

BUILD TRUST. CREATE RESPECT. CHANGE LIVES.

PURPOSE

- Improve team **communication** & internal working **relationships**
- Increase team **empathy**
- Enhance patient experience by improving **employee engagement**

PROCESS



Discovery interviews:

1:1 confidential interviews to give a voice determine current state



Current state survey:

Team created & anonymously taken to ensure ownership



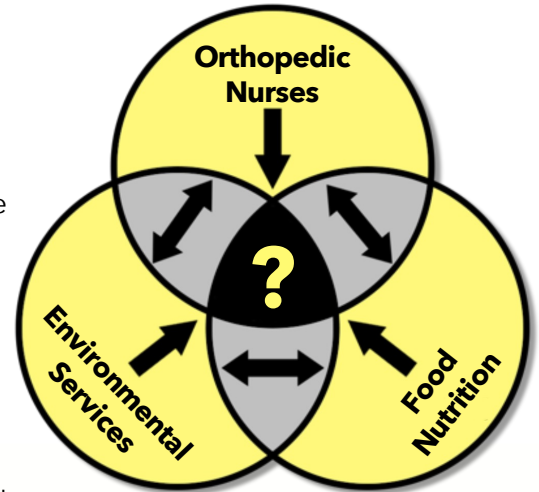
Integration Meetings:

Team discussions to process each topic & chart a path forward



Team Commitments:

Team identified & agreed upon commitments to uphold together



PAYOFF

Scoring Legend

1.00 - 1.99

2.00 - 2.49

2.50 - 2.99

3.00 - 4.00



Respect



Relationships



Communication

Initial Retake +/-

We communicate at the adequate level within my team.	2.72	3.12	+0.40
I feel respected by the other teams.	2.64	2.92	+0.28
Even though we all work for different departments, we act as one team.	2.36	2.88	+0.52
We have an adequate level of teamwork across teams.	2.16	2.84	+0.68
I believe my opinions & suggestions lead to change.	2.28	2.84	+0.56
There is an adequate level of accountability for our actions.	2.04	2.76	+0.72
We communicate at the adequate level across teams.	2.08	2.76	+0.68
I am able to trust those on the other teams.	2.40	2.72	+0.32
I can trust those on the other teams to get their job done.	1.96	2.60	+0.64

"The payoff was both on the staff side, stronger engagement, & on the patient side, higher patient experience scores, because they saw their teams working together in a much more cohesive fashion."

VANDERBILT VP of PATIENT EXPERIENCE, BRIAN CARLSON

