

# CREDENTIALING CHATTER

SEPTEMBER/OCTOBER — 2008

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## STAFF MEETINGS

HI EVERYONE, it's time for the staff meeting! Wait, don't start panicking (or yawning). Staff meetings can be fun, enlightening, scary, boring, productive and unproductive but most of all they are necessary. How a staff meeting turns out in the end depends on what is put into it at the beginning. A little bit of planning goes a long way, so let's get started!

First you need to decide how often to meet. Weekly meetings may be too much especially if they go long. Monthly meetings may not be enough. Get the staff's opinion on the frequency of meetings. Whatever the decision, be consistent.

Type a template agenda with standard topics that can be left on or omitted for each meeting. This gives you a jumping off point and place holders for items easily forgotten. Some ideas are:

- Regulation/Accreditation/ Legislation updates
- Policy changes (including department and organization policies)
- Training opportunities
- Work coverage for staff vacations or long term absences

Now set up a folder on a drive your whole department has access to and place the agendas, by date, in the folder so every-

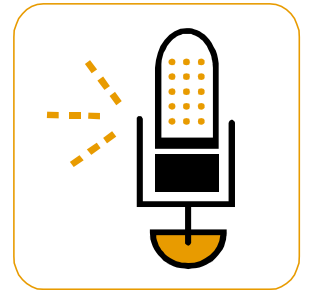
one can work on them. The team can add questions or issues directly to the agenda or request they be added by the person who is responsible for the agenda. Using this method, not only one person is responsible for the agenda topics and the meetings become relevant to everyone.

The last step is the meeting itself. Pose topics in questions which get group participation. Be open to comments and suggestions even though not all of them will be implemented. Staff meetings have a certain amount of announcement type agenda items but they should also be geared towards discussions when possible. If you can, bring bagels or donuts. I know I'm always happier when I'm eating!

Ask different staff members to conduct the meetings as well as present topics. The manager can be on the agenda as a presenter but not have to run every meeting and topic.

Besides regular meetings, an annual meeting is always a good idea. Here are some yearly topics to consider:

- Review of previous year's accomplishments
- Discussion of goals for the next year



- Personal and Department goal writing and finalization
- Upcoming reorganizations or accreditation/regulation surveys (Major dates)
- Legislative updates
- Department measures/tracking
- Training (try to include training that will give employees CE credits)

Plan for at least 4 hours and include a fun "warm up" activity. Now I don't mean jumping jacks. Not everyone is big on ice breakers but there is a lot you can do to get the brain waves clicking. Search for ideas on the internet, you'll be surprised what's available.

If time allows, let everyone wind down with an appreciation lunch. Don't forget to have some follow up on the planning though and your regular staff meetings are just the place for continued discussions and progress checks.

Now go prepare and don't forget to have fun. Work doesn't always have to be a drag!

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[www.lsmssc.com](http://www.lsmssc.com)

## CHATTER BOX

### Future Chatter

- Committee Preparation
- Managing Work Relationships

**Have a pesky problem that you would like some advice on? Send your problem to:**

**[credchatter@lsmssc.com](mailto:credchatter@lsmssc.com)**

**and we may feature it in a future Credentiaing Chatter newsletter!**

LS Medical Staff Services Consulting, LLP is a consulting and temporary staffing company. Our mission is to equip your Medical Staff/Credentialing Office with the tools needed to enhance and further promote the success of your organization.

## ARE YOU FEELING STRESSED?

September 22nd marked the first day of autumn. School is in session, colors are changing and temperatures are dropping. It's the beginning of Halloween parties, Thanksgiving feasts, December frenzies and end-of-year work headaches.

This time of year can create extra stressors for us. So how do we deal with it yet still enjoy all that the holidays have to offer? Well, the first step is to be aware that stress is lurking. Putting some methods into your repertoire now will prepare you for the thick of the holiday chaos!

Experiment with different relaxation methods such as meditation, visualization or deep breathing. Taking a few minutes in the middle of your day (or in the middle of a stressful situation) could drastically change your perspective and the outcome.

Close your eyes and concentrate on relaxing your toes. Work your way up to your head relaxing each section. Visualize yourself in an awesome

place. Then, take a deep cleansing breath and move on with your day.

Another method to detach from your stress is to contract muscle groups. Go through several muscle groups contracting the muscle for a few seconds and then relaxing it. For example, you can squeeze a stress ball with your hand to help relax your forearms and wrists.

Do not underestimate a good deep breath. One good cleansing breath during a meeting might keep you from saying something you may later regret.

You can practice these stress reducers or invent some of your own. I'm no expert but these examples have been useful for many people. Quickly redirecting your attention is sometimes the best way to deal with what is going on, head on. Now on the count of three, take a deep breath and then let it go. One. . .Two. . .Three

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