

Description

Sometimes there are “softer” cultural issues affecting the ED physicians (e.g. strained working relationships, behavior problems, etc) that impact the workplace environment, and require a concerted effort to resolve

Benefits

- Improved staff morale
- Creates an attractive, positive ED work environment
- Can help ED staff overcome negative feelings

Challenges

- Not a “quick fix”, nor is it easy to do
- In itself, does not immediately solve staffing challenges – only the negative workplace feelings that surround persistent challenges may lead to a more recruitable environment
- Requires strong involvement and support from physicians and hospital executive

Recommendation

- Work with ED physicians, nurses, hospital executive and others to develop an approach
- Develop “quick wins” to establish a quick positive track record
- Focus on a positive “event” to build from - from an organizational perspective, it has been important to have a “clean start”
- Combine with the strategy of looking at longer-term vision