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The Office of Public Health Support would like to thank you for all of the positive feedback we've received about the first three issues of IHS Executive Digest. We appreciate your comments and are pleased that you find these Best Practices valuable and applicable in your workplace.

The focus of this issue is on making the most of your resources. Whether you're acting quickly on an issue to ensure that it won't escalate into a bigger problem, using your location to inspire potential staff members to join your team, or spending your budget strategically, your ability to maximize what is readily available to you can be a very effective employee retention tool.

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

Good Timing Can Be Crucial

How you communicate is often not as important as when you communicate. It's critical for your communications to be timely. If a situation comes up that needs to be dealt with, take care of it immediately. If you receive a request, follow up on it. When you receive an email, respond to it. If you don't acknowledge and pursue such things as they happen, you may be - in time - creating a larger problem that ultimately requires much more of your energy and attention.

S H A R E D M A N A G E M E N T

Support From the Top is Critical

In order to successfully implement initiatives, policies or procedures, support from the entire executive leadership team is needed. This may be accomplished by establishing an open forum for executive leaders to meet, discuss and agree on upcoming changes or decisions. Following this step, it is essential to gain the support of all clinical and medical staff. Make sure that information is provided accurately throughout the process - good communication will ensure a fuller understanding.

R E C R U I T M E N T

Leverage Your Location

A beautiful vista or lush prairie may be a dream come true for a future employee. Leverage your location as an advantage whenever you can because, although IHS facilities are in remote locations, they're also in very beautiful locations. They're the kind of places people would like to travel to for vacation. You're in a unique position to use that innate remoteness and beauty as a selling point for new hires and any professional needing clinical experience. For instance, some physicians, pharmacists, nurses and dentists are looking for an opportunity to try something different while getting their clinical experience. Let them know you have the ideal opportunity for them.

You Have to Spend to Save

Can you afford to lose well-trained staff? Probably not. That's why it's so crucial for you not only to support their continuing education, but also to invest in it. Consider it a cost of doing business - because CME and other training opportunities enhance staff performance, morale and retention. An educated staff will stay on board. And, that's great news for you, if you can see the big picture. Studies show that the cost of turnover of a professional individual exceeds two- to two-and-a-half times their annual salary. So, when you're investing a couple thousand dollars a year in them, you're actually saving a potential couple hundred thousand dollars a year in replacing them should they leave. So, plan your budget at the beginning of the year to include adequate ongoing training for your staff - and then hold to that budget.

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](#)



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Indian Health Service 801 Thompson Ave Rockville, MD 20852