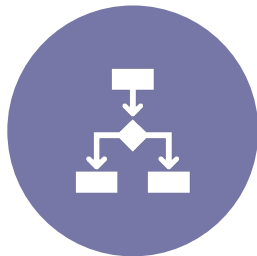




**PARTNER:** SURGICAL SERVICE DEPARTMENTS WITHIN A MAGNET DESIGNATED HOSPITAL THAT IS ALSO A NATIONAL CENTER OF EXCELLENCE IN WOMEN'S HEALTH AND ORTHOPAEDIC SURGERY



**OBJECTIVE:** INCREASE STANDARDS OF QUALITY, SAFETY AND SATISFACTION BY ESTABLISHING A MULTIDISCIPLINARY TEAM TO BREAK DOWN SILOS AND ENCOURAGE SHARED OWNERSHIP OF EXPERIENCES



**SOLUTION:** TAILORED PCVS TO THE UNIQUE NEEDS AND STRUCTURE OF THE OPERATIVE CARE EXPERIENCE, THEN ALIGNED WORK WITH SYSTEM, UNIT AND EMPLOYEE-LEVEL GOALS



**PCVS IMPLEMENTATION:** ASKED PATIENTS AND EMPLOYEES WHAT MATTERS MOST TO THEM WHILE SHADOWING HIGH-VOLUME SERVICES, THEN CHARGED TEAMS OF FRONTLINE EMPLOYEES WITH THE CREATION AND IMPLEMENTATION OF CHANGE



**IMPACT ON JOY:** ORGANIZATION SURVEYS SHOWED A **7% INCREASE IN OR EMPLOYEES WHO LOOK FORWARD TO COMING TO WORK**, A **26% INCREASE IN PRE/POST NURSES WHO RECOMMENDED THE FACILITY AS A GREAT PLACE TO WORK** AND **13.8% DECREASE IN TURNOVER** ACROSS DEPARTMENTS

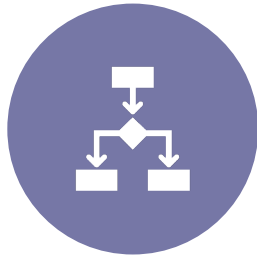
## Patient Centered Value System & Joy in Work: Case Study 1



**PARTNER:** SURGICAL SERVICE DEPARTMENTS WITHIN AN URBAN LEVEL I TRAUMA CENTER THAT IS ALSO A DESIGNATED COMPREHENSIVE STROKE CENTER AND AN AMERICAN BURN ASSOCIATION-VERIFIED BURN CENTER



**OBJECTIVE:** DESIGN A STRATEGIC APPROACH TO MEET UNIQUE DEVELOPMENTAL DEMANDS WHILE STAYING TRUE TO THE ORGANIZATION'S RICH HISTORY OF COMPASSIONATE CARE



**SOLUTION:** OPTIMIZE OPPORTUNITIES TO ENGAGE EMPLOYEES IN CREATING CHANGES TO IMPROVE PATIENT EXPERIENCES AND OUTCOMES



**PCVS IMPLEMENTATION:** SHADOWED PATIENTS, EMPLOYEES AND PROCESSES THROUGH THE SURGICAL PATHWAY, WROTE THE IDEAL STORY TO SERVE AS A GUIDE, THEN BUILT HIGH-PERFORMANCE TEAMS TO ADDRESS GAPS AND INCONSISTENCIES



**IMPACT ON JOY:** ENGAGED MORE THAN **30 EMPLOYEES** FROM **7 DEPARTMENTS** ACROSS **2 FACILITIES** IN PROJECTS THAT ADDRESSED **SAFETY, COMMUNICATION, STERILE PROCESSING AND AVOIDABLE CANCELLATIONS**. VOLUNTARY MEMBERSHIP CONTINUES TO EXPAND MORE THAN 2 YEARS AFTER IMPLEMENTATION, WITH PROJECTS AND TEAMS BEING ADDED MONTHLY.

## Patient Centered Value System & Joy in Work: Case Study 2