



Accountability in Nursing: Six Strategies to Build and Maintain a Culture of Commitment

Eileen Lavin Dohmann

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You're six simple steps away from building a culture of accountability

Accountability is a hot topic in nursing and many nurse managers striving to improve their organizations ask themselves, *How can I get my staff to be accountable?*

It's easy to become frustrated when your staff lack accountability and when they fail to do what is expected of them. And it's often a struggle to bridge the gap between your staff's performance and your expectations.

The HCPro book and CD-ROM ***Accountability in Nursing: Six Strategies to Build and Maintain a Culture of Commitment*** provide you with six easy-to-follow steps that will help you hold staff accountable for their behaviors and actions.

You will learn how to:

- Set and hold staff to expectations for nursing behavior
- Use active listening and assertive speaking
- Recognize when people do not make a commitment
- Change non-commitments to commitments
- Engage staff to make commitments to participate in important initiatives

With ***Accountability in Nursing*** as your guide, you have the tools to hold your staff, your peers, your superiors - and even yourself - accountable for providing excellent patient care.

Take a look at the Table of Contents:

- Chapter 1: What is Accountability?
- Chapter 2: Accountability Tools
- Chapter 3: Personal Accountability
- Chapter 4: Holding Staff Accountable
- Chapter 5: Holding Peers Accountable
- Chapter 6: Seeking Accountability With Your Manager or Supervisor
- Chapter 7: Working with Physicians
- Chapter 8: Promoting Accountability with the C-Suite

Bonus tools on CD-ROM

The included CD-ROM contains bonus tools such as an accountability pocket card. This quick reference tool contains the right language to use during difficult conversations and tips to hold others accountable.

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