



Strategies to Address Attendance Issues



GET THE DATA

- » Discuss and post team attendance data each pay period. Use numbers only, not names.
- » Dig into attendance numbers to understand current levels.
- » Post the number of daily ill calls. Use numbers only, not names.
- » Managers track attendance for all employees, have discussions as needed.
- » Engage in team conversations about attendance policy.

CONTINUES ON THE NEXT PAGE »



UNDERSTAND THE IMPACT

- » Be transparent about budget impacts and share overtime costs for backfill.
- » Compare patient feedback on days with full staff vs. days when the team is understaffed.
- » Check out what other teams do to improve attendance by visiting LMPartnership.org and discuss ideas your team can adopt.
- » Build trust to avoid animosity when people need to call in sick. Remember, we don't want sick people at work.
- » As a team, create 4 – 6 questions to ask oneself before calling in sick. Get consensus to support this process. Print questions on cards for all to have at home.



GETTING REQUESTED TIME OFF

- » Create a trade board, private Facebook group, text group, or another platform to post shift trade requests with employees who want to participate.
- » Review how to request time off.
- » Encourage doctor appointments on days off.
- » Create a team support system so people can take off only a few hours rather than the whole day.



UNDERSTANDING ILL TIME BENEFITS

- » Share personal experiences of needing banked ill time for serious illness.
- » Encourage employees to calculate banked ill time they could cash out, based on years of service at retirement.
- » Discuss PSP goals and the role attendance plays, if applicable.



BUILD COMMUNICATION SKILLS

- » Offer communications training to the team through KP Learn or other platforms.
- » Complete teamwork and communication styles surveys to understand best ways to get along with each other.
- » Have the team endorse a departmental Standards of Behavior document, focusing on how to treat one another.
- » Seek support from UBT sponsors, union partnership representatives, and Alliance partnership representatives.
- » Request facilitation if needed from human resources or other departments that support team relationships.



SHIFT ISSUES

- » Managers conduct private conversations with those struggling with attendance and offer support. Brainstorm solutions that work for the employee and department.
- » Have team discussions if there are widespread issues with shifts. Show data, discuss impacts, and brainstorm ideas to address the problem.
- » If team cannot resolve issues, seek support from an Issue Resolution.



DAYCARE ISSUES

- » Share ideas, resources, and strategies with team for handling daycare issues.
- » Post non-school days for relevant school districts and plan ahead.