ADVANCEMENT LEARNING SERIES



Staffing Challenges in Donation and Transplantation: Exploring New Organizational Structures, Recruitment, and Retention Methods

Thursday, November 4, 2021 2:00pm – 3:30pm ET





UNOS Staffing Survey

2022 Updates

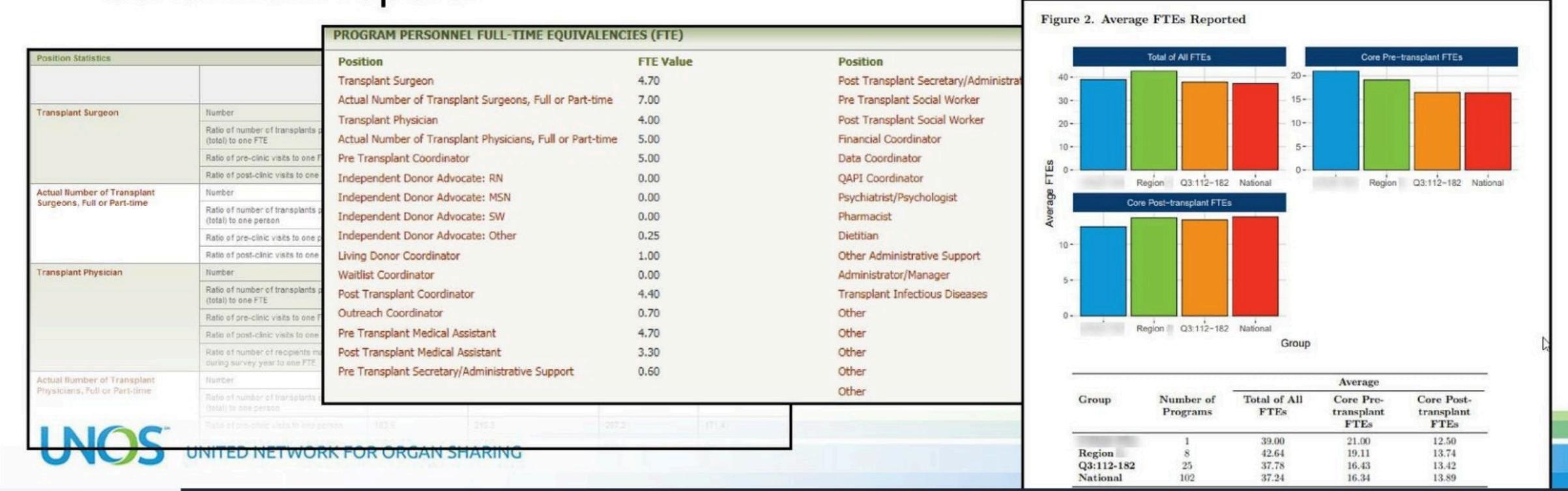
Sarah Taranto

Transplant Analytics Service Line Leader United Network for Organ Sharing (UNOS)

UNOS Staffing Survey – Current State

- Access to UNOS Staffing Survey available to all member transplant hospitals.
- Results only available to participating programs.

 Currently results available in UNet, along with a supplemental chapter in benchmark report.



UNOS Staffing Survey – Redesign

Staffing survey user group currently providing input and ideas for new data collection and reporting.

New data collection tool released in early 2022

Results provided visually in Tableau dashboard with interactive filters later in 2022.



Questions or Ideas?

Contact Sarah Taranto

Sarah.Taranto@UNOS.org



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Keeping The Discussion Successful

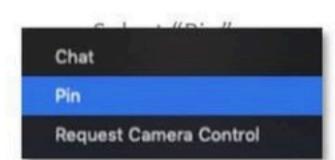
Rules of Engagement



Set Your View

In the upper right-hand corner of your screen, select "Speaker View."

Right-click the active speaker window ("Audience – Pinned")





Please stay muted

When not speaking, please stay muted to avoid background noise and cross-talk.

Headphones are great to reduce background noise.

Turn off email chimes silence cell phones.



Turn on Camera

Engagement is better when we can see you.

