

Key steps to complete 1C Workforce Development & Retention Sustain Plan due 6/30/24

1. **Engage Key Stakeholders:**
 - Share the survey results with employees and the Board of Directors.
 - Consider creating a staff wellness committee to assist in fostering communication, gaining additional insights, and brainstorming solutions.
2. **Develop an Action Plan:**
 - Identify problem areas, assemble a cross-functional team to work on improvement initiatives.
 - Clearly define goals and objectives for each identified area of improvement.
 - Assign responsibilities to individuals or teams for specific action items.
3. **Implement Changes:**
 - Brainstorm change ideas and execute, using process improvement tools, such as the Plan-Do-Study- Act (PDSA methodology)
 - Establish a clear communication plan to ensure employees understand the reason for change and the expected benefits.
4. **Monitor Progress:**
 - To ensure you are making improvement, identify key performance indicators (KPIs) to measure the impact of changes.
 - Assess progress (at a minimum, review quarterly) and measure improvement against these KPIs.
5. **Ongoing Feedback:**
 - Continue to solicit feedback from employees through follow-up surveys, focus groups, or open forums.
 - Use ongoing feedback to refine strategies.
6. **Celebrate Success and Address Challenges:**
 - Acknowledge and celebrate achievements and improvements.
 - Address any challenges or setbacks promptly and adjust strategies as needed.
7. **Establish sustain metrics:**
 - Establish metrics to ensure improvements are sustained.
 - If staff satisfaction goals decline over time, regroup and implement changes until goals are met.

A commitment to ongoing improvement is a key to successful staff retention, improved patient outcomes and ongoing financial stability and growth.

CIBHS to provide additional training and resources to advance your success in completing deliverable 1-C Workforce Development & Retention Sustainability Plan due on 6/30/24.