

Phase I: Implementing Foundations for Improvement

DOMAIN 2: ENGAGE TEAMS

Activities

Change Areas

Improve employee experience for better patient and system outcomes

Team communicates effectively within team, across clinic, and patients' providers

July - Oct 2016

- HCO leaders understand impact of team experience on patient outcomes and support employee experience expectations

Oct 2016 - Feb 2017

- Lead for team experience learns about impact of experience, process of measurement, and provides education and resources to team
- Exp leader coordinates monthly survey, leads monthly team results review, and goal setting

Feb-July 2017

- Continue to measure, test, and implement employee experience improvement strategies
- Exp lead tracks participation rates and goal setting, including quarterly trends

Jul 2017 - Feb 2018*

- Team/clinic test strategies for spreading improving employee experience
- Organization/HCO leaders build on results from measuring team experience to test and implement employee experience as a system-wide improvement strategy

- Clinic/site team assesses strengths and areas for improving team communications using experience measurement and team feedback
- Design and test strategies to improve team communications (Example: SBAR, white board for tracking)

- Design, test and implement strategies for improving BHICCI team communications across broader clinic and with providers
 - Communication work flows
 - Clinic orientation to BHICCI
- BHICCI team documents and shares communication improvement strategies with the clinic and, where possible across HCO programs.
- Continue to refine and test employee experience improvement strategies and share results with HCO Exec Leaders.

*Through BHICCI end-point.

BHICCI Phases of Coaching



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References

Sherwood, R. Employee Engagement Drives Health Care Quality and Financial Returns, HBR, October 2013. "A positive patient experience is delivered by employees and is noted as the key to a thriving hospital."

<https://hbr.org/2013/10/employee-engagement-drives-health-care-quality-and-financial-returns>

