


Working to reduce medical errors and improve safety for people receiving health care in Washington.



**Welcome to the
February Patient Safety WebEx
Webinar!**


This month's teleconference features
Karen McNamara RN, BSN, M.Ed.
Robert McNamara BS in Arch., MBA

Presenting on "Generational differences in the healthcare work force and their effects on patient safety."

Today's Webinar is hosted by **Miriam Marcus-Smith.**
*Please remember that all participants are muted upon entry to the web conference.
If you are with a group on the teleconference line, please use the chat window at the bottom right of your screen to send a message to your hosts letting us know how many listeners are with you.*

*** Do you need continuing education credits?**
This continuing nursing education activity was approved by the Association of periOperative Registered Nurses, Inc., an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

AORN recognized this activity as continuing education for registered nurses. This recognition did not imply that AORN or the ANCC Commission on Accreditation approved or endorsed any product included in the presentation topics.




You **MUST** complete the online survey at the conclusion of this teleconference in order to receive your Certificate of Attendance!



creating moments when things just  **click**
consultants

"Why Can't They Do it the Way I Learned it?"

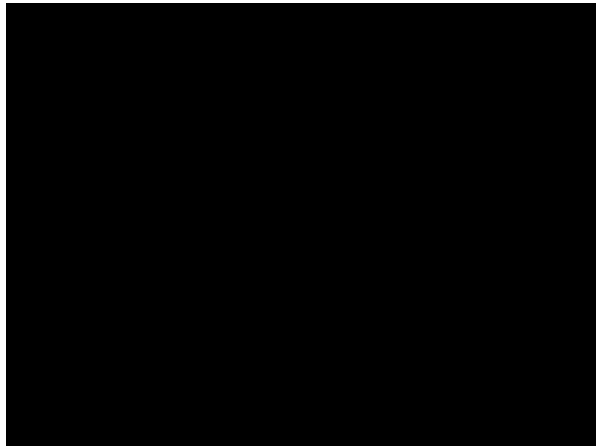


**Generational Differences in the Healthcare Workforce
and Their Effects on Patient Safety**

Karen McNamara
Robert McNamara

karen@click-consultants.com
robert@click-consultants.com

360-265-8017
360-265-8018





- Define five distinct generations
 - Identify three significant changes in today's healthcare environment that have contributed to challenges in creating a culture of safe patient handling.
 - Generational strategies for strong teams
 - Kinetic step toward success with generations
- Objectives

“People resemble their times more than they resemble their parents.”

- Arab Proverb

Books

- Managing Across Generations: Kim A. Rowe
- Multigenerational Workforce: Bruce Tulgan
- Managing Generation Y: Bruce Tulgan
- Managing the Generation Mix: Carolyn Martin and Bruce Tulgan

Video

- Generations in the Workplace: Claire Raines
- Lost Generation (AARP Contest): Jonathan Reed


Resources

- Kunreuther, Frances. *A Two Part Series-The Changing of the Guard: What Generational Differences Tell Us About Social-Change Organizations*, Generational Diversity, The Diversity Factor, Vol15, Number 3
- Foot, David K., and Daniel Stoffman. *Boom, Bust & Echo 2000: Profiting from the Demographic Shift in the New Millennium*. Toronto: Stoddart Publishing, 2000.
- Karp, Hank, Connie Fuller, and Danilo Siras. *Bridging the Boomer-Xer Gap: Creating Authentic Teams for High Performance at Work*. Palo Alto, CA: Davies-Black Publishing, 2002.
- Lancaster, Lynne, and David Stilman. *When Generations Collide: Who they Are, Why They Clash, How to Solve the Generational Puzzle at Work*. New York: HarperCollins, 2002.
- Strauss, William, and Neil Howe. *BGenerations: the History of MAMerica's Future, 1584 to 2069*. New York: William Morrow & Co. 1992.
- Zemke, ERon, Claire Raines, and Bob Filipczak. *Generations at Work: Managing the Clash of Veterans, Boomers, Xers, and Nexters in Your Workplace*, New York: AMACOM, 1999.

Additional Resources

- Veterans/Matures/ WWII Generation
 - Before 1940 (52 million people)
- Boomers
 - 1940-1960 (73.2 million people)
- Xers
 - 1960-1980 (35 million people)
- Millennial / Nexters/ Gen Y
 - 1980-2000 (69.7 million people)
- Generation I / 9/11 Generation
 - 2000 - present

The Generations



Generations Video


- Aging population
- Budget constraints
- Technology

Changes Facing Healthcare Today:

