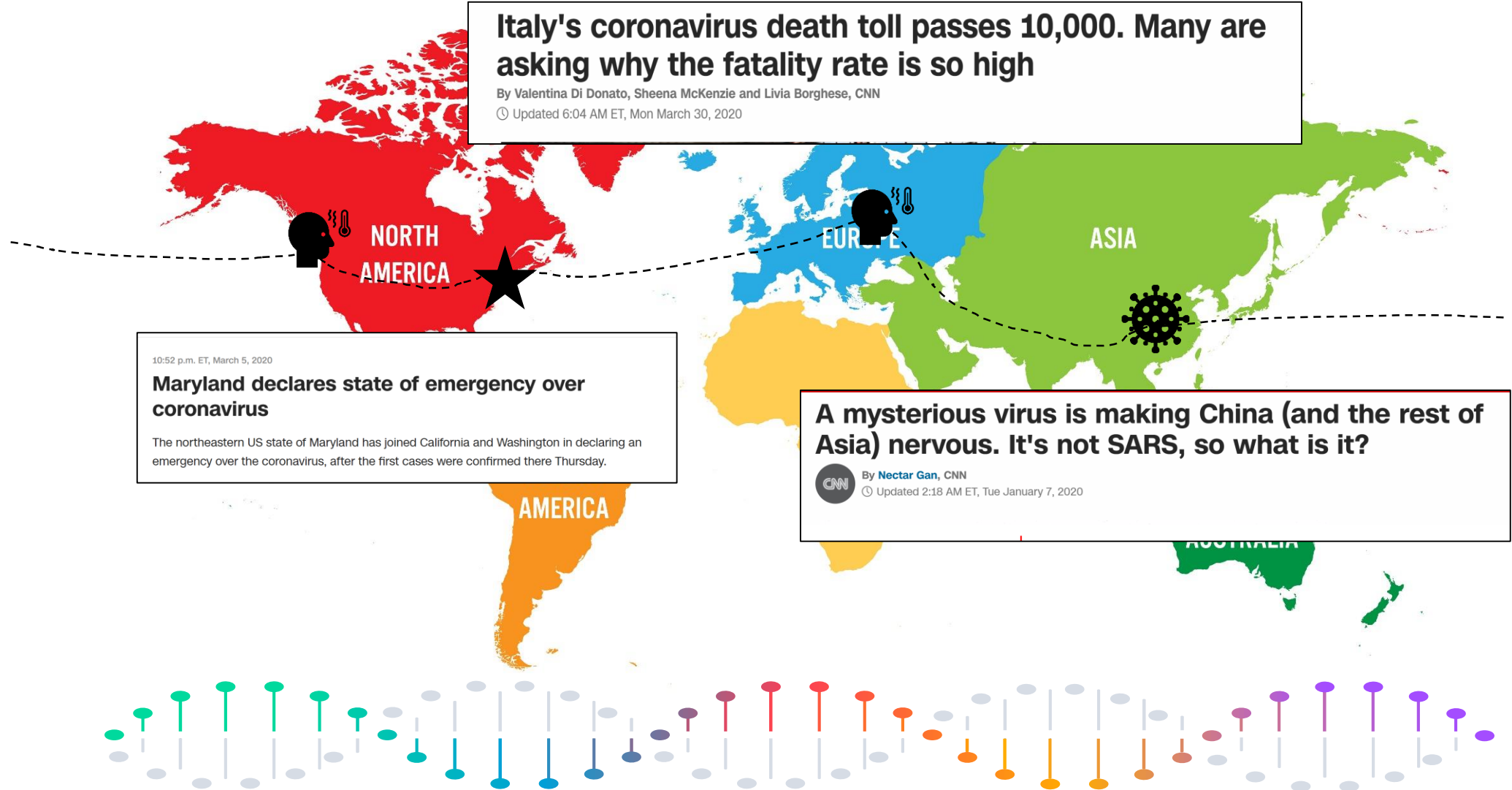
Examine various strategies to retain staff

