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| Background  | Often during collaborations in the medical field staff changes due to staffing needs, position changes and staff turnover. This can cause frustrations for the rest of the team and setbacks in improvement. However, let’s make this a time for positive change! What can the replacement team member bring to the group that might have been missing before? What strengths can be identified in the new configuration?  |
| How do we address staff turnover?  | **Be patient**: We, as collaborative leaders, might be looking to “mark things off of our list” and become anxious for sites to work through the collaborative, but remember, if a team member has left the group there are likely to be several things the rest of the group are making up for, or having to change in their organization. **Communicate, Communicate, Communicate:** Reach out often, but assure the replacement team member that you are understanding of any other commitments they have. Offer assistance and ask what you can do to help catch them up to speed in the best way for them to learn.  |
| When you have a replacement team member, don’t forget!  | - Update your directory- make sure to include their title, credentials and best way to contact them. - Update your email distribution list- if you have an email group for sending reminders and updates, be sure to add them to it! Also be sure to remove any members who are no longer a part of the collaborative. - Update your PRQC team- make sure to let your Training Site know as well as Krystle Bartley. - Is your new member looking for MOC Part II Credit? Make sure to catch them up to speed! - Make sure your new member has access to the PRQC website and members only section. Help them navigate to learn where they can watch videos of past learning sessions and obtain any resources needed. - Introduce them to your Training Site team and make sure they are familiar with everyone’s rolls so that they feel comfortable reaching out for help.  |