CREATING A CULTURE OF ENGAGEMENT

SENIOR LEADERSHIP
• Patient is the North Star
• Candor & Transparency
• Communicate, Communicate, Communicate
• Solicit Feedback
• Actively Listen

CREATE TRUST WITH PHYSICIANS
• Discover a Common Purpose
• Reframe Values & Beliefs
• Segment the Engagement Plan
• Provide Support & Education
• Engage the Physician’s Intellect
• Use “Engaging” Improvement Methods
• Build Trust
• Show Courage
• Adopt an Engaging Style

ENGAGE NURSES EARLY & OFTEN
• Streamline Protocols, Standardize Order Sets
• Culture of Transparency
• Data & Analytics Drive Continuous Improvement
• No More Blame Game
• Commitment from Senior Leaders

TOOLS & RESOURCES FOR FRONTLINE STAFF
• Freedom to Speak Openly
• Data as a Tool for Improvement
• Commitment from Senior Leaders
• Celebrate! Celebrate! Celebrate!
• Mentoring & Career Development

ENGAGED TEAM = HAPPY PATIENTS