Discuss an example showcasing Mercy's methodology

The Pandemic

Italy's coronavirus death toll passes 10,000. Many are asking why the fatality rate is so high

By Valentina Di Donato, Sheena McKenzie and Livia Borghese, CNN
Updated 6:04 AM ET, Mon March 30, 2020



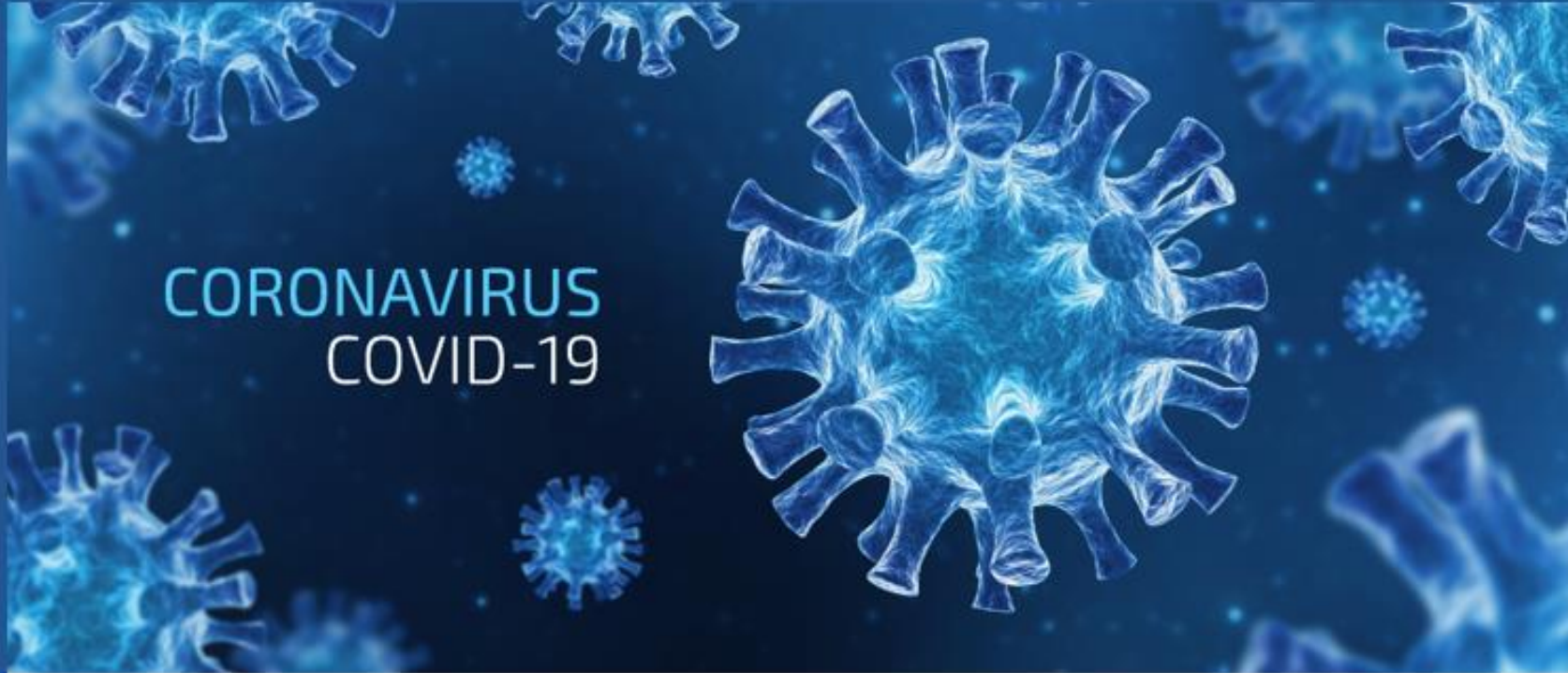
10:52 p.m. ET, March 5, 2020

Maryland declares state of emergency over coronavirus

The northeastern US state of Maryland has joined California and Washington in declaring an emergency over the coronavirus, after the first cases were confirmed there Thursday.