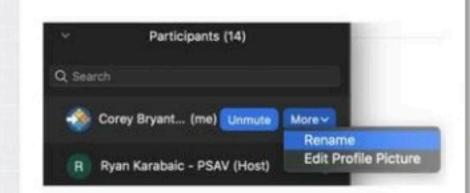
Please turn your camera on to participate in the conversation.



Update Your Name

So that we can recognize you, please update your Zoom name...

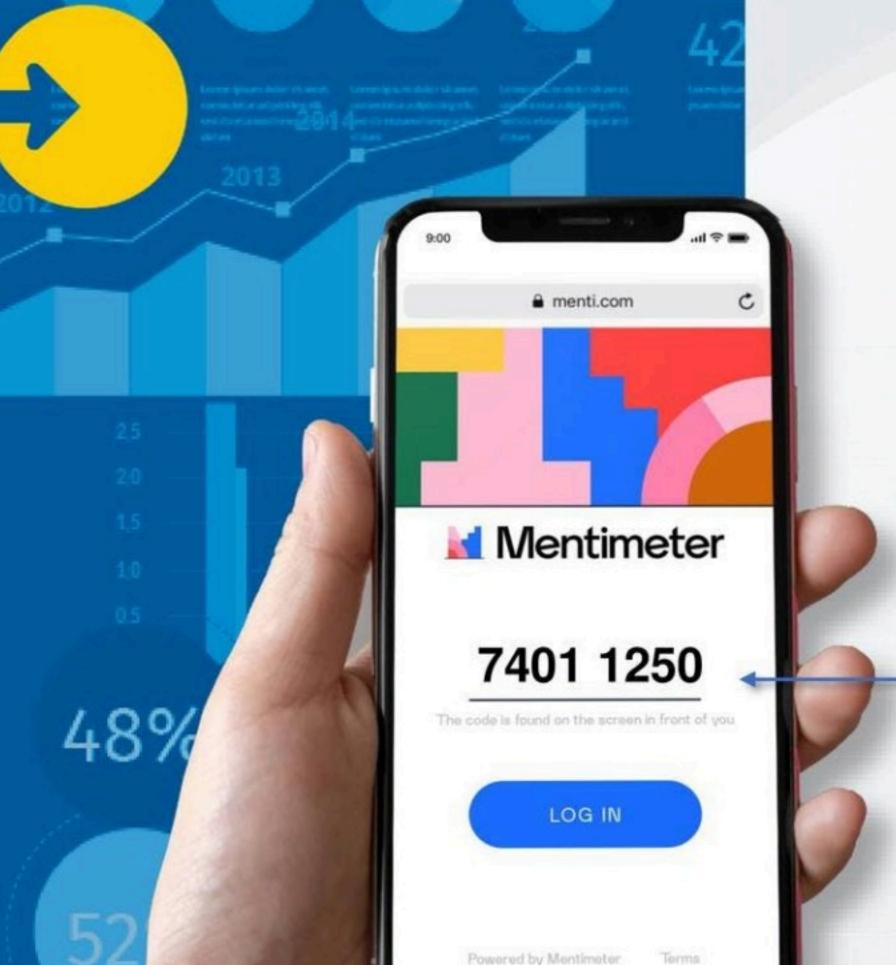
Name - Organization e.g. Corey Bryant - The Alliance





Chat Feature

To engage with your colleagues and provide additional commentary, we encourage you to use the chat feature throughout the duration of the program.



Join the Discussion:

Submit Your Feedback through

Menti.com

CODE: 7401 1250

Having Problems?

DM via Zoom

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Continuing Education Information

Evaluations & Certificates

CEPTC

The Organ Donation and Transplantation Alliance will be offering 1.5 Category I CEPTC credits from the American Board for Transplant Certification. Certified clinical transplant and procurement coordinators and certified clinical transplant nurses seeking CEPTC credit must complete the evaluation form within 30 days of the event.

Certificate of Attendance

Participants desiring CE's that are not being offered, should complete a certificate of attendance.

