

Key Communication with Employees/ Care Team during Pandemic

During pandemics our staff will be working under stressful situations. It is important for us to bring encouragement and kindness to our staff.

Caregiver/Employee Screening Entrance

- Leaders present at the caregiver/employee entrance uplifting them with expressions of appreciation from the public and from leadership
- Thank them for coming to work

Daily Unit Based Huddles

- Acknowledge the stress and the grief we may be experiencing or anticipating
- Thank them for coming to work
- Create a motivational connection with team

Employee Well Being

- Be sure to make a personal connection with employees during the shift
- Consider a concept like “Care Carts” or a central location for employee wellness items such as food, essential oils, stress relieving coloring sheets with colored pencils, calming tea, etc.

End of Shift

- Thank the staff at the end of the shift

Gratitude Notes

- Reach out to Patient and Family Advisory Board/Council to send emails of gratitude to caregivers and post in visible areas
- Reach out to volunteers to send emails or cards of gratitude to caregivers and post in visible areas

Hospital Social Media

- Reach out to the community to post comments of support to caregivers/employees of hospital and clinics on various social media platforms:
“Thank you to our incredible caregivers and employees at (name of hospital/clinic) and our colleagues across the world for your steadfast commitment to provide safe, compassionate care during this unprecedented time. Please send words of encouragement for our (hospital/clinic) caregivers and employees by leaving a comment on this post!”