A mysterious virus is making China (and the rest of Asia) nervous. It's not SARS, so what is it?

By Nectar Gan, CNN
Updated 2:18 AM ET, Tue January 7, 2020



CORONAVIRUS
COVID-19

Mercy Medical Center
Covid-19 Surge Plan
2020

Key Strategies (in addition to the Surge Plan)

Maximize Shared Governance

Utilize The Power of Choice

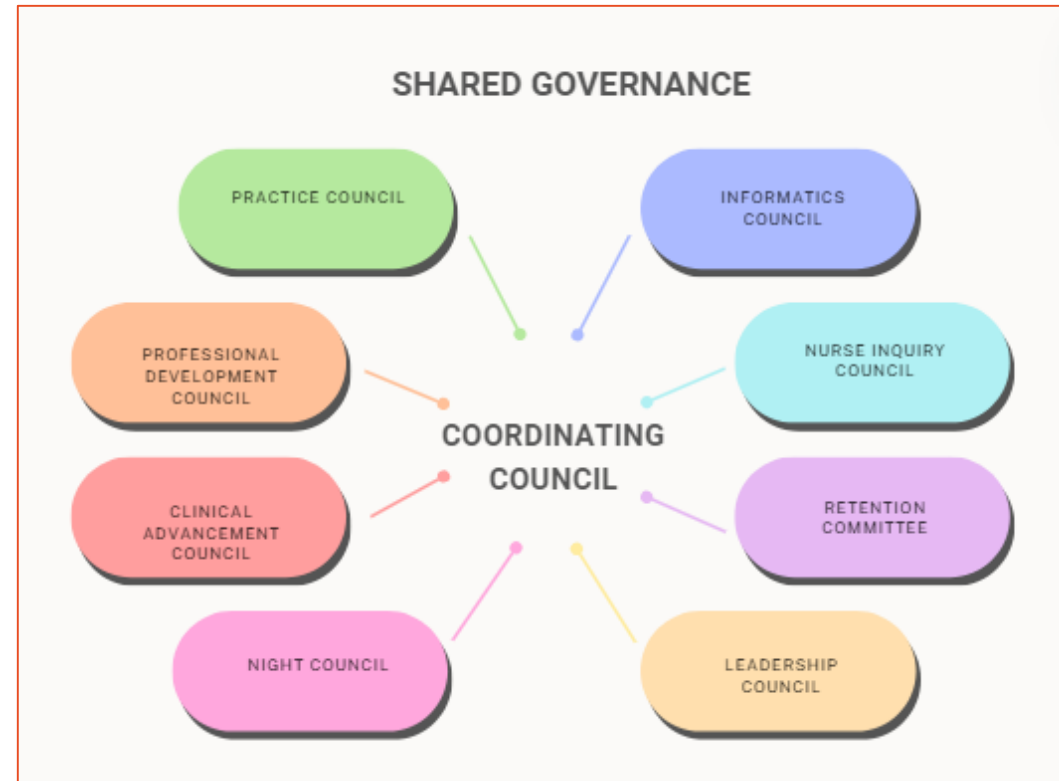
Strengthen team – everyone patient care and not utilizing agency

Appreciate Through Investment in our Nurses

Provide Transparent Communication

Shared Governance

20+ years of utilizing shared governance guided many of the decisions needing to be made



The Power of Choice

Refresher Classes

- Continuous classes for people who hadn't worked in hands-on clinical for some time

Cross Training

- Specialized classes for staff to go to another unit as needed
- 1:1 shadow time in the ICU/IMC and Med/Surg

Covid Unit

- Volunteer to work in the COVID unit
- Resource nurse to help with difficult situations