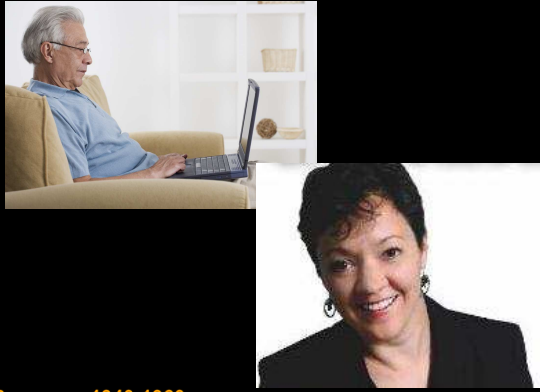


Veterans: Before 1940

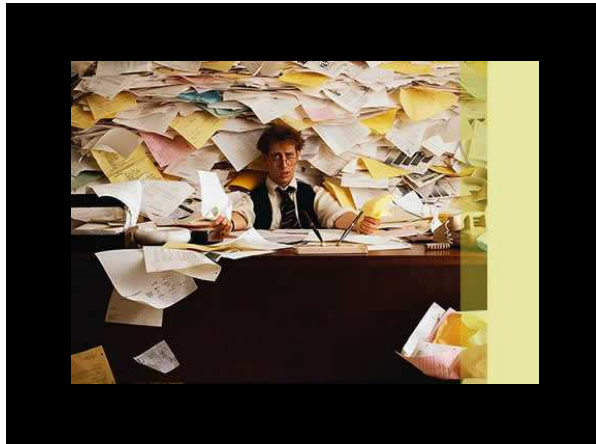
- Listen
- Hands on training
- Make them feel needed



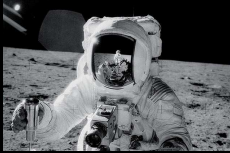
Developing: Veterans



Boomers: 1940-1960



- Coaching, strategic planning, budgeting
- Provide assignments that develop skills
- Encourage reading & training videos



Developing: Boomers



X-ers: 1960-1980

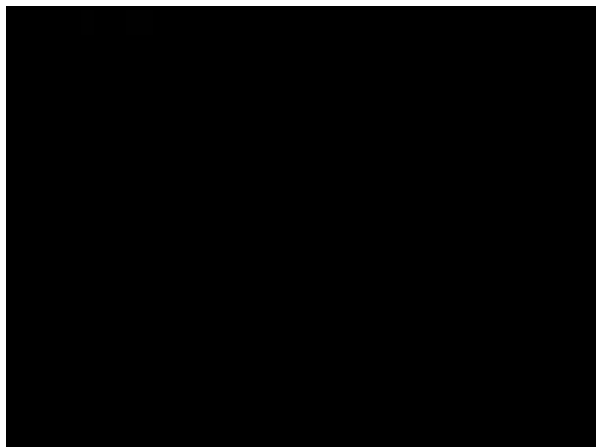
- Leading-edge technology
- Work-life balance
- Management by task
- Short term goals, clear timelines
- Give the why



Developing: X-ers



Millennial: 1980-2000

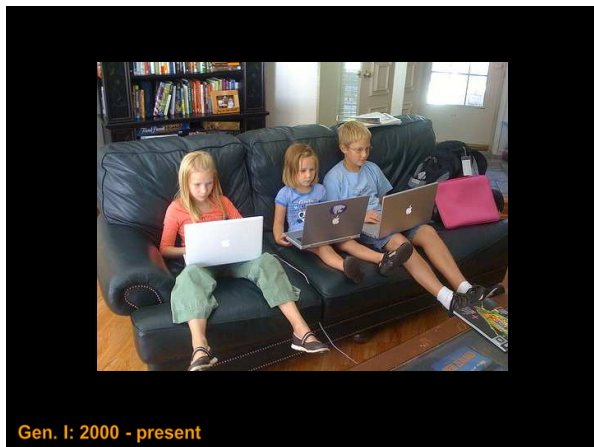




- Attention / positive reinforcement
- Mentor programs
- Ability to work in teams
- Technology
- Supervision



Developing: Millennial



- Attention / positive reinforcement
- Give the multiple tasks
- Technology
- Supervision



Developing: Gen. I





Embracing Communication

Common Purpose

Treat Everyone as Individuals

Karen McNamara
(360) 265-8017
karen@click-consultants.com



Robert McNamara
(360) 265-8018
robert@click-consultants.com

Topics we speak to:

- Generations in the Workplace
- Change Management
- Keirseay
- Engaging the difficult conversations
- Time To Teach
- Game of Life, & How to Win
- Visual Meetings: Using your Design Mind

www.click-consultants.com

Thank you for participating today!

- Don't forget to take just **1 to 2 minutes** to fill out the post-teleconference evaluation that will pop-up in your browser after you close this window...
- *or...*
- Just click on the link provided in the RSVP e-mail you received with details for logging in today.
- **REMEMBER:** You *must* complete the evaluation if you are seeking continuing education credit...



Karen McNamara
Robert McNamara

karen@click-consultants.com
robert@click-consultants.com

360-265-8017
360-265-8018