

- Act on feedback to implement meaningful changes, whether it's addressing workflow inefficiencies, improving staff-to-patient ratios, or enhancing resources.
3. Prioritize Education and Growth
    - Leaders should continue their own education on patient safety, cultural competence, and burnout prevention. A leader who models lifelong learning encourages others to do the same.
    - Offer training programs and mentorship opportunities to empower employees to grow professionally and personally.
  4. Treat Staff with Respect and Care
    - When leadership is strong, kind, and supportive, it sets the tone for the entire organization. Treating team members with dignity trickles down to how they treat each other as well as their patients.
    - Recognize and celebrate staff contributions, no matter how small. Acknowledgment fosters morale and shows employees they are valued members of the team.
  5. Address Burnout and Advocate for Well-Being
    - Leaders must actively combat burn-

out by promoting work-life balance, offering mental health support, and advocating for manageable workloads. Burnout among healthcare workers doesn't just affect them—it directly impacts the quality of patient care.

- Create initiatives like wellness days, flexible scheduling, or peer-support programs to help staff recharge and feel supported.
6. Lead with Transparency and Accountability
    - Admit when mistakes are made, whether by individuals or the organization, and take responsibility for correcting them. This builds a culture of trust where employees feel safe raising concerns without fear of retaliation.
    - Set measurable goals for improving patient outcomes, staff satisfaction, and organizational performance, and involve the team in achieving these goals.

### Changing the System Together

Healthcare professionals at all levels—front-line staff and leadership alike—must work together to create meaningful change. This requires a culture of mutual respect, accountability, and constant learning. By being patient advocates, supporting one another, and

fostering compassionate leadership, we can transform healthcare into a system that prioritizes safety, understanding, and excellence.

As professionals, we must remember: the changes we want to see in the world of healthcare begin with us. Whether it's taking an extra moment to answer a patient's questions, stepping in to help a colleague in need, or advocating for systemic improvements, every action counts.

Let's be the advocates our patients deserve. Let's be the supportive colleagues our teams need. Let's be the leaders who inspire others to rise to their full potential. Let's be the change we want to see.

Quoida Lauzon, RN, is a nurse, writer, and advocate for compassionate healthcare. She uses her experiences as both a nurse and a patient to inspire change and promote equity, patient safety, and staff well-being within the healthcare system. Find her at [www.EPESprogram.com](http://www.EPESprogram.com) she coaches new parents on parental leave as well as helps nurses reach financial freedom. ■

## Nurses House

**Nurses House Inc.** held its annual fundraiser walk at the ANA-NY Conference in Lake George on October 23rd. We wish to thank all ANA-NY members who attended and contributed to the fundraiser which raised \$4,147 for nurses in need. We are grateful to ANA-NY for their continued support of our mission.

The original Nurses House in Babylon, Long Island opened its doors in January of 1925. Nurses House has been celebrating our centennial since June of 2024 and the celebration will run through June of 2025. Those who donate \$100 or more will be honored on a centennial plaque and sweatshirts and cross body bags with our centennial logo are available for a \$65 or \$35 donation. To make a donation to the centennial campaign simply visit [nurseshouse.org](http://nurseshouse.org) and click on the centennial page. All donations will go towards our grant program which provides help with housing expenses to RNs in need due to illness or injury.



If you or a nurse you know are struggling financially due to a serious medical condition, please visit the apply for help page on our website to apply. ■