

The ACE Project

CHALLENGES

Staff faced ongoing frustrations tied to outdated communication systems, limited organization in clinical spaces, and a lack of formal recognition. These issues contributed to inefficiencies, increased walking during shifts, and a sense of underappreciation. Employee turnover, especially within the first 100 days, was high, and leadership knew that without changes, retention and job satisfaction would remain low.

SOLUTIONS

To strengthen communication, reduce inefficiencies, and boost morale without relying on major construction, South Hills intended several staff-centered strategies focused on recognition, workflow, and teamwork. These included:



“ACE Award” Nurse Recognition



Omniwatch Call Light



Nurse Station Remodel



Peer Recognition and Transparency

LESSONS LEARNED

Project delivery depended heavily on external contractors and regulatory approvals, which proved more complex and time-consuming than anticipated. Licensing requirements for call-light installation and higher-than-expected construction estimates prevented planned upgrades from moving forward. Leadership turnover reduced continuity, and staffing constraints limited capacity to manage multiple project components. With physical improvements stalled, only the recognition program advanced, narrowing the project’s overall impact.

We were aiming high... but I do think we put all our eggs in one basket, especially seeing that the call lights were contingent upon the remodel.

AT A GLANCE

South Hills Rehabilitation launched a communication- and recognition-focused well-being initiative intended to reduce wasted steps, support staff morale, and improve interdisciplinary communication. The project planned three core components: an Omniwatch call-light upgrade, nurse-station remodel to streamline workflow, and the “ACE Award” program recognizing high-performing nurses. While the recognition program launched successfully, physical upgrades stalled due to contractor, regulatory, and patient-care-area feasibility barriers. Mid-project organizational changes led the grantee to cancel the agreement and return remaining funds.

Key Outcomes

Because implementation ended early, outcomes were limited. The ACE Award program launched successfully and recognized four nurses. Planned workflow and environmental improvements were not completed, preventing measurement of broader well-being impacts.



4

ACE Awards issued within four months.



13% YTD

Reduction in staff turnover