

Get Your Frontline Staff Rowing in the **Right Direction**

ACCOUNTABILITY GAPS

BEST PRACTICES

COMMUNICATION

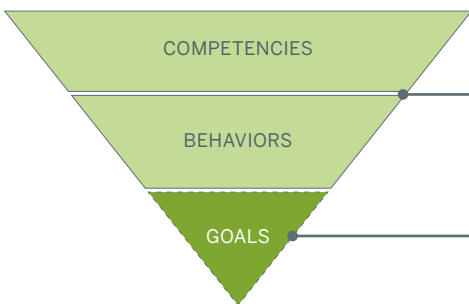
Employees know their responsibilities but not where organization is headed



n=149,427
Sources: 1,2,3

EVALUATION

Current performance evaluations don't yet incorporate meaningful goals



Many health care institutions moving beyond competencies, incorporating behaviors into performance management...

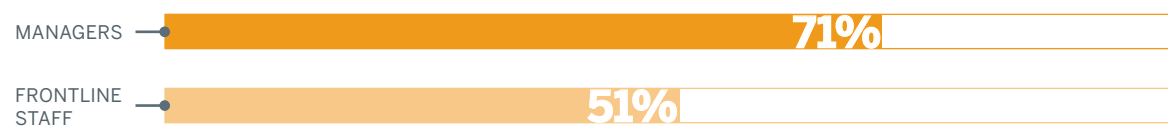
...but few leveraging performance management to align frontline staff to goals

Source: 1

REWARDS

Staff don't feel rewarded for "excellent" work

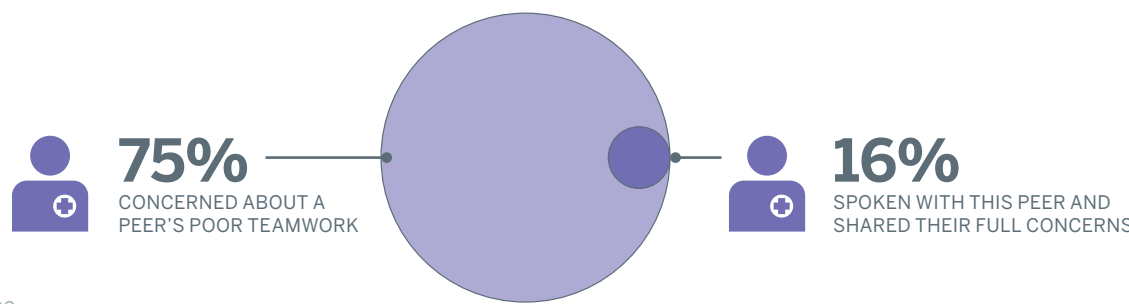
Employees Who Agree with the Statement:
"My Organization Recognizes Employees for Excellent Work"



n=149,427
Sources: 1,2,3,5

PEER PRESSURE

Frontline nurses are mostly silent about poor teamwork



n=1,409
Sources: 1,2

MISSION

Employees find the mission meaningful but may struggle to see how they contribute



Sources: 1,2

Communicate organizational priorities as tangible frontline objectives



Tackle large goals in small, actionable pieces



Reinforce a single element across one week using a **five-step teaching plan**

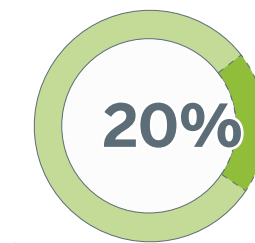


Focus staff on small number of actionable objectives with **priority boards**

Source: 1

Formalize organizational goals within staff responsibilities

Frontline Performance Evaluation



One organization's method for integrating key goals into frontline performance evaluation



Service



Quality



Cost

Sample Laboratory Goal Measures:

PATIENT WAIT TIMES

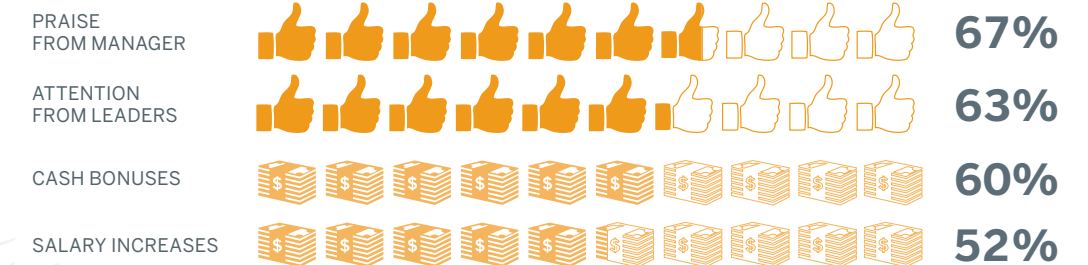
TEST RESULT ACCURACY

SUPPLY EXPENSE

Sources: 1,4

Don't overlook effective sources of incentives

Respondents selecting "Extremely" or "Very Effective."



n=1,047
Sources: 1,5,6

Encourage peer feedback with two proven methods



IN-THE-MOMENT CONVERSATION STARTERS



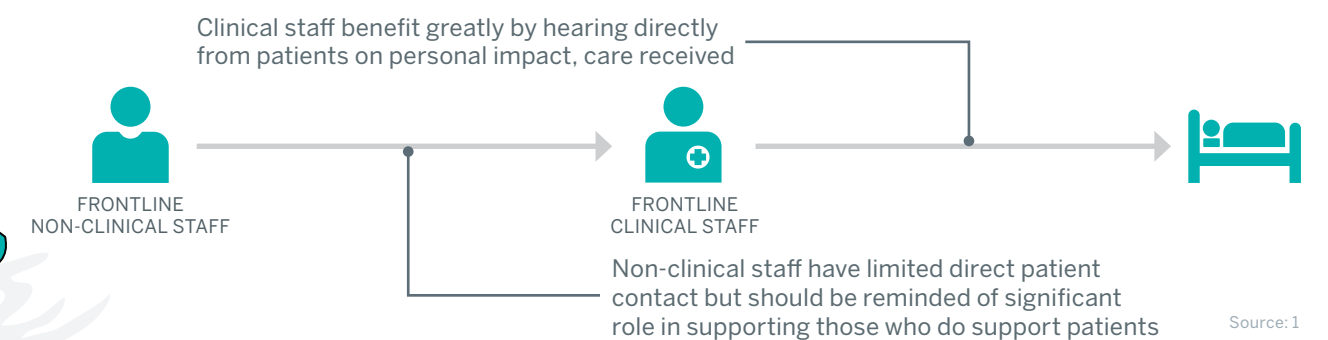
REGULAR STRUCTURED FEEDBACK OPPORTUNITIES

Staff use pre-established visual and verbal cues to address inappropriate peer behavior as it occurs

Staff given dedicated time within workflow to evaluate specific aspects of peers' performance

Source: 1

Illustrate the **impact** of individual staff performance



Source: 1