Creative Incentives

- Cascading bonuses
- Fluid in bonus design to match needs
- Recommitment bonus

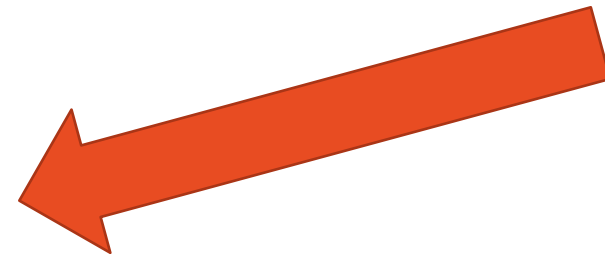
Emotional Capacity

measuring your ability to overcome limiting beliefs, your ease in adapting to challenging situations, and the quality of your relationships.

Workplace Resiliency Study

Resiliency Scale Topic	Pre Resiliency Percentage Mean
Living authentically	82%
Finding one's calling	80%
Building networks	80%
Interacting cooperatively	82%
Maintaining perspective	73%
Staying healthy	74%
Managing Stress	69%
Total Workplace Resiliency	78%

Knew we needed to work on a plan to improve overall resiliency during the Pandemic





Clinical Advancement Program



Daisy Award

Halloween Rounds



Caring Cart



Senior Retention Dinner

Investment in our Nurses

Nurses Month

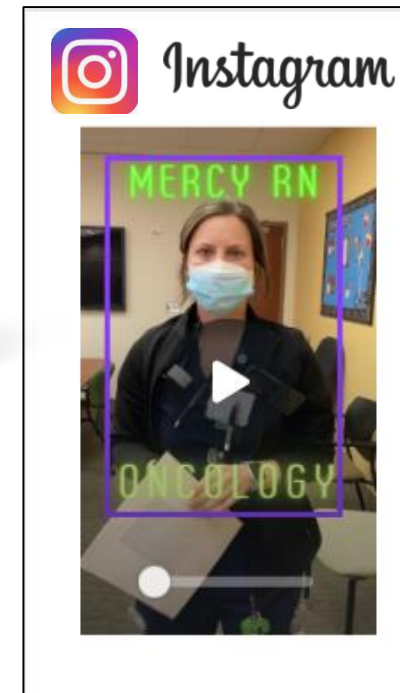
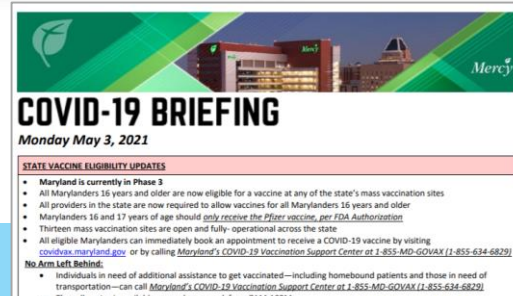
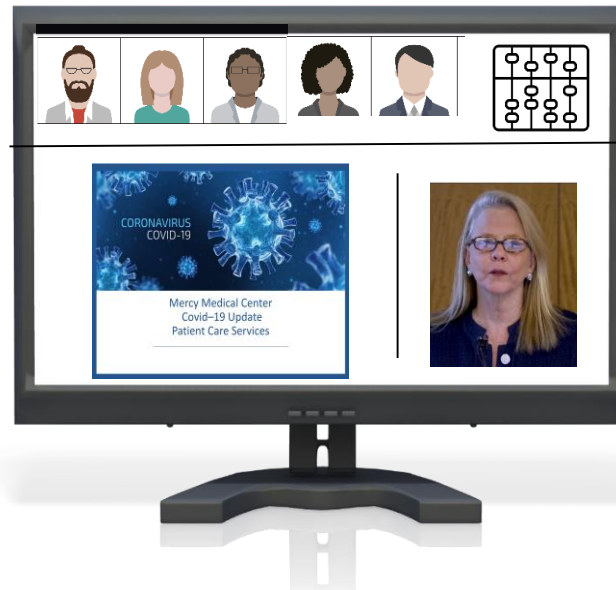


