



## Volume 1, Issue 6

*The Office of Public Health Support brings you the sixth IHS Executive Digest in our bi-weekly email series designed to help you address the challenge of retaining our professional and clinical staff.*

*In this issue, you will discover how staff members can work most effectively together - starting at orientation on their first day. From then on, it's important to support them with opportunities to develop the skills and knowledge necessary to do their jobs. By conducting one-on-one meetings and applying a portion of your budget to training your employees, you will find that simple efforts can greatly benefit your employees.*

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

#### Using the Chain of Command

There are certain situations that require a careful response. This is especially true in situations that may potentially impact or undermine a supervisor. So, before you escalate an issue, be sure you understand the supervisor's position and respond appropriately in a way that supports them. Whenever you can, find opportunities to coach your supervisors - before issues arise. It will help them to better handle situations in the future.

### R E C R U I T M E N T

#### Make the Most of Orientation

Give new hires a taste of every department within your facility - right from the start. Begin with the basics, such as training them to log onto the computer system and receiving their log-on codes. Then, have them meet with personnel to help them make selections for their health benefits and other human resources-related policies, including the Succession Planning Committee's IHS 101 PowerPoint presentation. Your efforts will go a long way in ensuring they feel comfortable on their first day, and each day that follows.

#### Make Time for "Meet the CEO" Conferences

Often, a CEO doesn't get to meet with the medical staff in a situation other than an occasional formal meeting. Try something different. Make a one-hour personal meeting with the CEO a standard part of your hiring process. Then, meet with every new professional that's hired. It's an important and valuable way for you to learn what brought that individual to your location, and why they made the choice to be a part of IHS.

### P R O F E S S I O N A L D E V E L O P M E N T

#### Reap the Benefits of a Well-Trained Staff

Set aside a portion of your budget and give your staff a dollar amount that is available for them to apply to training. You can do this by building up a funding cushion, using prior year moneys to eliminate the crunch when there are critical choices about continuing education. Your employees not only deserve it, but the staff needs to maintain their licensure and keep

up with their professional education. And, no effort is too small. Often, it's the little, inexpensive expenditures that send the biggest message.

*We recognize that you may have successful retention best practices and we value your input. Send your best practices, comments or add a colleague to the mailing list. Email us at: [IHS CEO Brief](#)*

People  Smart  
*It's the People You Keep*



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