

BUILDING SUPPORT AND RETENTION



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Introduction

Leadership and support are fundamental aspects of effective management and organizational success. Leadership involves guiding, motivating, and inspiring individuals or teams towards a common goal, while support encompasses providing the resources, encouragement, and assistance necessary for individuals to thrive and achieve their potential. A leader's ability to effectively support their team is crucial for fostering a positive work environment, enhancing performance, and promoting overall organizational growth.

Objectives

1. To provide leadership, guidance and support to nursing staff.
2. Ensuring high quality patient care.
3. Fostering a positive work environment.

METHOD

Leadership, guidance and support to nursing staff

1. **Small Group Dialogues:** Huddle- Hosting small group discussions with Ward In-charges twice a week to address specific concerns and foster a sense of community to improve morale and retention.
2. **Stay Interviews:** Room is created to make time and listen to the individual Nurse and this helps me the Nurse Managers to identify areas for improvement and address concerns before they lead to burnout or turnover.
3. **Purposeful Rounds:** Daily purposeful rounds in the Wards to provide opportunities for Nurse Manager to bond closely and connect with nurses, offer support, and gather feedback.

Ensuring high quality care

1. **Ensuring patient centered care using Nurse Mid documentation:** Focus on individual patient needs, preferences and values, involving them in decision-making and respecting their choices.
2. **Promoting effective communication:** Establish open and clear communication channels between patients, family and healthcare providers.
3. **Enhancing continuous education and in-service training:** Provide ongoing professional development opportunities for staff to stay updated on the latest advancement and best practices.

Fostering a positive work environment

1. **Cultivate open communication:** To create an environment where employees feel comfortable sharing ideas, concerns and feedback and being transparent about departmental goals, changes and challenges. To implement systems for regular feedback, both from management and vice-versa.
2. **Promote teamwork and collaboration:** Encouraging nurses and midwives to share ownership of tools, equipment and logistics, promoting a sense of collective responsibility. Also to encourage colleagues to help each other to succeed and foster a supportive environment.
3. **Recognize and reward employees:** Implementing systems that appreciate employees' efforts and contributions and providing regular feedback and appreciation for employees' accomplishment.
4. **Support work-life balance:** Offering flexible work schedules and reasonable time off. Encouraging nurses and midwives to invest in wellness programs that support physical, mental and emotional health.
5. **Lead by example:** Demonstrating the values and behaviours for all nurses and midwives to model at the workplace. Being accessible and approachable to all nurses and midwives in the facility.

RESULTS

Leadership, Guidance and Support to Nursing Staff

1. Conducted 2 huddles in a week leading up to 96 huddles last year.
2. Conducted 220 ward rounds in the year 2024, addressing and augmenting staff shortages in some units.
3. Settled about 10 major disputes that would have required disciplinary committee enquiry.
4. Provided guidance and advice to 40 staff with personal challenges and 5 staff with career challenges.

Ensuring quality of care

1. Supervised and reviewed 560 Nurse Mid documentations.
2. Being available daily at the office and through ward rounds to interact.
3. Facilitated the four (4) in-service training for staff and 15 staff to attend external workshops.

Fostering a positive work environment

1. Held quarterly nurses durbar in 2023 as system for feedback and evaluation of departmental goals as well as ensuring attendance of general staff durbars.
2. Carried out clinical nursing audits with other clinical team members.
3. Instituted a system to validate logistical requisition.

CONCLUSION

In conclusion, effective leadership is a multifaceted skill that requires a combination of personal attributes, strategic thinking, and the ability to inspire and empower others to achieve a common goal.

Pictures



