

## March 26<sup>th</sup> Webinar Summary

In the March 26, 2019 webinar, we invited each team to share their Capstone Project and one breakthrough. A breakthrough can be large or small; think of it as any solution or innovation you used to solve a challenge. We had 23 participants from the 9 teams on this webinar, in addition to support staff from the Association and CHS. Here is a listing of the breakthroughs we heard during this webinar organized into two overlapping categories of team engagement and patient support. *Which of these breakthroughs might be helpful for your team?*

### Team Engagement Breakthroughs

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1. Realized it takes more than one person to get things done.
2. Narrowing down our topic and project focus.
3. Addressed issues of buy-in with other staff members.
4. Set priorities within the project, so we can tackle pieces as a time.
5. Scheduled a monthly all staff meeting with all employees from all sites in the same room.
6. Drafted an employee satisfaction survey tailored to the needs of the organization.
7. Engaged the entire team (94%) in submitting their feedback on employee satisfaction.
8. Determined that validity of certain survey responses may not be completely reliable because of fear of backlash, so adjustments are being made to future surveys to focus on anonymity.
9. Creating a staff training course on customer service, based on promising practices.
10. Learned that 'perception' may be a bigger issue than the operations of communication.
11. Learned that the majority of employees would prefer to hear from their site manager, so working to streamline flow of communication to site manager.

### Patient Support Breakthroughs

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1. Engaging other team members – front desk staff and nurses – in sorting out the triage process.
2. Focusing on a segment of our patient population, specifically those from whom we have not received mammogram results.
3. Educated front desk and providers to increase referrals to the lifestyle management program.
4. Expanding referrals to help with other patient needs such as nutrition.
5. Expanded the team of trained coaches in lifestyle management, so it's not just one person's responsibility.
6. Reached out to community partners for resources on nutrition training.
7. Held a team meeting in the waiting room lobby to better understand the patient experience.
8. Engaged patients and asked for direct input.

Notes:

