SURVEY QUESTIONS DECEMBER 2020

WHAT ARE THE STRENGTHS OF 6 NEURO? WHAT DO WE DO REALLY WELL?

WITH THE RECENT LEADERSHIP TRANSITION, WHAT ARE THE MAJOR UNIT CHALLENGES WE SHOULD BE FOCUSED ON? ARE THERE NEEDS OR ISSUES YOU WOULD LIKE TO SEE ADDRESSED?

ON A SCALE OF 1-5, HOW COMFORTABLE ARE YOU WITH DISCUSSING ANY ISSUES OR CONCERNS WITH THE LEADERSHIP TEAM?

HOW WOULD YOU PREFER TO RECEIVE IMPORTANT UNIT INFORMATION?

AS A LEADERSHIP TEAM, OUR GOAL IS TO MEET 1:1 TO DISCUSS WAYS WE CAN SUPPORT YOU AND TO PROVIDE AND RECEIVE FEEDBACK. IDEALLY, HOW OFTEN WOULD YOU LIKE THESE MEETINGS TO OCCUR?

WHAT MAKES YOU PROUD TO BE A PART OF THE 6 NEURO TEAM?
BIGGEST TRENDS

• Lack Of Communication
• Lack of Accountability
• Recognition
• Staff Desire for Growth
ACCOUNTABILITY

Disruptive Behavior Policies- reviewed at staff meeting

<table>
<thead>
<tr>
<th>Type of Violation for first occurrence</th>
<th>Minimum Corrective Action Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listening or loafing during working hours; unavailability at assigned workstation*Abuse without Permission</td>
<td>Documented Counseling</td>
</tr>
<tr>
<td>Failure to report absence or tardy in a timely manner as required by department procedures minimum acceptable notification of supervisor</td>
<td>Documented Counseling</td>
</tr>
<tr>
<td>Partial Absence (Tardiness) as defined in the attendance policy</td>
<td>5 partial absences = 1 occurrence; 4 occurrences = Documented Counseling</td>
</tr>
<tr>
<td>Absenteeism as defined in the attendance policy</td>
<td>1 absence = 1 occurrence; 4 occurrences = Documented Counseling</td>
</tr>
<tr>
<td>Failure to secure permission to work overtime</td>
<td>Documented Counseling</td>
</tr>
<tr>
<td>Failure to clock in/out (missed punches)</td>
<td>3 failures to clock = 1 occurrence; 4 occurrences = Documented Counseling</td>
</tr>
<tr>
<td>Failure to meet job standard</td>
<td>Documented Counseling</td>
</tr>
<tr>
<td>Failure to meet department dress code</td>
<td>Documented Counseling</td>
</tr>
<tr>
<td>Smoking and use of tobacco products on hospital premises</td>
<td>Documented Counseling</td>
</tr>
<tr>
<td>Failure to work scheduled hours (leaving early or working overtime without permission)</td>
<td>Documented Counseling</td>
</tr>
</tbody>
</table>

Mandatory assistive personnel (AP) meeting, reinforced expectations (change of shift and HUC rounding)

Doodle poll for 2021 staff meetings
Monday 7:3 am and Tuesday 5pm are the currently the top 2 choices
Don’t forget to vote!
Will be bi-monthly starting in January 2021.
Will be mandatory
6NSH COMMUNITY AGREEMENT
CREATED BY THE TEAM

6 Neuroscience Community Agreement

1. Everyone you meet is fighting a battle you know nothing about; I will be kind always. I will treat others the way I want to be treated.
2. I will be mindful of my tone and body language when communicating.
3. Before I speak I will ask myself, is it true? Is it helpful? Is it kind?
4. I will respect my coworkers’ privacy.
5. I will not criticize another for not knowing; instead, I will help and teach them.
6. I will recognize that everyone has something to teach me.
7. I will own up to my mistakes and learn from them, rather than blaming others.
8. I will ask for help when needed and offer help to others when possible.
9. I will provide care to each and every patient as if they were a member of my family. I will not view them as a task or room number.
10. I will help any patient, even if they are not assigned to me. We are a team.
11. I will support others. I will lift them up, rather than put them down.
12. I will answer all Vocera calls with my name and if I’m in a room.
13. I will express gratitude throughout the shift.
14. I will provide an honest and objective report.
15. I will view every shift as a new beginning.

Employee Signature/date
Print name

Supervisor Signature/date
*Sent out calendar/email/text invites for 1:1 Quarterly meetings with leadership!

*Email Sample

The Division of Nursing has established a Hospital Wide Retention Committee to focus on nursing retention at UNCMC. One of the interventions put in place by the committee is Stay Interviews in alignment with our HR partners. Stay interviews are an opportunity where I can spend time with you in order to express how much you are appreciated by this unit, the management team, and UNC Hospitals, as well as learn how I can best support you and your career.

My goal is to learn more about you and your future goals, explore your interests, such as what you like most about your job, the successes you are most proud of, and how you prefer to be recognized for all you do. I want to understand what keeps you here on 6 Neuroscience or at UNCMC, as well as, what additional resources and supports you may need to do your job well or meet your desired goals. This meeting will be about 15-20 minutes. Please begin to assess some of these topics and be prepared to talk about them with me. Would you be willing to meet Tuesday, 4/20 during your shift?

Thank you for taking the time to participate and I look forward to meeting with you. I’m excited to learn more about you and how I can help you grow!
My silent hero this month is Amy. Last month I was concerned about a patient and the provider had ordered a bunch of labs and a bolus of IV fluids and the patient did not have a good enough IV to tolerate it. I was very busy with another difficult patient and Amy drew labs, two sets of blood cultures, a venous gas and got a new IV on him. And after all that she helped me clean him up and change his bed. AND helped me get a UA and then eventually a culture on him. AMY IS AMAZING.

I just wanted to give a well deserved shout out to Ms. Lulu. She is an absolute joy to work with. She is on top of all of her tasks and is always one step ahead. She takes wonderful care of our patients and you can tell she cares about her work. She comes in with a positive attitude and is always willing to help out her team. Even with the most difficult assignment she conducts herself with professionalism.

I just wanted to give her the shout she deserves, because she is truly a rock star and amazing member of our team!

Language of Appreciation

HOW TO INTERPRET YOUR PROFILE SCORE

Your highest score indicates your primary Appreciation Language. Your second highest score indicates your secondary language. If two scores are identical, you are bilingual (you have two primary languages). If the scores of your primary language and your secondary language are close (for example, 10 and 9 respectively), it indicates both are important to you. Whatever actions expressed in either language will motivate you.

<table>
<thead>
<tr>
<th>How to relate to a person with this language</th>
<th>Communication</th>
<th>Actions</th>
<th>What to Avoid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Words of Affirmation</td>
<td>compliments</td>
<td>send notes/cards</td>
<td>criticism</td>
</tr>
<tr>
<td>Quality Time</td>
<td>one-on-one time</td>
<td>celebrations</td>
<td></td>
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<tr>
<td>Tangible Gifts</td>
<td>positive</td>
<td>give gifts for milestones and accomplishments</td>
<td>not recognizing milestones and accomplishments</td>
</tr>
<tr>
<td>Acts of Service</td>
<td>action words like &quot;I can,&quot; &quot;I will,&quot; &quot;What else can I do?&quot;</td>
<td>helping with projects and acts of kindness</td>
<td>ignoring requests while helping others</td>
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