

A COMMITMENT TO GROWTH AND DEVELOPMENT

AN INTERVIEW WITH SCOTT THORNTON, CHESP, T-CHEST



Scott Thornton, CHESP, T-CHEST, is Director of Operations at PCSI (Professional Contract Services Inc.), in Austin, Texas.

Q What made you sign up for the T-CHEST program?

Our organization, Professional Contract Services Inc. (PCSI), has a mission to employ people with disabilities in many work environments, including healthcare environmental services. We strive to lead the industry in all aspects of environmental services while providing a wonderful work environment for our team members. The CHEST program fits into both components. It provides a comprehensive educational curriculum of industry best practices, and it increases job satisfaction, quality outcomes and employee engagement.

Q How did you get your facility to see the value and approve the cost?

PCSI's operations team identified team member education as a major focus in our strategic plan. The financial investment we made in educating our team through the CHEST program is a testament to our organization's ambition to be an industry leader.

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Environmental services departments across the country have many challenges: high turnover, rework, decreasing staff levels, etc. PCSI chose to allocate funds for this program after we provided our finance team with a strategic plan for rolling out the training and an explanation of how it will reduce rework and overall cost.

Q To you, what's the most important part of the training program?

The most important part of the training program is showing your team that the organization they work for is committed to their growth and development. This comprehensive program articulates and connects the WHY behind the everyday actions of environmental healthcare service workers.

Q How do you think the training will help your staff and organization?

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the facility and your team. PCSI's first wave of training focused on our quality control team, supervisors, leads, trainers and high performers. Our goal was to provide a family at each jobsite to foster the educational growth of each current and new team member. From an organizational level, we will provide better patient outcomes because our team will have a deeper connection to the purpose of each task. The CHEST program will also assist PCSI with our succession development. Allowing the next group of leaders to complete the certification will ensure we have team members ready to move into our operational leadership jobs.

Q As a trainer, what's the most important thing to keep in mind when delivering the info to your trainees?

I have learned a great deal about delivering educational material from the T-CHEST program. Do not move too fast through the material; allow each point to resonate with the learner. Most team members have an awareness of all the items being presented; your job as an educator is to ensure they have a complete understanding. Create an environment that allows for discussion, and let the discussion play out between the participants. Allow your team to come to the conclusion rather than supplying it for them. Have fun and bring food! ●