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Managing Interpreter Services in Public Health During a Pandemic – Part 2

Below are questions that the panelists did not have time to address during the live broadcast on January 27, 2021. Panelists have offered responses to the unanswered questions in blue.

How do you manage the emotional well-being of your staff and what are the methods you use to increase the emotional IQ?

The emotional side of managing has been a sharper learning curve for me than the operations/logistics side of things. I'm learning a big part of it is validation of what they're feeling and listening, encouraging our interpreters to use the resources that St. Jude so graciously providing, encouraging rest, and being open and transparent with them myself. 2020 felt like survival mode in many ways and we didn't do much to work on departmental emotional IQ, but that is coming this year—I'm open to suggestions if anyone has had a good experience! For myself, I'm currently digging into Brené Brown's book "Dare to Lead" and it is both painful and awesome at the same time.

Are you able to share the online scheduling platform you use?

Discussed in session—the company is called ServiceHub. Here is a link to an article about the resilience program: <https://blogs.stjude.org/progress/support-network-for-nurses/>. The article focuses on nursing, but any staff can use this service.

Have any of the panelists had any open positions to fill since the pandemic began, and if so, have they made any adjustments to the job requirements or workplace readiness screening protocols as part of interviewing?

Yes. We are currently still searching, but all interviews are virtual right now, which is on one hand a challenge, but on the other hand a good indication of how they will handle virtual work.

Have the panelists noticed any change in the number of applicants to open positions since the pandemic began?

No

What requirements or protocols were set for the work-from-home staff - home environment/privacy, performance/productivity, technical requirements, etc.? Collecting any data on productivity for work-from-home?

We set the requirement that employees be able to work from a location where they would be clearly heard and able to hear, without risk of sharing PHI. We worked together with Clinical Informatics to make sure they were able to connect to everything they needed to connect to, and St. Jude's Information Services department was fantastic at answering any questions or helping with any issues that remote workers ran into. Here is an article from our Chief Information Officer about some of the changes that were made to allow for remote work: <https://blogs.stjude.org/progress/remote-work-and-flex-work-policies-a-new-normal/>