Transparent Communication



- Staff proud to work at Mercy
- Know they helped keep Mercy with a positive operating margin
- Grateful to provide patients with the best care possible
- Still strongly believe in the Mercy mission

Use of social media, staff meetings, huddles, shared governance, texts, videos, and other strategies



Example

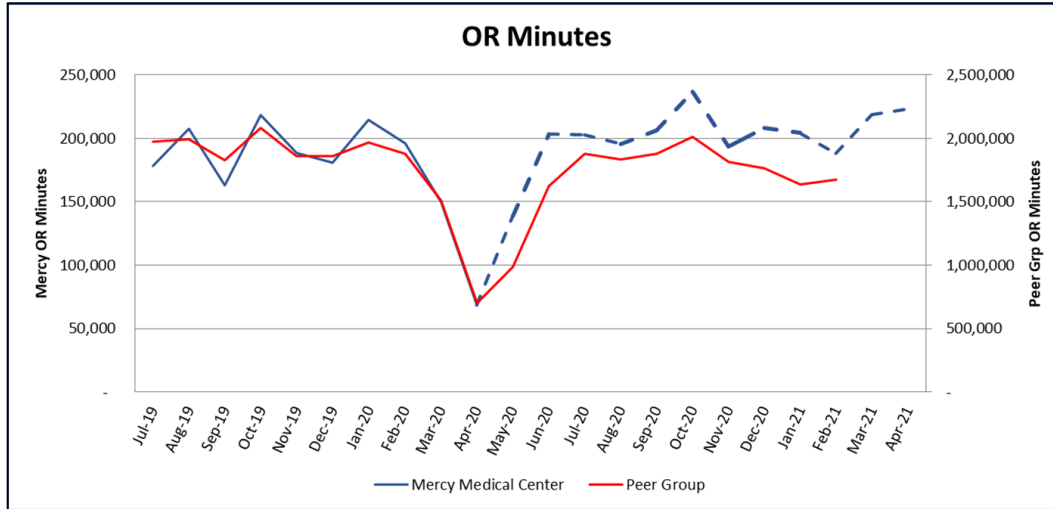
Critical Care

Critical Care Example



Example

Operating Room



Operating Room Pilot Clinical Advancement Program

01 The Art of OR Nursing
Includes a story of innovation describing what you provided excellent care or used critical thinking to improve outcomes.

02 The Science of OR Nursing
Include the path you took to discover the wrong way you do to improve the patient experience and practice innovation.

03 The Essence of OR Teamwork
Describe your contributions to the team using the acronym.

04 A Unique OR Initiative
Include an example of an initiative you have completed to make the operating room a preferred destination for patients, families and providers.



Virtual Learning Platform for Surgical Services Mercy Medical Center



Congratulations, you made it to the Control Room!

Click on each of the tabs below and explore this educational platform.

You can come back to the control room anytime to go to other areas of the Surgical Suite.

Have fun!



Explore the
Operating Rooms

Learn in the
Conference Room

Check out information
in the library

Advance on the Clinical
Ladder

Outcomes

No Agency

13 nurses on the clinical ladder

12 amount of certified nurses

38 amount of surgical techs certified

Presentation at Sigma Theta Tau

Working on publication for AORN Journal

Outcomes: Workplace Resiliency Research Study

Resiliency Scale Topic	Post Resiliency Percentage Mean	t-test p-value
Living authentically	89%	<0.001
Finding one's calling	84%	<0.001
Building networks	83%	<0.018
Interacting cooperatively	82%	<0.015
Maintaining perspective	73%	0.168
Staying healthy	74%	0.928
Managing Stress	68%	0.452
Total Workplace Resiliency	80%	<0.009

**Necessity is the mother
of invention.**

Questions. Thoughts. Notes.

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