- Certificates should be claimed within 30 days of this webinar.
- We highly encourage you to provide us with your feedback through completion of the online evaluation tool.
- Detailed instructions will be emailed to you within the next 24 hours.
- You will receive a certificate via email upon completion of a certificate request or an evaluation
- Group leaders, please share the follow-up email with all group participants who attended the webinar.

Meet Our Panelists



Tony Bridwell

Chief People Officer



MODERATOR



Diane Brockmeier

President& CEO



inspired by life



Becky McKay

Director, Human Resources







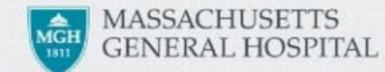
Ian Jamison

VP, Transplant Services





Paul Myong
MHA, FACHE
Senior Admin. Director





Samantha Reed MHA, FACHE System Administrator



What word or phrase best describes the current labor market?





Think outside the box

Culture of forgiving and working together knowing that things are not optimal

Learn new technology.

Yes, In some ways it created more job satisfaction because some people are now able to work from home.

Increase in transplant volumes and the ability of the teams to work remotely

Faster case times

Recognition of high powered mission dedication

Innovation. Implementation of telehealth for those patients who wouldn't otherwise have access to care.

Flexibility in work space/place



More quiet time for team to dig into work in a deeper level.

Schedule flexibility

Increased donors, transplants and DCD rates

Real time test of technology resources

Increase work from home

Forces to be more intentional about culture and connection

Virtual meetings allowed everyone to show up on time

Better communication, new roles, innovation

Improved waitlist management and subsequent increase in transplants



Ability to move donors to our center

Permanent work from home model

Mental health services - tripled staff!

Stronger internal communication

Forced us to look at things differently and be more innovative

Better use of technology

More interactive

Innovative and comfort with rapid change

Remote managing donors. Provided iPhones to bedside RNs for easier communication with organ coordinators



More interactive despite being repurposed for Covid-19 response

Enhanced productivity while working from home

Caught up to 2021

Forced us to work on being resilient as a team and adjust communication strategies

