

MaineHealth

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Operational Excellence

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Team Engagement & Obstetrics Transformation Committee

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Problem/Impact Statement:

Gallup defines employee engagement as the involvement and enthusiasm of employees in their work and workplace. Employee engagement helps to measure and manage employees' perspectives on the crucial elements of workplace culture. Based on over 50 years of employee engagement research, engaged employees produce better outcomes (better patient care) than other employees.* Based on the unit survey, team members, with the support of local leaders, formed the Transformation Committee. This Committee was developed as a shared governance, team led model to address process improvement needs and create a culture of active engagement in problem-solving

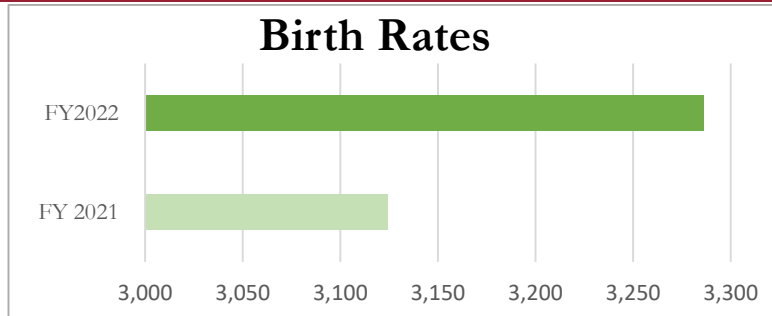
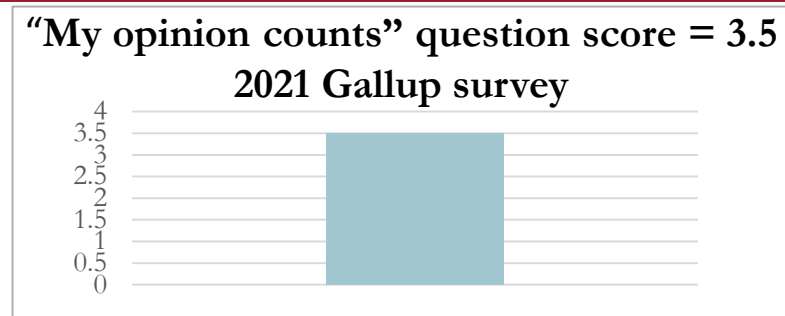
Scope:

In Scope: L&D Team Members who are eligible to use the idea box
Out of Scope: Care Team Members outside of the Labor & Delivery Department

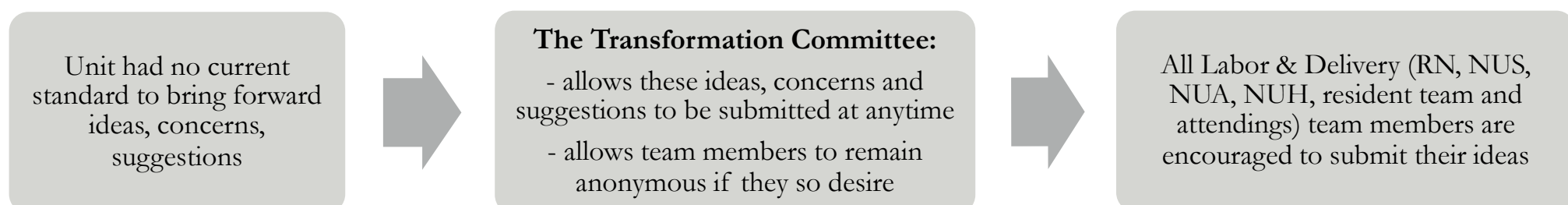
Goal/Objective:

Listen to and engage team members through use of "idea box" and Transformation Committee

Baseline Metrics/Current State:



Root Cause Analysis:



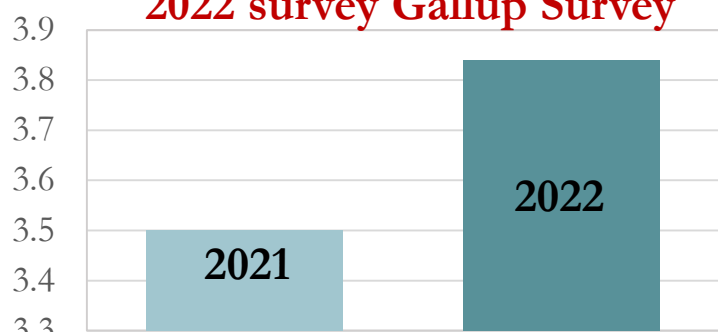
Countermeasures

Action	Owner	Due Date	Status
1. Gallup Survey results reviewed	Labor & Delivery Leadership	Nov 24, 2021	Completed
2. Transformation Committee established	Colette Dumais	January 2022	Completed
3. My Opinion Counts Board created, idea box installed	Transformation Committee	March 2022	Completed
4. Public posting off all ideas, use of moment to shine system when an idea is implemented	Brittany B, Kristen H, Lynn W	April 2022	Completed
5. Review of first set of ideas and place them in categories	Transformation Committee	March 2022	Completed
6. Team members volunteer for lead on individual ideas	Transformation Committee	March 2022	Completed
4. Additional photo album added for green storage, advertised to staff	Brittany B & Kristen H	June 2022	Completed
5. Improve communication strategies to alert staff about improvements	Kristen, Lynn & Colette	August 2022	Completed
6. Present improvement work during in-person Gemba walks	CNC team, L&D staff, and Colette	June 2022	Ongoing

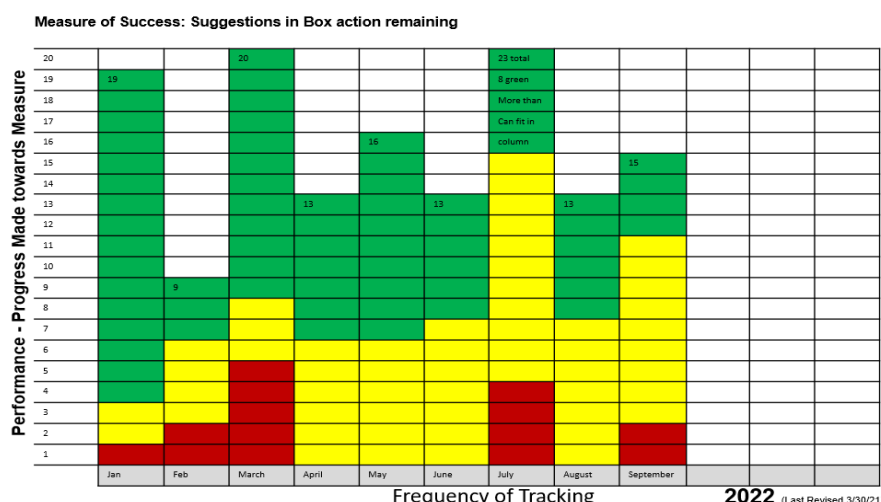
Outcomes

"My opinion counts" question score = 3.84!!!

2022 survey Gallup Survey



Labor & Delivery Transformation Committee Board



Project KPI progress tracking

Next Steps

Transformation Committee will continue to meet monthly, discuss new submissions and update progression of current "ongoing" work required. The Committee is also adapting communication of the cards submitted with team members to decrease duplicate efforts.

References

* 'What Is Employee Engagement and How Do You Improve It?', from <https://www.gallup.com/>