

# Straight Talk

A weekly update from management on the issues that matter most



August 24, 2007

Dear Friends and Colleagues,

This week, we started our second summer round of “Round the Clocks,” in which I met face-to-face with hundreds of NCH employees. More meetings are scheduled in the next few days in some of our outpatient areas. I’d like to share some of the topics discussed.

- First, we have decided to lift salary caps to allow the previously-announced 8% to 10% raise for RNs and LPNs as well as the 6% to 8% raise for non-nurses.
- We also have improved our patient-to-nurse ratios that many discussed at our meetings. We still have room to improve and have invited seasonal and traveling nurses back earlier than usual, with some arriving in early September. Also, some new full time core nurses will be joining the team on both campuses.
- Our recent decision to open the night-time cafeteria has been such a big hit at both campuses that the suggestion for longer hours and additional cooks is being evaluated.
- We’ve also, largely as a result of staff recommendations, addressed many building concerns at North Naples. Many of these already have been remedied. Others are in progress, such as the lighting in the ER nurses station, lock down of ICU, flooring in the ER waiting room, and leveling of one irregular area in the OR.

These “Round the Clocks” capped a week that also included meetings of the Strategic Planning Board Committee, the Quality Committee, and this morning’s Leadership Institute. I will be sharing some of the highlights from these sessions in a future edition of “Straight Talk.”

I’m not surprised, frankly, that outsiders have been quick to claim “credit” for all the progress we’ve made. But I’m confident that most of us at NCH are smart enough to recognize that we don’t need outside organizers, making hollow promises and claiming undeserved credit, to tell us how to run our hospital.

Rather, what we need – and I’ve learned this well in my first year as CEO – is direct, unobstructed contact between employees and management. “*No one person is as smart as all of us,*” is the mantra I’ve adopted. And I’m pleased with the way it’s beginning to play out at our fine institution.

Respectfully,

A handwritten signature in blue ink, appearing to read "Allen".

Allen S. Weiss, MD  
President and CEO