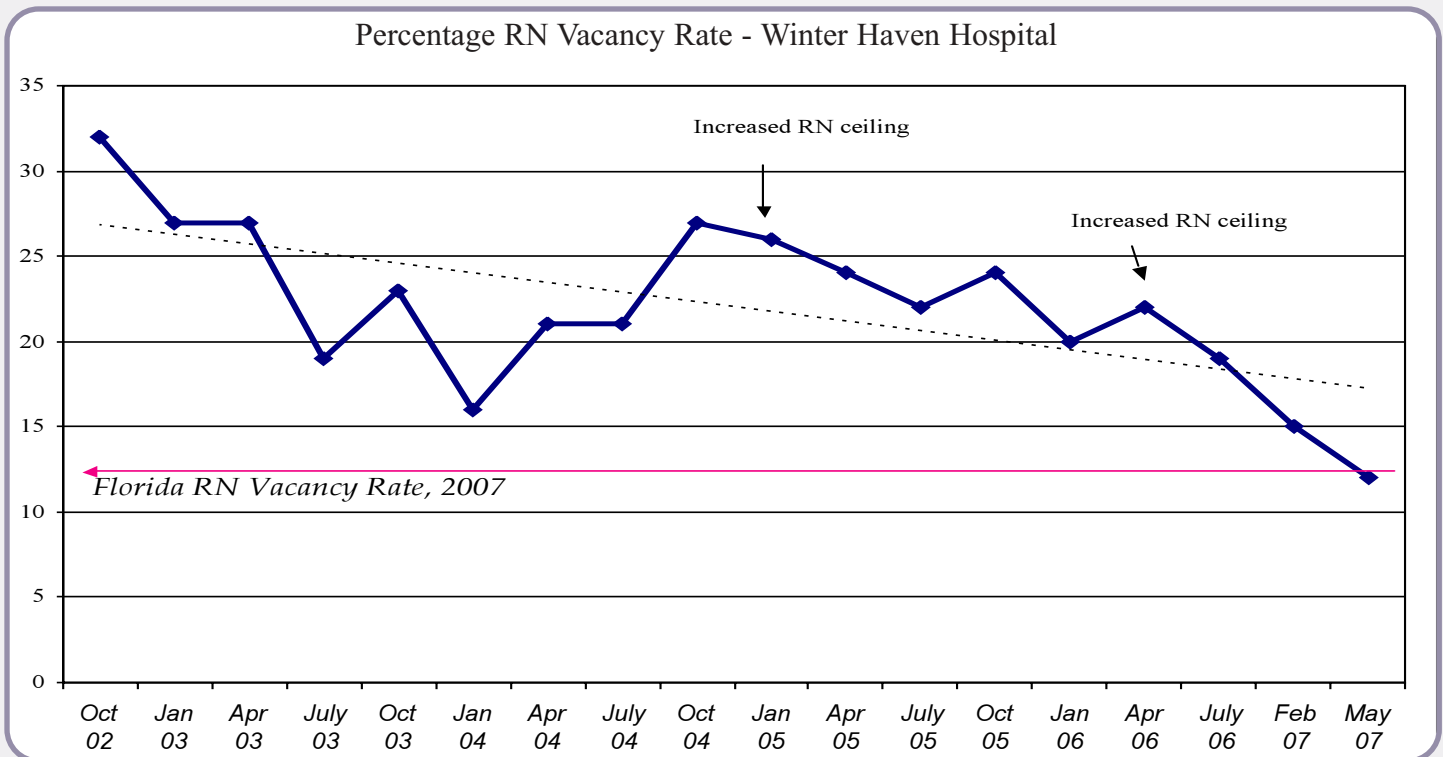


### 3. Addressing the Nursing Shortage

The hospital set the goal of recruiting and retaining a committed, high quality nursing workforce. The student nurse technician gives the nursing student an opportunity for hospital experience while attending nursing school. The Preceptorship Program was redesigned to offer specific information for preceptors to use with new graduates to foster the development of their confidence and independence. In response to employee feedback, additional approaches for recognizing and rewarding performance excellence were implemented. The RN vacancy rate has significantly declined despite the creation of over 100 new RN positions.



### *An Endoscopy Story... using team work to support excellence*

*"Recently Endoscopy's greatly valued AUM moved to Jacksonville. This was a loss but some positives have resulted. Out of necessity, nursing staff picked up slack, learning new jobs, accepting new duties and collectively taking on responsibility for the department. One RN is helping with education duties, including the grids. Another RN orders supplies. Someone else is doing the call schedule (a job requiring thick skin!)"*

*We formalized our score card and each staff member has data they are responsible for collecting and submitting. We also added the role of product evaluation to our shared governance team. Since Endo supplies are unique, we order our own. The group will assess products for quality, value and usefulness. Purchases will be made accordingly. It became apparent our inventory could use revamping. One nurse took on this challenge and many of the staff are working diligently on it. Everyone is instrumental in orienting new staff to the department. The Endoscopy staff is fantastic! Their motivation and ownership of the unit is awe inspiring!"*