

A Best Practices Guide to Healthcare Development



A BEST PRACTICES GUIDE TO HEALTHCARE DEVELOPMENT



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INTRODUCTION TO THE COLLECTION

Writing about the COVID-19 pandemic as it relates to healthcare workers, the Schwartz Center—an organization whose mission is to put compassion at the heart of healthcare through programs, education, and advocacy—asserts, “Those on the front lines are caring for worried and suffering patients and families and working long, stressful hours. Some caregivers have been exposed and are quarantined, physically separated from their colleagues, families and usual sources of support.”

Indeed, Christina Barss and Angela J. Patchell’s issue of *TD at Work* begins, “Today’s healthcare organizations face a barrage of pressures from both inside and outside.” That has never been truer, but interprofessional education is a practice that can help. IPE occurs when individuals from different professions come together to learn from each other in furtherance of greater collaboration and better outcomes. The practice helps increase trust and eliminate barriers between co-workers in different roles.

In “Implement Interprofessional Education in Healthcare,” Barss and Patchell outline the foundations of IPE, challenges to using it, competencies for the collaborative practice, how to gain support for employing it, and what it looks like in practice.

Healthcare professionals have suffered not only with the physical strains of long hours during the COVID-19 pandemic but also from the emotional toll of it all. In “The Importance of Emotional Intelligence in Healthcare,” Joann Farrell Quinn and Sarah E. Hoffe succinctly write, “Humans’ minds and bodies are not separate entities. If something is affecting a person either emotionally or physically, the other is likely to be true as well.” They explain a four-pronged emotional intelligence framework of self-awareness, self-management, social awareness, and relationship management.

Understanding the importance of each component can help healthcare professionals replenish their energy and positive feelings and work better with others. Social awareness will help them appreciate what patients’ families are going through during these difficult times.

In a 2017 Association for Talent Development healthcare survey, 69 percent of ATD members and other healthcare professionals said self-care, work-life balance, and burnout were the most pressing blocks to engagement and performance in the healthcare industry. However, coaching can help alleviate some of those challenges, write Darelyn “DJ” Mitsch, Mark Greenawald, and Cindi Ackrill in “Coaching in Healthcare.” Coaching helps healthcare professionals, who often have a perfectionist nature, see their sometimes-unrealistic expectations of themselves, uncover suppressed feelings, and integrate activities that give them positive energy. In the issue, the authors provide tips on building a case for coaching, aid readers in determining what they want from their coaching program, and describe different types of coaching.

Talent development practitioners also can help healthcare workers maintain engagement. “Engaged employees drive the patient experience,” writes Jill Christensen in “Employee Engagement in Healthcare.” To start, talent development practitioners should ensure that the right people are in the right positions—not only individuals who have the correct skills but who also share the healthcare organization’s values. It’s likewise critical to ensure that employee goals align with organizational goals. Further, leadership needs to be open and honest with employees, communicating frequently. Those are the same skills that healthcare practitioners need to use in service of patients and their families.

This collection of *TD at Work* healthcare issues aims to help talent development professionals assist healthcare practitioners with taking care of themselves so they can fully care for their patients.

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