The Art and Science of Engaging Team Members – A Best Practice Program which Supports Care-Givers and All

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Where we are today: UCM at a Glance

4 Inpatient Facilities
- Center for Care and Discovery
- Bernard Mitchell Hospital
- Comer Children’s Hospital
- Ingalls Memorial Hospital

1296 Licensed Beds
- 804 Med Surg
- 67 OBGYN
- 171 ICU
- 77 Gen Peds
- 53 NICU
- 78 Acute Mental Illness
- 46 Rehabilitation

50 Operating Rooms

8 Ambulatory Care Facilities
- Duchesssois Center for Advanced Care
- Ingalls Family Care Centers at Flossmoor, Calumet City, Tinley Park, Crestwood
- Ingalls Center for Outpatient Rehab
- Orland Park Center for Ambulatory Care
- South Loop Facility

Leading Growth in the Market

44K Admissions
253K Patient Days
26K Surgical Cases
1,138K Outpatient Encounters
141K Emergency Room Visits

$2.1B Net Patient Service Revenue
$262M Operating Income
$83M EBIDA

~11,800 UCM Employees
1,298 Physicians
3,299 Nurses
1,132 Residents & Fellows
Cultivating our Culture to Create Exceptional Experiences
Learning Objectives

- Explore best practices in designing and implementing a strengths-based engagement program that energizes the patient and family, clinician and organizational leadership
- Illustrate the impact of building trusted relationships, inspiring multi-disciplinary collaboration and designing and employing human-centered programs
- Recognize ways to optimize the integration between science of lean management practices and standardized work in creating a scalable, consistent deployment of engagement connections
hArt of Medicine Program

hArt of Medicine
Creating Positive Healthcare Experiences
Stories from the hArt

“Everyone has the capacity to change the world.”
Radiology Best Practices
Making a Meaningful Connection
Radiology Journey
hArt of Medicine Program

- Evaluated next steps in the engagement journey
- Benchmarked against other engagement programs
- Identified the need to connect individuals with their vocation in healthcare
- Leaders developed a vision for a future state
Turning Your Observers On

- Starts with the leaders
- Use of strength based coaching
- Developing and cultivating a culture of well-being and resilience
- Notice the impact of their actions, attitudes and behaviors
Holding Up the Mirror

- Engage team members in a unique way
- Hold up the mirror to their strengths
- Awareness of their impact
- Focus on return to purpose/the why
- Knowledge is not understanding
- hArtful walking/coaching conversation
Elements of a Coaching Conversation

- Focusing on joy and reflection
- Engaging the hArt
- Remembering why and focus on return to purpose
- Holding up a mirror to the actions, attitudes and behaviors that create meaningful impact
- Practice
Employee Engagement Outcomes

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<th>Domain</th>
<th>Score PY 2019</th>
<th>Change</th>
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<td>Engagement</td>
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<td>Organization Domain</td>
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<td>Action Planning Readiness</td>
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↑ = Change in score from PY 2017

Kim
Operationalize in a Innovative Way

- hArtful Walking
  - Walking thru practice
  - Meetings

- Acknowledgements
  - hArt High Fives
  - Holding up the mirror framework

- Current practice
  - MDI Huddles
Team Member Insights

- “Every interaction with a patient has the potential for a therapeutic relationship”
- “To celebrate my gifts and remembering how I can turn a negative into a positive”
- “Giving names to the behaviors and tools that I already practice to create a good patient experience”
- “The concept of clean slate giving the best patient care but also following that concept with my co-workers”
The Radiology Journey is Operationalized
The Team Member’s Insights:

- More conscious now
- Realize joy caring for patient
- Making a connection for myself and their own
- Capacity to change a world
- Create therapeutic relationships
- Genuine interest
- Little things
- Awareness to things I do and say
- Impact I can make
- Patient knows how much I care
- Bringing back to my purpose
- Keep my observers on
Remembering Why
Questions?

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