

HHR Crisis Actionable Items:

2024 CCHL National Conversation Summary



This checklist, created through consultation with leading experts, researchers, and CCHL members, via the 2024 National Conversation, represents leadership actions that enables leaders to cultivate a supportive and engaging environment that promotes safety, well-being, and professional growth for healthcare teams and individuals.

Engagement and Communication

Visibility and Presence

- Conduct regular executive rounds and walkabouts to engage with staff directly.
- Participate in staff appreciation events to show support and recognition.

Transparent Communication

- Provide regular updates from CEOs and senior leaders.
- Host monthly town hall meetings to address staff concerns and provide updates.
- Implement direct communication and feedback mechanisms to ensure staff voices are heard.

Recruitment and Retention

Financial Incentives

- Offer signing bonuses and other financial incentives to attract new recruits.
- Utilize provincial grants for recruitment and retention efforts.

Strategic Recruitment

- Form committees focused on strategic nursing recruitment and retention.
- Initiate programs to recruit internationally trained clinicians.

Safety and Wellness

Safety Measures

- Develop and enforce policies to create a culture of safety for frontline staff.
- Partner with province-wide initiatives to improve staff safety and reduce harm.

Wellness Programs

- Support staff wellness initiatives such as therapy animal visits and quiet spaces.
- Invest in holistic wellness programs, including education on relevant health topics.

Recognition and Appreciation

Recognition Events

- Organize campaigns and programs like the "Hospital Heroes" campaign to recognize staff achievements.
- Conduct regular staff appreciation events to boost morale and show gratitude.

Staff Support and Development

Training and Development

- Offer leadership training and structured programs for frontline leadership development.
- Provide mentorship and coaching programs for new staff and emerging leaders.
- Invest in simulation experiences and ongoing education for staff.

Flexible Work Arrangements

- Implement flexible working hours and arrangements to accommodate staff needs.
- Explore additional benefits such as pet insurance and housing support for staff.

Leadership Practices

Behavior and Commitment

- Demonstrate trust, transparency, and fairness in leadership practices.
- Focus on current issues and commit to follow-through on promises and plans.

Empowerment and Support

- Empower frontline managers by reviewing their span of control and providing necessary support.
- Encourage staff to take on leadership roles and involve them in future planning discussions.