Thinking about what we do differently

Forcing the payers to get with Telehealth practice

Validated BC/DR plan

Forced the trust issue, we CAN trust staff to WFH

Hiring more staff

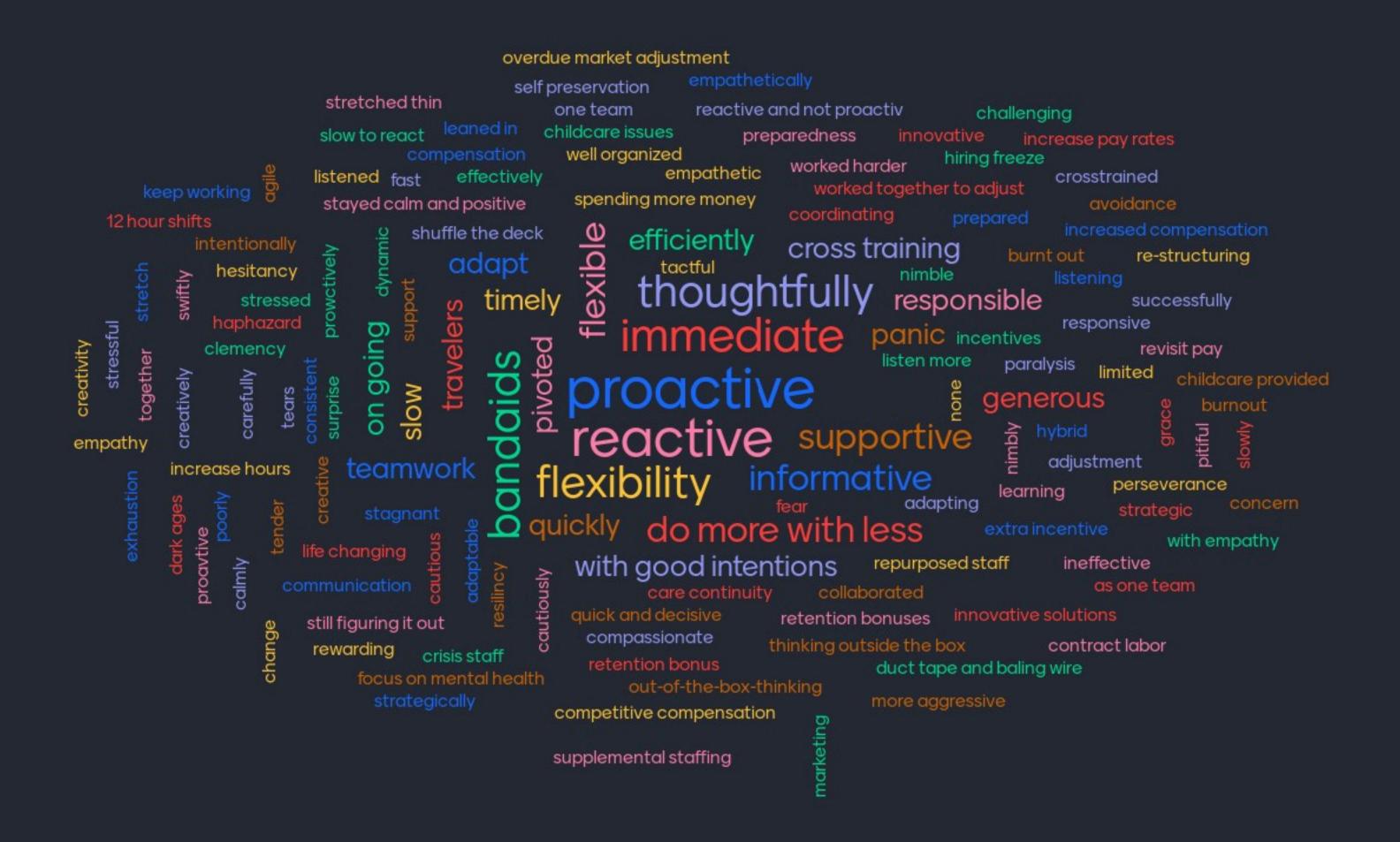


Focus on the main point of expertise for the individual roles



Mentimeter

What word or phrase best describes how your organization has reacted to the crisis?





Mentimeter

What is an innovative approach you've identified at your organization to address the labor challenges?

More flexibility in remote working.

I think actually acknowledging the labor challenges would help. We're all talking about it- why not talk about it as a group?

Encouragement from the senior management.

