

# OREGON STATE HOSPITAL

PORTLAND – SALEM

## POLICIES AND PROCEDURES

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**SECTION 5:** Human Resource Management

**POLICY:** 5.026

**SUBJECT:** Staff Suggestion Program

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**POINT** TED FICKEN

**PERSON:** INTERIM DIRECTOR OF STRATEGIC PLANNING

**APPROVED:** GREGORY P. ROBERTS  
SUPERINTENDENT



**DATE:** JULY 22, 2011

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### I. POLICY

Oregon State Hospital (OSH) values the input of its employees from all areas of the organization. Staff shall be given the opportunity to provide input to managers and administrators through a variety of means, including, but not limited to: Lean huddles, World Café events, department/discipline meetings, General Staff meetings, hospital committees, Rapid Process Improvement events, Performance Improvement Teams, talking to Superintendent's Cabinet members during their administrative rounds, and through a staff suggestion program. This policy provides information specifically related to the staff suggestion program.

### II. PROCEDURES

- A. The staff suggestion program shall utilize Flagpole Software via a website hosted by the company MindMatters. Staff members may sign-in to the site using their hospital email address, and shall be asked to establish a password for repeated access. The web site address is: <http://oshemployeesuggestions.flagpole-software.net/allinnovations.asp>.
- B. Access shall be limited to OSH employees.
- C. The Superintendent's Cabinet shall decide the topics for "Timed Challenges" put forward to staff for input. Timed Challenges shall allow all staff to give suggestions and input regarding important topics that relate to the mission, vision, and values of the hospital. Staff shall be asked to provide their input within a specified time frame. Time frames may vary according to the complexity of the issue, or the urgency of the need for staff input.

- D. Staff shall attach their names to any suggestions or input that they submit. Suggestions and/or other input shall not be made anonymously.
- E. Suggestions and/or other input shall be expressed in positive, courteous, professional, and respectful language. The staff suggestion program is not intended to be a venue for staff complaints or grievances. The Quality Improvement Department shall monitor suggestions on a daily basis and has the authority to delete submissions that are found to deviate from this requirement.
- F. All staff members shall have access to the staff suggestion program and shall be able to view suggestions made by other employees. Staff members shall be able to vote in favor of any suggestion submitted. Voting shall be in favor of a particular suggestion. There shall be no option to vote in opposition of a suggestion. Staff members shall be able to indicate their support for suggestions by voting in favor of that suggestion. Lack of support shall be indicated by lack of favorable votes.
- G. The staff suggestion program shall be owned and administered by the OSH Quality Improvement Department. At the conclusion of each Timed Challenge, that department shall prepare a summary report of all submissions and submit it to the Superintendent's Cabinet for review and determination of follow-up action. The Quality Improvement Department shall post the decided upon follow-up actions on the website for staff to review.