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The Office of Public Health Support (OPHS) presents to you the final issue of IHS Executive Digest, the bi-weekly email series designed to help you address the challenge of retaining our professional and clinical staff.

Thank you for your support and interest in the IHS Executive Digest; as mentioned previously, the series of Best Practice emails are being printed and compiled in a binder format and will be delivered to your office as part of the Indian Health CEO Retention Toolkit. To facilitate the delivery of your copy of the Toolkit, please email your mailing address to us at [IHS CEO Brief](#). We expect to ship the Indian Health CEO Retention Toolkit in early October.

This last issue discusses why a suggestion box can make a big difference in how well your staff works - individually and together - as well as how well workplace activities are accomplished and how positively patients' perceive their experiences at IHS. It's a simple idea that's easy to put into action, but you must dedicate yourself to responding directly and immediately to any issue that finds its way into the box. Doing so will provide an environment based on open communication that makes a difference to employees, as well as the communities served by the facility.

C O M M U N I C A T I O N

More Than a Suggestion Box - an Action Box

One of the most empowering experiences for employees is to have the CEO act on their suggestions. It breeds a lot of good will and the good news travels fast. Conversely, bad news will also get around quickly. So, it's important to take action. A good leader will take on an issue using their authority to cut through extraneous considerations that may otherwise hinder implementing an employee's good idea. Be judicious and timely, and make use of your position to keep the work environment harmonious and running effectively.

R E C R U I T M E N T

Focus on the Mission

Professionals come to IHS because they want to be here. Make a concerted effort to recruit the kind of clinicians you really want. Talk to them about how they may fit into such a unique community of caregiving. Explain what the environment is like - what to expect and what not to expect - and emphasize how they are part of an expansive mission. And, always show your support for the value of the care and knowledge they provide in their area of expertise.

*OPHS is also developing retention initiatives for 2008 which may include a continuation of the **Best Practice** series. We recognize that you may have successful retention best practices and we value your input. Please send your best practices or comments to us at: [IHS CEO Brief](#).*



The policy of the IHS is to provide preference to qualified American Indian/Alaska Native applicants and employees who are suitable for Federal employment in filling vacancies within the IHS. IHS Circular # 87-2, July 9, 1987. IHS is an equal opportunity employer.

Indian Health Service 801 Thompson Ave Rockville, MD 20852