

## KEEP STAFF SATISFIED

### ACM MESSENGER TOOLKIT: Use Cases and Best Practices

With staff turnover rates at an all-time high, staff recruitment and retention is at the forefront of operating concerns for healthcare providers. Organizations that use technology are 91% more likely to recruit new nursing grads.

The major challenge of staff turnover in healthcare can be resolved through supportive and collaborative technology, including automation and time-saving collaboration tools that streamline workflows, recognize staff members and keep morale high.

#### When should a care provider communicate with staff?

Scenario(s)	Solution(s)	Benefit(s)	Result(s)
Before, during and after emergency situations	<ul style="list-style-type: none"> <li>- Filling empty shifts: offer shifts to staff efficiently and without disruption to their day (Feature: <a href="#">Direct Messaging</a> and <a href="#">Message Types</a>)</li> <li>- Training and support: announce upcoming events and share best practices (Feature: <a href="#">ACM Alerts</a>)</li> <li>- Information sharing and transparency: easily send announcements to</li> </ul>	<ul style="list-style-type: none"> <li>- Expand employee onboarding, training and engagement</li> <li>- Increase morale, job satisfaction and retention</li> <li>- Educate employees on new regulations and guidelines</li> <li>- Equip your team with current information that affects them</li> </ul>	<p>When successful, your staff satisfaction will result in:</p> <ul style="list-style-type: none"> <li>- Reduced staff turnover and onboarding</li> <li>- Decreased agency staffing</li> <li>- Improved employee referrals and eNPS</li> </ul>
Policy changes such as:			
<ul style="list-style-type: none"> <li>- Facility rule revisions</li> <li>- Government updates</li> </ul>			
<p>Day-to-day operations such as:</p> <ul style="list-style-type: none"> <li>- Vaccination clinics</li> <li>- Task reminders</li> <li>- Scheduling</li> </ul>			
HR announcements such as:			

<ul style="list-style-type: none"> <li>- Employee surveys</li> <li>- Training compliance and reminders</li> <li>- Staff recognition</li> <li>- Managing vaccination and testing</li> <li>- Employee benefits</li> </ul>	<p>all or some staff at the right time such as employee recognition or referral reward reminders (Feature: <a href="#">ACM Messenger</a> and <a href="#">Template Library</a>)</p>		
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**How should a care provider communicate with staff?**

Frequent staff communication can keep care teams informed and encouraged, and as such, internal staff communication has never been as important as it is now in order to continue to support your most valuable resource.

**Tips for investing in the right communication technology:**

- Make sure technology is easy to use - new and existing staff don't want to struggle with learning new tools
- Make sure it saves time and effort - automated processes and workflows should be set-it-and-forget-it solutions which free up precious time
- Make sure it is accessible – ensure the ability to create and receive messages from any device and by their preferred communication method
- Make sure it works - implementing technology that does not work correctly, only completes part of a task, or does not work as intended with other systems, creates more work
- Make sure your staff like it – ask staff to test and provide their input, which not only shows that you value their opinion, but that you want something that works for them