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Staff matters

People are the backbone of healthcare systems. With staff costs up to three-quarters of the total budget one wonders why healthcare leaders are not looking for different, unorthodox, innovative approaches. When did we notice the last time anything groundbreaking in human resources? Perhaps the potential of robotisation in healthcare to automate repetitive tasks may come to your mind? Point taken as it reduces variation and improves patient safety. Surely you may think about artificial intelligence playing a role in various areas of human resources, including recruitment. And then?

Both burnout and boreout is a concern, with a worrying percentage of healthcare workers in recent surveys reporting experiencing this. Remedies for burnout cannot only lie with the individual but the healthcare system must take responsibility. And does it?

Our Staff Matters issue will give you surely answers as it explores human resources in healthcare with insights into how the sector can meet challenges head on. Some of the most forward-looking HR professionals will share their ideas.

Cheryl M. Patton looks at how to manage workplace conflict—before it becomes uncivil. Lou Adler explains how a change in strategy rather than technology will lead to hiring stronger people. Leaders are not born, but made, and simulation is being used now to train future healthcare leaders. Michael Rosen and colleagues describe the Simu-Leader programme at Johns Hopkins Medicine.

Tim Cunningham introduces the Compassionate Care Initiative of the University of Virginia, which offers programmes that support resilience for critical care providers and hospital leadership. Indeed, a badly needed programme which should be rolled out on a much bigger scale. Then, Brigette Hyacinth asks if we should be worried about robots taking our jobs in healthcare. The thorny issue of EMR burnout that so many medics report is under the microscope as Rachel Dunscombe updates us on human factor approaches for implementing and supporting the technology. Is there potential of a game-changing positive impact for clinicians and patients alike? William Ramsden and Caroline Rubin outline the UK Royal College of Radiologists' initiatives to promote maintenance of competence through continuing professional development. Alison Brindle describes how a staff-led initiative to enhance patient communication took off worldwide via social media. Staff editor Marianna Keen outlines why animation in videos is a winner for staff training.

Winning Practices look to the future 'boundaryless' hospital from Maximilian C. and Wilfried von Eiff. Next is the silo-smashing CVD innovation at the Jacobs Institute's Idea to Reality Centre. Peter Kapitein makes the case for cooperation not competition in research. What has space got to do with healthcare? The UK Space Agency has an exciting collaboration with healthcare for better patient care. Then we cover the EUCLID project on diagnostic reference levels for radiology, a study on variation in follow-up imaging for women who have had breast cancer and what a successful quality management system in a radiology department should look like. Last, don't miss Krista Kim's healing digital art.

Koen Kas, who wants to make healthcare delightful, and Paul Chang, radiology thought leader are covered in our Spotlight. The regular Management Matters column provides tips for better communication.

We hope this issue will encourage and inspire you in your own practice. Thank you for your feedback. Feel free to share your thoughts at cm@healthmanagement.org. ■



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