

Retention Best Practices

Keeping Clinical Team Members Engaged, Supported, and Committed

01

Build a Culture of Respect and Recognition

- Acknowledge contributions publicly and privately
- Celebrate clinical wins, milestones, and professional growth
- Avoid only recognizing outcomes; value daily effort and consistency

Pro Tip: Create a weekly "patient impact moment" or "staff shout-out" in your team huddles or Slack channels

02

Offer Structured Career Development

- Provide clear growth paths (e.g., certifications, leadership roles, etc.)
- Offer time and budget for continuing education
- Schedule quarterly development check-ins, not just annual reviews

Sample Tool: Skills Development Plan Template with short-term and long-term goals

03

Promote Autonomy with Support

- Trust clinical staff to make decisions within their scope
- Involve them in workflow decisions and patient experience improvements
- Ensure managers are accessible for coaching without micromanaging

Best Practice: Involve clinical leads in protocol updates and patient communication guidelines

04

Balance Workload with Flexibility

- Monitor overtime and after-hours burden regularly
- Rotate high-stress responsibilities where possible (e.g., triage calls, upset patients)
- Offer flexible scheduling or hybrid options for qualified staff

Pro Tip: Send monthly pulse surveys to check on stress and burnout levels

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05

Strengthen Connection Across Teams

- Schedule regular virtual or in-person team-building activities
- Use shared case reviews or cross-functional projects to increase collaboration
- Assign mentors for new hires to build early belonging

Optional Add-On: Launch a peer recognition program or buddy system

06

Solicit and Act on Feedback

- Ask for anonymous feedback through short, frequent surveys
- Share what actions are taken as a result of staff input
- Include clinical voices in decision-making about systems, vendors, and policy changes

Remember: Feedback without follow-through drives disengagement faster than no feedback at all

07

Address Turnover Risk Early

- Watch for signs of disengagement: late arrivals, less communication, withdrawn from the team
- Offer private, supportive one-on-ones focused on well-being and fit
- Act quickly if a high-performer expresses frustration or misalignment

