

# Forrest General Hospital: Supervisory Training Leads to Effectiveness

Like most hospitals today, Forrest General is confronted with turnover of nurses and key employees. JoAnne Johnson, Director of Education, attributes the Vital Learning Supervision Series to helping reduce turnover and developing a positive and effective workforce.



## The Forrest General Background

Courtesy, Efficiency, Safety, and Show . . . Forrest General Hospital patients expect these service standards and attention to details as a part of their hospital experience.

The 537 bed community hospital is one of the most advanced medical centers in South Mississippi, serving more than 400,000 people in 16 counties surrounding Hattiesburg. While high-tech facilities and equipment is important,

administrators are quick to point out that the hospital's excellence in patient care is not built through its things, but through its people. Forrest General employs 3,400 people, including 100 directors, managers, and supervisors.

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Forrest General Hospital  
*Reaching out and touching lives.*

Forrest General values training as a key strategy to retaining its employees and maintaining a positive environment. They began using the Supervision Series when McGraw-Hill Training Systems developed it in the early 80's. When Vital Learning Corporation purchased that organization over 17 years ago, the hospital continued to use the Supervision Series as an effective way to train its managers and supervisors.

## How They Do It

Forrest General offers this leadership training to their managers and supervisors twice a year. The training covers the 12 core modules and is set up in half-day sessions to be delivered once a week for 12 weeks.

JoAnne Johnson, Director of Education for the hospital, says, "By delivering this effective training in this method, it enables the students to learn new skills, apply them on the job for a week, and then return to the next training session where they can discuss their actual on the job applications. Then they learn the skills of the next new module."

One of the key reasons for the success of this training effort, Johnson says, is the support of executive management. At the beginning of the 12-week program, the President or a Vice President of Forrest General speaks to each group emphasizing how important the training is in helping the participants be more effective in their day-to-day jobs.

## The Benefit

Johnson states that one of the benefits of the Supervision Series training is that each student gets a comprehensive workbook for each topic that contains a "Troubleshooting Guide" that the student can refer to after the training. The guide helps address specific issues that develop on the job and in the daily supervision of people. Also, she said, each student receives a "Skill Card" that highlights the key skill points for each training session. "The reference material helps the student by giving ongoing help in addressing the problems encountered in supervising people," Johnson said.

While Forrest General offers a new state-of-the-art MRI system and has earned designation as a National Show Site for technology, it continues to focus attention on one of its best assets, its human capital. Investing in training and in the Supervision Series is a key strategy to a more effective workforce.

To discover how Vital Learning's Leadership Essentials curriculum can help your managers lead more effectively—call The TEAM Approach at 800-864-4911

