Employee Engagement and Retention

Executive Concern

“We need to reduce our one year staff turnover rate to under ten percent.”

What you could say:

“A significant aspect of a chaplain’s service is to attend to the needs of staff. As staff experience support in their grief and relief of stress from a chaplain, staff feel more engaged by our organization and more enabled to find satisfaction in their work. This supports employee engagement and ultimately retention.” Pacific Region ACPE Development Committee Dignity Health Spiritual Care Council

Some talking points to consider…

- Employee satisfaction strengthened:
- Staff more productive – frees staff to focus on clinical care.
- Staff receive emotional/spiritual support in times of trauma.
- Reduce staff burnout and compassion fatigue.
  - Support associates during spiritually and emotionally difficult times, reducing staff burnout and compassion fatigue, promoting staff retention.
- Physician satisfaction improved.

CHA Pastoral Care Survey Quotes…

“It is very important for our patient and family to have the spiritual support in this stressful environment. The chaplains are a big relief for the patients and family. They bring calm to what at times is a very hectic situation.” Clinician

“I have seen it give comfort to the family and patient before surgical procedures and when the loved one is critically ill. I also draw strength from visiting with pastoral care for day to day challenges. I love the message the chaplain shares at leadership. I appreciate the chaplain giving me pep talks.” Clinician

“Spiritual care is a very important part of our work. It helps all our residents, families, and staff deal with the process of life. I can’t imagine our work without someone here to guide us all each day. They also help set the tone for many meetings that may become stressful. They help center us, so to speak.” Clinician

It is an invaluable tool not only to our patients and their families, but also to each and every staff member that needs a kind word, a soft touch on the shoulder, or just to vent some frustration-be it
work-related or personal. The care and concern provided when the diagnosis isn't what patients/families want to here to the care provided to loved ones left behind aids in the coping/healing process. Physician

I feel they provide a sense of calm and purpose for us. They remind us why we are here doing our jobs every day and keep us focused on God's presence in our work and personal lives. Executive “To carry out our mission and ministry by providing spiritual support to residents, families and staff. To act in a leadership role in assisting in the development of a culture of respect and dignity for others, and healing for all.” CEO

“Teaching for staff on how to meet spiritual needs of patients within the work that we do” Social Worker

“Invaluable in helping coworkers and those we serve understand end-of-life issues and when further medical interventions are not warranted.” CMO

“Feedback from spiritual care about their interaction with unit associates and opportunities for improvement, including more associate engagement in the healing ministry.” Nurse

Some points from research

Improved staff retention/decreased staff turnover rates.

Improved employee loyalty which in turn leads to improved customer satisfaction.