

SAMPLE TOUGH QUESTIONS

1. How can I stay motivated to "give my all" when I feel that the daily issues of high volume, high acuity, staffing shortages don't seem to improve?
2. How do we keep focused and motivated on practicing good customer service skills and respect for one another when we periodically have encounters with others within the organization that are just not on board?
3. What about Quality of Care? When the hospital is full over a lengthy period of time, we get stressed because we don't feel we can give the quality of care our patients deserve.
4. I don't have the equipment I need to operate at the highest level. When will I get new equipment/tools to do my job?
5. Why are my spouse's benefits better than my benefits? We work in healthcare; we should have the best benefits.
6. It doesn't seem that everyone is held to the same standards of behavior. An example I see all the time is the dress code. Some departments are very strict, some let their employees wear anything. This does not seem fair. What are they doing about this?
7. What is being done to even out workloads among employees?
8. What can I do to contribute to our cultural transformation initiative at BHS so that we can be the best?
9. What new programs and services will we launch in 2008, and how does the organization make this decision? Our department has been asking for (a new piece of equipment, more space, and more staff, etc.) yet we never get what we need for our department.
10. What about the physicians . . . how do we deal with them when they treat us poorly and disrespectfully?
11. What about the long-term staff . . . what are you going to do to retain us?
12. Why are we taking leaders off-site for development? What am I going to get out of it?