Effective Feedback was a main focus at the 2019 JHMI CRNA Education Retreat. Tyler Enslin was our keynote speaker who delivered a two-hour presentation on tips and techniques to giving and receiving effective feedback. The following are some of the highlights to review.

Effective feedback is information given to a person based on his or her past performance that positively impacts future performance. Tips on giving effective feedback include: avoid absolutes, focus on performance and not personality, and give examples of behavior. One must also show respect and make it a priority to give genuine, deserved positive feedback on a regular basis. Feedback is easier between two people when there is an established genuine connection and a relationship of trust and mutual respect.

When receiving feedback it is important to be open-minded and control emotion, actively listen to the information provided, ask clarifying questions, sort the feedback for relevancy and value and show gratitude.

Effective feedback encourages team engagement and will make our team stronger.

Did You Know?

- 82% of employees appreciate feedback, both positive and negative? (Source: Office Vibe)
- A study of 60 leadership teams found the highest performing teams had a ratio of 5.6 pieces of positive feedback for every 1 negative? (Source: Harvard Business Review)
- 65% of employees said that they want more feedback than they are currently getting? (Source: Office Vibe)
- 69% of employees said that they would work much harder if they received more frequent recognition? (Source: Office Vibe)
Super Star Recognition: Megan Waters, MSN, CRNA

This month we continue our Super Star Recognition honoring one of our own for an outstanding job done, going above and beyond the call of duty, stepping up in a crisis or being an all-around tremendous help for our team.

We highlight Megan Waters, this month! In March, Megan’s assignment was switched at the last moment and she stepped in and rose to the occasion. Without hesitation, she had the patient in the room ready for induction. Then the room received an add-on case involving a mandibular fracture requiring an arterial line, precede, and an asleep nasal intubation. According to Dr. Beaudry, her attending, “she literally had everything ready by the time I was done the preop. She’s seriously amazing!”

Megan graduated magna cum laude from the University of Tennessee with a bachelors’ degree in nursing and a minor in business administration. As a nurse, she worked one year on a cardiac step-down unit and three years in the surgical intensive care unit at Vanderbilt University Medical Center. Megan joined our CRNA team in 2017 and works in the Neuro, Peds, Plastics, EP, and Colorectal cohorts. Great job Megan!

Refer a CRNA Friend for a Full-Time Staff Position

Do you have a colleague that would be interested in joining our team? Refer them and receive a $5,000 bonus. Referrals of CRNAs that are working here as casual or agency or SRNAs who rotate through our clinical site will not be considered for the referral bonus. The goal is to attract CRNAs outside the system with your help. Let me know if you have anyone in mind. We will need to identify them early in the application process (prior to online application).
Join a New Committee!

I need volunteers to participate on two new committees. First, it is that time again to review and evaluate the CRNA bonus and set the criteria for FY20. I would like 5-6 CRNAs to help me do this and provide input. Our goal is to obtain diverse perspectives. The second committee is brand new and currently without a name. The committee will be separate from CRNA leadership with a focus of providing wellness/social events and activities to show appreciation for everyone’s hard work. I have a few ideas to get it going but would like it to be CRNA driven. I am looking for a committee chair and 4-5 members. If interested in either committee, please let me know by May 7th.

Professional Development Day Review

Here is a quick reminder/clarification when using a PDD: To use PDD on a track day, the conference must occur on that track day. However, we can use a track day as a travel day but are allowed only one travel day per conference. If the conference occurs on a non-track day, you can use up to 8 hours of PD time. If your conference falls on a weekend (non-track day) the PDD does not replace your track day earlier in the week. It’s important to know that PDD on non-track days do not cover your track days. Clear as mud? Check with your Lead CRNA if you have any questions.

Check us out on Twitter! @HopkinsCRNA  Send us pictures highlighting our strengths from the ORs, Control Centers, social events, projects, and other activities. Don’t forget to follow!