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**Professional Title, Organization:** Deputy Medical Officer, HealthRight360

**CHIP Title:** Leadership through a Staffing Crisis

**Project Description:**

Staffing crises have become endemic in healthcare. The costs go far beyond the financials, deeply affecting morale and patient care. Balancing patient needs, staff morale, equity, and future expectations is a challenging skill set. This project will describe a leadership journey through a staffing crisis, and highlight lessons learned.

**Key Findings and Lessons Learned:**

The project started in March 2022, when 80% of our licensed staff in the primary care department departed from the program. The program is currently in a phase of re-staffing and re-imagining healthcare delivery as we move to implement a new EHR system. As a leader, I have learned to understand my strengths and use those to support my challenges. I have learned lessons around team building, equity, leadership, work-life balance and crisis vs change management. Key successes so far include: Hiring an experienced nurse manager and associated medical director. Only 1 clinical staff leaving since then due to burnout during the transition. And as of this writing, acceptances for offers of several clinical positions.

**Next Steps:**

Metrics for success with this project would be:

- Having a management team that is both competent in their role and able to work better as a team than individually.
- Hiring a balance of staff that have experience, as well as those that are new to the field.
- A significantly decreased rate of attrition, particularly due to burnout or concerns about management.