

MISSION

ICHS provides culturally and linguistically appropriate health services to improve the health of Asian Pacific Islanders and the broader community.

ID Nursing Team Development Survey

1. Direction and Clarity (Communication)

Does my manager organize and share information in ways that help me work smarter and faster?

- Supervisor should share and communicate ample work-related info. Request administrative minutes to be shared with team.
- Department priorities and workflow requirements: Are we doing too much for patients? Are we trusted to use our professional judgment? Determine appropriate scheduling/follow-up according to pt's condition.
- Inform nurses of scheduling and interdepartmental changes (forward updates to nurse team, please feedback if too many emails)

2. Navigation (Support)

In my workplace, is it easy for me to find whomever or whatever I need to work smart enough, fast enough?

- Individual nurses keep personal resource binders of reference materials. Provide quick links to patient education materials (can use "Favorites" feature in browser)
- Concern: Interpretation frequently unavailable. Use language line dependent on task urgency
- Appreciate trainings that provide refreshing attitude and skills toward work. Would like to attend HR trainings during lunch hours, coordinate within team.

3. Fulfillment of Basics (Organization)

In my workplace, is it easy to get what I need to get my work done—right information, right way, in the right amount?

- Location of supplies could be better.
- Request bladder scanner.
- Suggestion: Keep department supply of stationery (@IDC: Store supplies in nurse triage room.)

4. Usability (Policies & Procedures)

In my workplace, are policies and procedures easy to use and follow? (Do they make sense or are clear?)

- Supervisor should avoid sending too many emails.
- Standardization of workflows between clinics and within same department.

5. Speed (Effectiveness)

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In my workplace, do policies and procedures get me what I need, as fast as I need it? (Do they facilitate you to do good work?)

- Feelings of “not using nurse’s time effectively” and “lots of unnecessary/inappropriate work”. We should adjust our response to pt’s needs rather than follow one single workflow (empower nurse to use judgment).
- Team needs to prioritize and address urgent tasks promptly; prevent task backlog.
- Question: Are there too many inappropriate tasks from other departments vs. nursing workload given two clinic nurses per day? Workload sometimes but not always overwhelming. Prefer 2.5 nurses on busy days (will need communication within team).
- Observation: It takes a while for one of the 2 nurses to get to high-priority tasks sometimes (Check inbox regularly).

6. Time (Employee Satisfaction)

Is my company respectful of my time and attention, and is focused on using it wisely and effectively?

- Adequate support from supervisor, but management does not consider frontline needs adequately.
- Insufficient teamwork from other departments (HA, etc.). Expectation: Other departments should provide assistance if available at moment of need. Nurse needs to inform supervisor if problem encountered with another department.
- Clinic operations teamwork is only fair, could be better. Nursing is smallest clinic ops team; we should demonstrate good teamwork before we can expect other teams to do their part. (We’re doing much better□)
- Recommendation: Use SBAR communication technique (practice tough cases w/ supervisor).
- Nurse should consider best task workflow (juggle inbox tasks r/t nurses’ language, consider batching tasks when requesting HA help)
- Huddle, trust & cover each other for back-to-back or last-minute procedures, also check for high-priority inbox tasks q2 hours, inform each other who will be free first (Ask “When will you be done?” to help with waiting patient/procedure)
- Be willing to learn, maintain your competency.