COMMENT BOXES: Direct it to the Director

PURPOSE: Being an area with several hundred employees within perioperative services and spanning over multiple buildings, we wanted a way to let employees address the director with comments or concerns. This can be done anonymously or you may put your name directly on the comment card. This was initiated in hopes of allowing increased communication between employees and upper management.

DESCRIPTION: To help address this issue we developed yellow cards called “Direct it to the Director”. Boxes spray painted golden yellow with the cards stating, “Your comments are golden”. Boxes are anonymously emptied monthly with monthly response to address issues and concerns by the director in the divisional newsletter. The title in the newsletter is called “Direct from the Director”, similar to Ann Landers.

EVALUATION/OUTCOMES: The comment cards have been well received by employees. It gives the employees a way to state a comment or true concern without being identified if they chose. It also provides the director of our area to be in touch with the employees and know the concerns or issues of our area. Staff verbalize satisfaction.