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**PILLAR CHAMPION: Anna Skar**




**PILLAR: Workforce**

Action Items	Person(s) Responsible	Q1	Q2	Q3	Q4
Revamp the Employee Onboarding program, extending specific touch points out for one year (see detailed Onboarding Action Plan)	HR NH Team Train Team				
Create a Provider Onboarding program to ensure smoother transition to HAMH (employed, contracted, Ashland)	Exec Support HR				
Upon receipt on the New Hire photo page from HR, send a welcome card to each new hire's home <i>Monthly - # cards sent</i>	Social Services				
Revamp 30, 60 and 90 day reviews, creating them in Survey Monkey for analytics, and adding a 6 month and 1 year check in. Incorporate some wellness/resiliency questions into the document <i>Quarterly review of feedback, acting on themes</i>	HR				
Partner with the Northern Horizons team in celebrating more in the first year of employment (ie group feedback session, lunch, 1 year gift)	HR NH Team Food Services				
Upgrade the Exit Interview process – create survey monkey for analytics, outline the process for leaders, schedule for sharing information, and check in with termed employee 3 months after term <i>Quarterly review of feedback, acting on themes</i>	HR				
Develop career paths and succession planning to outline growth opportunities (see detailed Action Plan)	HR		-		
“Walk in my Dept” – employees from within their department to spotlight what they do (increase collaboration)	Train Team				

Create onsite sports tournaments, encouraging interdepartmental interaction <i># of Participants</i>	Wellness				
Assess staff interest in HAMHWE sports teams/leagues and implement as appropriate <i># of Participants</i>	Wellness				
Create activities to help employee get to know their co-workers as well as activities across departments <i># of Participants</i>	HR NH Team				
Plan/Conduct/Evaluate Employee forums <i># of Participants</i>	NH Team				
Plan/Conduct/Evaluate an effort to celebrate National Employee Appreciation Day	NH Team				
Plan/Conduct/Evaluate National Hospital/Care Center Week	NH Team				
Refresh/re-inspire/evaluate peer-to-peer recognition program	NH Team				
Refresh the Be a Star program Encourage staff to utilize the program	NH Team Materials				
Engagement Survey Ambassadors	NH Team				
Encourage & remind staff when there are hospital employee events going on (forums, trainings, celebrations, etc)	Materials				
Check in with 3 staff members 2x/week asking how they are doing <i>Weekly tracking of # of touchpoints</i>	Training Team Neighborhood Services RCAC				

	HR				
Ask staff each quarter if they feel like they belong. What can they do and what can the organization do to assist with their sense of belonging?	Neighborhood Services Resp Therapy				
Send work anniversary cards to 100% of RCAC Staff <i>Monthly tracking of cards sent</i>	RCAC				
Develop quarterly Pillar board list of volunteer opportunities & implement a tracking mechanism to show involvement <i># of Participants</i>	Trail Blazers Marketing				
Plan internal events for our Water's Edge community providing staff more opportunity to volunteer within the organization <i># of Participants</i>	Trail Blazers Marketing				
Team send thank you cards to staff who volunteer. Apply appropriate STAR points	Trail Blazers Marketing				
Track where staff volunteer and evaluate future connection to become involved with most popular organizations	Trail Blazers Marketing				
Celebrate milestones of staff Community Volunteer Achievements (ie 500 hrs, 1000 hrs, etc)	Trail Blazers Marketing				
Determine which depts. Fall below engagement threshold, determine how they receive their info and evaluate best methods to communicate with them	Marketing				
Conduct a communication survey to evaluate how people prefer to receive their info	Marketing				
Solicit department features and showcase departments on the portal and/or Right Here Newsletter	Marketing				

Create a "Star Recognition" wall outside the cafeteria to recognize staff who are recognized for displaying STAR Standards, customer service & great work	Marketing				
Plan offsite staff activities to encourage team interaction, to include volunteer activities	Lab Food Services Specialty Svcs				
Continue to new process for onboarding of new grad RNs and incorporating the Nurse Residency Program	Med/Surg				
Establish a timeline with educational opportunities and professional development (ie at 6 months of hire, staff will attend an EKG class, at 1 yr, trained in ACLS)	Med/Surg				
Incorporate regular meetings outside of the facility, for breakfast or lunch, to meet with new staff	Med/Surg				
Ensure that every new employee is set up with a mentor and works closely with that person	Med/Surg Food Services				
Solicit ideas from ALL OB staff asking what would encourage employees to stay. Search internet for evidence-based practices as well. Create an action plan based off of the ideas.	OB				
Collaborate with other teams/departments to provide synergy and share ideas in obtaining Workforce Goals	OB				
Focus on peer-to-peer recognition (ie thank you notes)	Food Service				
Meet with new staff weekly for the first month, then monthly thereafter	Care Center				
Create a Workforce committee in the Care Center to work on action items	Care Center				

<p>Each staff member pick one new hire quarterly, and welcome them and check in with them at 3 mths, 6 mths, and 1 year</p>	<p>Specialty Svcs</p>				
<p>Improve employee engagement through improving communication techniques from staff to staff, staff to other depts., and leadership to staff</p>	<p>EVS</p>	