

Management Excellence

Shavetta Williams, MSPH, RN
Chief Nursing Officer,
Veterans Integrated Service
Network 12



VA-VHA

Years of Service: 12

Summary:

Ms. Williams has made significant contributions in Management Excellence by leading the workforce operations for a network of eight hospitals through her expert problem solving skills, her ability to empower and align for subordinates and colleagues to take timely and appropriate actions, and by decisively removing barriers to achieve workforce goals.

Description: Ms. Williams has made significant contributions in Management Excellence by leading the workforce operations for a network of eight hospitals through her expert problem solving skills, her ability to empower and align for subordinates and colleagues to take timely and appropriate actions, and by decisively removing barriers to achieve workforce goals. Ms. Williams has accomplished the following:

1. Led the network in implementing a successful model for cross-leveling of staff to assist sister hospitals within the region and across the consortium (3 regions). She led a small team to remove barriers with credentialing, travel, timekeeping, and the timely processing of appropriate awards. During the height of the 2020 Covid-19 pandemic, Ms. Williams and her team ensured that all eight facilities were sufficiently staffed by the cross-leveling of 331 nursing and respiratory personnel to meet acute care needs.

2. Led the network in initiating contracts for staffing to support the continuous COVID-19 effort. Ms. Williams and her team worked with the Great Lakes Acquisition Center to support the eight hospitals in securing 157 contract staff for acute inpatient care, long-term care, and vaccine clinic operations with clinical staff.

3. Led the network in sharing effective practices in staffing models to better allocate resources during 4th Mission Assignments to assist community COVID efforts. Through her skillful collaboration and negotiating, the network has been able to support several 4th Mission Assignments:

-Her team led the network model in screening community requests and then ensuring VA Chicago facilities had needed information for transfer of the appropriate humanitarian from local Chicagoland hospitals, totaling 42 humanitarian admissions.

-Her workforce team was instrumental in meeting the 4th Mission Assignment for two state veteran homes the summer of 2020. Her team coordinated and supported 56 staff members that deployed from their VA medical centers and oversaw travel, timekeeping, and timely processing of awards to support the 4th Mission Assignments at King and Union Grove State Veterans Homes.

-Her team most recently (Feb/March/April 2021) coordinated the staffing for two 4th Mission Assignments running simultaneously to assist the state of Illinois and the state of Wisconsin with their mass vaccination clinics. A total of 17 staff will deploy to Wisconsin and a total of 70 staff will deploy to Illinois.

4. Led hiring efforts across the network to ensure adequate clinical staffing for patient care.

5. Led her team of network nurses in running a 2-day vaccination clinic with pharmacy support vaccinating approximately 239 pharmacy employees, decreasing the workload on the Hines VA employee health staff allowing the focus to be on frontline workers.

6. Lastly, Ms. Williams has been instrumental in the organization and leadership of the vaccine effort for the network of eight hospitals under her tutelage. Weekly data management was restructured. Multiple huddles were implemented with facility leadership, network staff and facility staff at each site with frequent touch points established with pharmacy and medical leads and workforce team to support appropriate allocations of vaccine. All sites consistently meet the weekly goal to utilize all their allocation by week's end