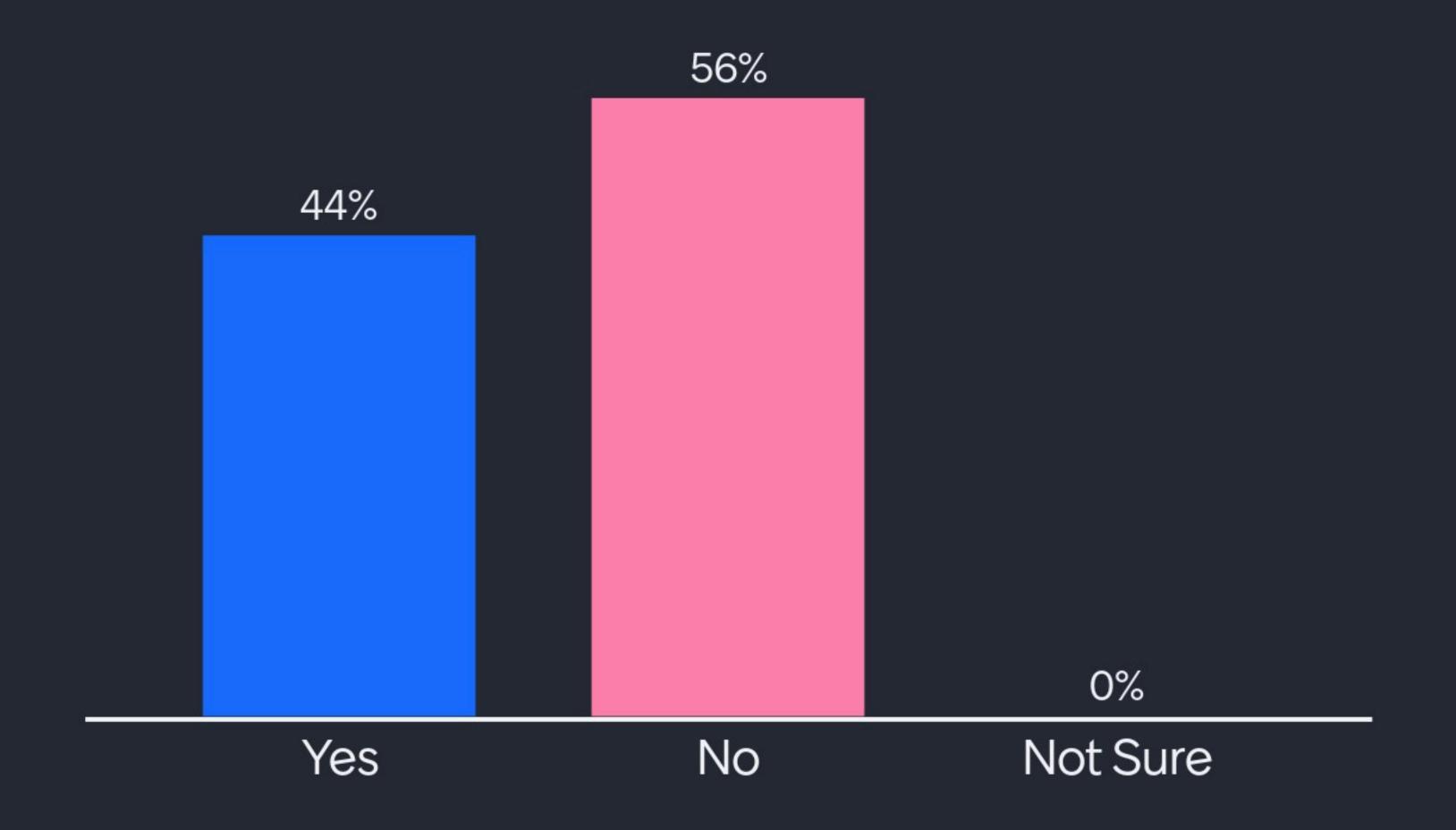


Has your organization's compensation model changed over the last 18 months? If so, please share how.



Mentimeter

Is your organization fully leveraging technology to manage the staffing challenges?





Mentimeter

What data tools do you use for workforce planning to help you identify where you have gaps? (e.g., individuals nearing retirement, at-risk employees)



Listen to staff

Resiliency Center

Connection to resiliency center

Taking about chopping mechanisms

unfortunately nothing

Frequent assessment (quarterly) of staff perception. Quick 15 question survey

Set Clear Boundaries

Staff rewards, schedule flexibility, counseling sessions

Re-structure. Increasing staff to move to 12 hour shifts from 24's



active recovery. Detachment. Relaxation. Mastery.

Continued flexibility with work setting and ability to work remotely

Encouraging Hobbies

Mandatory time off

Additional Market adjustments to salary

Personal assistance services. Partnership with a consultant coach for the team.

Limited strategies: trying to hire more staff, remote work, variety of work, training.

Flexible schedules

Sadly I don't feel our transplant center has done much. Do more with less. Do not reach out or check in with staff.



Fun activities that don't have anything to do with work!

Mental health support sessions

Departments using strengths of team for example to conduct RelaxationTherapy Sessions for staff

Psychological separation from work

Chief Wellness Officer highly engaged

BACK TO THE BASICS

Having peers share what they do

Setting time aside to have fun activities as a group.

Communication consultant



Better work life balance; more work from home flexibility

Partnering with an outside company to handle organ offer calls.

Self-care hours to use every week.

Allow managers catch up day with no meetings

Small Group Counseling Sessions

Make staff sustainability a core value

Employee assistance programs for counseling

Flexible work schedules, 9-5 is no longer the norm

Market adjustments





Thank You!