



## HOW - T O   G U I D E

# 5 ways to nurture your staff during a pandemic

## H E A L T H C A R E

Over the past months, HR teams within hospitals and health systems across the country have faced groundbreaking challenges, which include managing a hybrid workforce comprising remote and on-premises workers, monitoring KPIs, filling positions with diverse candidates, addressing staff safety concerns, and balancing caregiver workloads.

Healthcare culture has never been more important, as organizations focus on clinical and non-clinical staff satisfaction that leads to positive experiences for patients. Provider organizations need to nurture their workforce from the day they are hired until they leave their current roles in order to lay a strong foundation for consistently beneficial chains of events. A recent survey conducted by *Future Workplace* with 350 HR professionals indicates that they believe the coronavirus is an opportunity to redefine how we all work, with nearly **35% of respondents**<sup>1</sup> saying it's a chance to rethink current business practices.

Here are five ways to support staff that can make an immediate impact on your organization's culture, staff, and patient experiences.

## 1. Develop a plan for a hybrid and remote workforce

The COVID-19 pandemic has created a remote worker movement, with **66% of all workers in the US**<sup>2</sup> reporting that they now work from home at least for part of the work week. And that trend is not likely to reverse anytime soon, making it critical for healthcare organizations to foster a team culture that reinforces the feeling of working together, and keeps workers engaged. Out of necessity, leaders also have had to learn new skills and undergo training to manage remote workers, and monitor their productivity. Giving managers the tools that offer crisis and **remote worker profiles**, and learning and development tools to reskill or retrain employees for critically needed roles, will help keep your organization running smoothly now and post-crisis.

## 2. Create dashboards for rapid assessments

Many healthcare organizations have reconfigured their key performance indicators (KPIs) during the pandemic because managers and their staff need to be able to quickly assess how well the organization is doing at any given time. Offering dashboards to monitor areas such as talent pipelines, flight risks, and more establishes a fast mechanism to see how well your organization is performing, and to make changes before a problem escalates. For example, how will HR monitor and maintain morale, and how do they develop KPIs around that type of metric?

## 3. Match the right people to the right roles and improve diversity

A science-driven tool for finding the right people for open positions can help you fill roles with individuals more likely to stay in the organization longer. Not only will it help you hire the right person, but it will facilitate establishing an organization known for valuing true inclusion and diversity that embraces people of all colors with varied job histories, cultural backgrounds, levels of education, personalities, and more. An objective, data-based hiring solution can impact diversity goals that your organization sets, and that helps hiring managers focus on a process that ensures behavioral fit and performance. Consequently, you will improve inclusion and diversity goals within the organization.

## 4. Ensure workflow efficiency and worker safety

The safety of your staff has probably never been more important. Using a tool that tracks staff, patients, and equipment locations in real time, helps to contact trace for COVID-19 and mitigate infection spread throughout a facility. This not only helps keep frontline workers safe but it improves communication—enhancing patient flow and the ability to gain insights into existing protocols that drive lasting change in patient and staff safety.

## 5. Balance clinician workloads

An excellent way to stabilize clinician workloads is through acuity-based staffing, which decreases the variation in assignments and care delivery to create an opportunity to equalize workload distribution through equitable patient assignments. Staffing by acuity may or may not change the number of nurses required, but it may change the distribution of patients to ensure a fair and equitable assignment among staff. Fairness plays a key role in nursing satisfaction—nurses who feel overworked may become burned out and simply leave an organization. Providing nurses with ample time to engage and provide superior patient care helps reduce adverse events and leads to improved patient outcomes. Staffing based on the workload needed for patients allows you to match nurse skills to the individual and specific needs of each of the patients.

These five actions that help support your clinical and non-clinical staff are conducive to positive, healing experiences for patients as well. Find out more about nurturing your healthcare workforce by downloading this eBook: [Five steps to responding to a crisis.](#)

<sup>1</sup> "The Impact Of The Coronavirus On HR And The New Normal Of Work," Jeanne Meister, Forbes ([Forbes.com](#)) March 31, 2020  
<sup>2</sup> "66% of U.S. Employees Are Working Remotely at Least Part-Time During the COVID-19 Pandemic" Cision PR Newswire ([Clutch](#)) April 16, 2020

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