

Table of Contents

Chapter 1 – Nurse Turnover: Realities, Risks, and Prevention

- Understanding costs and risks
- Impact to teams, units, departments, organizations, and outcomes
- Breaking the cycle

Chapter 2 – Embracing Diversity in the Workplace

- Types of diversity: Assessing your workforce
- Multigenerational workforce challenges and opportunities
- Valuing diversity
- Providing diversity-sensitive care: Patient populations and caregivers

Chapter 3 - Developing Nurse Managers and Leaders as Chief Retention Officers

- Leading by example: The role of nurse executives and senior nursing leaders in leading workforce engagement
- Importance of onboarding and ongoing leadership development
- Successful recruitment, candidate selection, interviewing, and hiring
- Managers' role in building, engaging, and retaining high-performing nursing teams

Chapter 4 – Employee- and Family-Friendly Policies and Programs

- Creating healthy work environments
- Policies, programs, and practices
- Life/work balance: Walking the walk
- Prioritizing employee whole-person wellness resources and programs
- Compassionate care for employees: Honoring commitments to coworkers
- Unit, department, and organizational values and norms: Alignment with employees' perspectives

Chapter 5 – Developing Professional Models of Care

- Theoretical grounding for professional models of care: Theory and reality
- Key components of professional models of care
- Shared governance: Employees' roles in shared decision-making
- Building and sustaining healthy interprofessional team relationships
- Frontline leadership as an engagement strategy: Ownership of professional practice and outcomes

Chapter 6 – Quality Improvement Systems and Workforce Retention

- Relationship between quality outcomes and workforce retention
- Using performance improvement strategies to address workforce outcomes
- Identifying, monitoring, and analyzing metrics that matter
- Balancing stability and change: Weighing risks and benefits
- Strategies for recruiting and retaining a balanced workforce: Addressing current needs while planning for the future

Chapter 7 – Ensuring Interdisciplinary Collaboration

- Communication: Emerging technology and team strategies for success
- Changing roles in changing times: The importance of collaboration to achieve desired results—patients as partners in care
- Capitalizing on diverse strengths and styles
- Matching teams with tasks
- Leading in clinical microsystems: Breaking down silos and removing power gradients
- Care transitions and teams across the continuum

Chapter 8 – Professional Development

- Role-specific professional development: Embarking on the leadership journey
- Developing formal and informal leaders
- Discerning career paths in nursing: Developing, engaging, and retaining best talent while finding the best role “fit”

- Career enhancement programs that support role development
- Chapter 9 – Recognition and Reward Programs That Promote Retention
- Importance of recognition and reward programs: It's not just about the money
- Implementing the best fit: Listening to employees while guiding them along the path to successful career choices
- Meaningful performance reviews and peer feedback
- Building the business case for recruitment and retention programs
- Evaluating outcome metrics and forging a path to success

Chapter 10 – Establishing Academic Relationships to Build a Successful Pipeline

- Academic partnership programs: Assessing the landscape and selecting the right partner
- Partnering with high school health professions programs
- Successfully managing student affiliations
- Forging clinical faculty opportunities for internal staff
- Innovative practicum programs to increase students' exposure to specialty areas with hard-to-fill positions/vacancies
- Externships, internships, and residencies as a recruitment and retention strategy

Chapter 11 – The Power of Metrics

- Focusing on retention rates instead of measuring turnover: Risks and opportunities
- Monitoring local, regional, and national trends: Finding meaning in the metrics
- Using metrics in strategic planning to meet unit, department, and organization workforce needs
- Workforce planning trends and issues: Considerations for the future

Chapter 12 – Strengths and Opportunities: What Works and What Doesn't

- Common mistakes and how to avoid them
- Recipes for success
- Learning from industries outside healthcare
- What employees seek in "best places to work" environments
- Analyzing the competition: Forging the path to success in your market
- Summarizing key points