

PERSONA CANVAS

Staffing

Working on quicksand

Because its always been done that way

Financial Issues

Generational conflicts/demands

HCAHPs

Stress

Downsizing

Finger pointing

Negative Nellies

Changing regulations

Lack of communication

Insurance rules

Changing regs, political expectations

Cross departmental lack of communication

Healthcare bad reputation in media

Constant complaining, 0 solutions offered

Increasing regulations

Politics

Lack of accountability

staff turnover

Too many "irons in the fire"

Non-compliant patients

Tracking down data

EHR Coding/Data Accuracy

Doesn't take QI seriously/lack of value in continuous improvement

Constant change

Lack of engagement

Deadlines

Not talking about it, forget about it

EHR Limitations

Policies & Regulations

Irrelevant meetings

ACO data platform

Job security

Lack of equal accountability

Unsure if door will be kept open

Personal issues

0 RN = 0 Hospital

Burnout - personal and team

Lack of follow through

Hate in the world

Negative social media

Insurance Denials

Data: lack of utilization

Finding employees

New EHR

Work Ethic

Staff wages not able to keep up

Accountability

Learning to say "no!" stay in your lane

EMR support issues

We've always done it this way

Unreliable coworkers

AI

Making mistakes

Not being able to keep up staff morale

work not good enough

Fear of failure of meeting expectations, being asked to do one more thing, ability to focus

People pleaser

Procrastination

NEGATIVE TRENDS

Negative trends from the environment

Health

Staffing

Making a difference

Recognition

Time Management & Balance

CEO/Leadership Buy in

positive mindset

Joy

Feeling accomplished

Luck

Balance

Job security

What does this person really want?

Learning something new every day

Independent direct reports/managers

Positive/Safe Culture

NAME \_\_\_\_\_

ROLE \_\_\_\_\_

Approachable

Your "tribe"

Resources

Teamwork

cohorts for EHRs

Incredible team built

Communication

Data driven decision making

Quality awards

Education

Collaboration

Salesman "good speaker"

More QI Involvement

Increased Incident Reporting

POSITIVE TRENDS

Positive trends from the environment

Root cause analysis - fixing issues that create success

New degree!

Inter-department Collaboration

Team building

Facilitates communication well

Nursing Students

Education - recognizing everyone's need

Benchmarking

Strong Administration

Recognizing you can leave meeting or not attend

OPPORTUNITIES

Professional and work related positive outcomes

Collaboration being natural/easy/culture

Quarterly vacations

Fulfillment

Keep CAH door open

Retirement

Purpose

Personal goals and hopes

Retirement

Accountability

Facilitate effectively

Zero HAI's

Manageable workload

Sense of contribution

Follow through

Health

Full staff with increased wages

New EHR

Tranparency

Meet CoPs

Quality Certification

Work-life balance

Work-life balance

Collaboration being natural/easy/culture