



Hawai'i State Center For Nursing  
2025-2029 Strategic Planning  
WORKPLACE WELL-BEING FOCUS GROUP REPORT  
January 30, 2025 ~ 'Alohilani Resort Waikīkī Beach

**POSITIVE CORE OF WORKPLACE WELL-BEING**

**Human Connection:** Emphasizes the importance of happiness, love, relationships, and compassion in nursing, highlighting that these elements are fundamental to providing quality care.

**Empowerment:** Discusses the need for both healthcare providers and patients to feel empowered in their roles, fostering a collaborative environment for better health outcomes.

**Team and Community Support:** Stresses the significance of having a strong connection with the team and the community, which contributes to a supportive work environment and enhances patient care.

**Leadership and Inquiry:** Highlights the role of invested leadership that encourages inquiry and responds with actionable solutions, creating a culture of respect and dignity.

**Quality Care:** Focuses on the importance of delivering safe and quality care, which includes attending to the small, personal aspects of patient care that make a significant difference in their experience.

**Recognition of Contributions:** It points out that acknowledging the efforts of team members, especially when performing small but impactful tasks, is crucial for morale and motivation.

**Exemplar Story 1:**

“With all of those elements at the core, I reflected on my early days in nursing as a student. It was all about the fundamental aspects of nursing—providing one-on-one compassion and focusing on the little things, like oral care. For instance, when working in obstetrics, I ensure that patients who have had a C-section are able to brush their teeth. I provide them with a warm cloth to wipe their faces while talking to them. I hold their hand or touch part of their body, and

I make sure to sit at their eye level, whether on their bed or in a chair, when I provide education or simply engage in conversation, trying to understand their needs.”

**Trust:** Emphasizes that trust is fundamental in nursing roles, serving as the foundation for effective teamwork and patient care.

**Active Listening and Response:** Highlights the importance of not just hearing but actively listening to team members and patients, as well as responding to their concerns to foster a supportive environment.

**Resource Availability:** Stresses the necessity of having adequate resources to perform tasks efficiently, ensuring that unnecessary obstacles do not hinder nurses.

**Reducing Barriers:** Discusses the commitment to identifying and eliminating systemic or operational barriers that impede workflow, allowing for smoother processes in patient care.

**Recognition and Validation:** Underlines the significance of recognizing and celebrating team achievements and individual contributions, which boosts morale and validates the hard work of healthcare professionals.

**Teamwork:** Reinforces the idea that effective teamwork is essential for success in nursing, as collaboration among team members leads to better patient outcomes.

### Exemplar Story 2:

“So I had the pleasure of interviewing ..... She is an ED Charge RN, which is like an assistant manager at Hilo Benioff Medical Center. She’s been there since 2010; it was her first job, and she still loves it. She really got into nursing to help people and truly enjoys the people she works with. One night, they received a call about a mom who had a home birth and was still bleeding as she was coming in. Miley got this information from the EMS team, which gave her time to alert the lab and the blood bank that they needed blood. Her team that night—nurses and doctors—worked together to save a life. Miley was scared to death herself, but at the same time, she felt a calm. She trusted herself, trusted her team, and knew exactly what needed to be done. She was able to help and ultimately saved this woman’s life because of that trust.”

### **INITIATIVES FOR THE FUTURE OF WORKPLACE WELL-BEING**

**Integrate a Well-Being Program:** Develop a well-being program based on the National Academy of Medicine that includes paid time for nursing staff to engage in wellness activities.

**Protect Time for Self-Care:** Establish protected time within the work schedule for staff to reset, recalibrate, and discuss their feelings, emphasizing the importance of well-being as part of their workload.

**Ensure Resource Availability:** Create a thorough understanding of the resources needed for staff to perform their jobs effectively, ensuring that they have what they need to succeed.

**Build Wellness Cultures:** Implement formal programs with dedicated leadership to foster wellness cultures within healthcare settings, promoting a supportive environment for staff.

**Education and Professional Development:** Provide training on emotional intelligence, conflict management, and intergenerational communication to enhance teamwork and collaboration among staff.

**SESSION PARTICIPANTS**

Carrie Oliveira  
Denise Rapoza  
Frankie Hale

Katherine Finn Davis  
Laura Reichhardt  
Maile Gooding

Rose Hata  
Sondra Leiggi Brandon

**GROUP SHARES**



## THINGS WE'RE GOING TO DO TO IMPROVE WELLBEING

- BUILD TIME INTO THE WORK DAY (PAY PEOPLE) TO ENGAGE IN WELLBEING PROMOTING ACTIVITIES

- HAVE A THOROUGH & NUANCED UNDERSTANDING OF NEEDED RESOURCES (EMPLOYERS: GET IT!)  
*SHIT! TALK ABOUT IT SEPARATELY TO GET WHAT PEOPLE NEED*

- BUILD WELLNESS CULTURES THROUGH FORMAL PROGRAMS WITH DEDICATED LEADERSHIP

(LOOK AT MODELS; SEE WHAT WE CAN IMPLEMENT)

- EDUCATION/PD ON RELATING TO HUMANS. HOW TO TALK; MANAGE CONFLICT, EMOTIONAL INTELLIGENCE; COLLABORATION, COHESION, INTERGEN COMM.