



PRACTICING

EXCELLENCE

CONNECT 2022

UNIFY, COACH, CONNECT

BREAKOUT SESSION: (RE)BUILDING A TEAM CULTURE



Our Objectives...

1. Discuss current challenges and barriers to team culture.
2. Outline leader actions and behaviors that contribute to highly engaged teams.
3. Identify together areas of opportunity to improve our team culture.

PRACTICING EXCELLENCE/

CONNECT 2022

UNIFY, COACH, CONNECT



MARK SHAPIRO, MD
HOSPITALIST
PRACTICING EXCELLENCE FACULTY
HOST & PRODUCER, EXPLORE THE SPACE

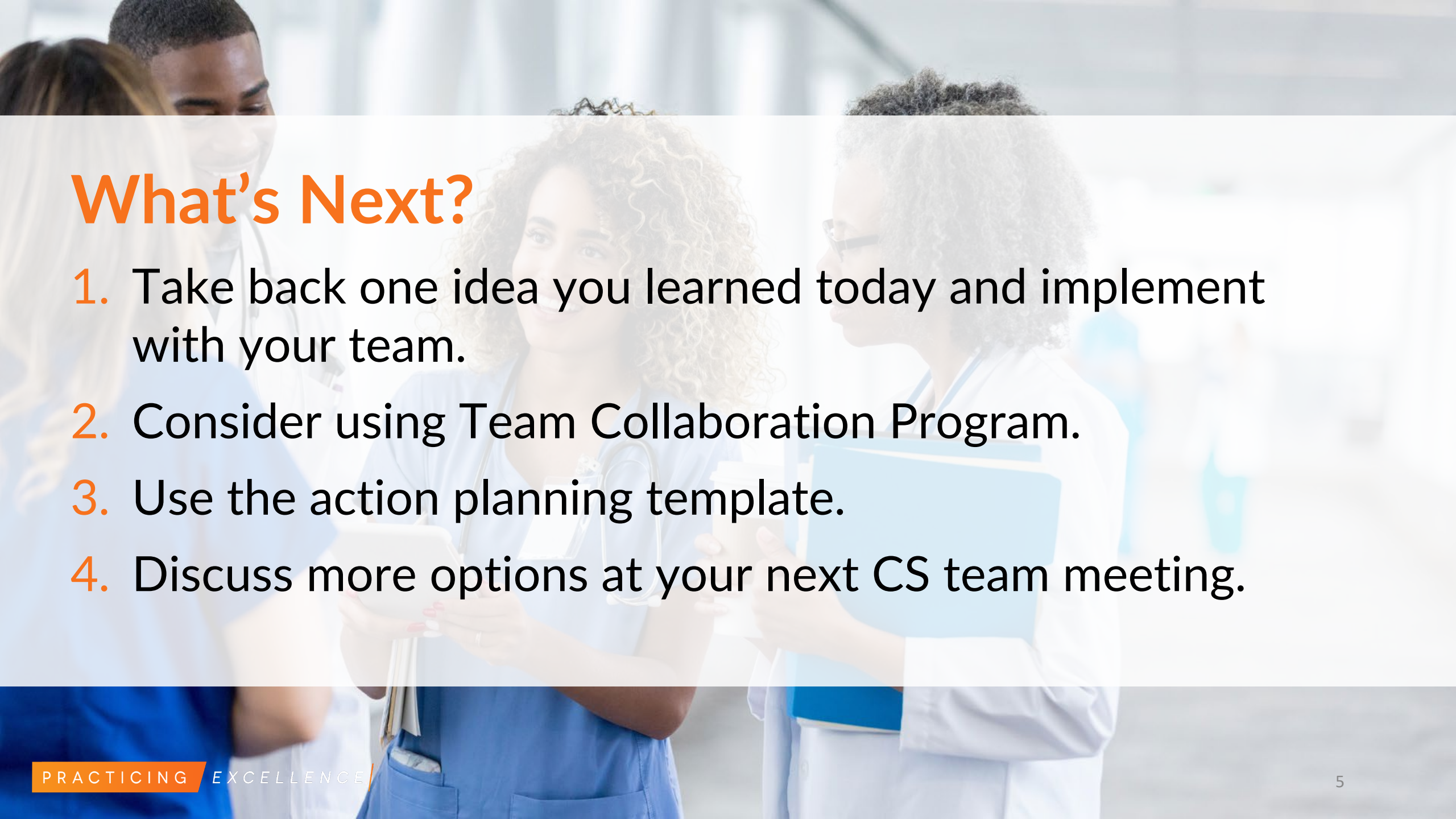


**SUSAN LEGGETT-JOHNSON,
MD, MBA**
LEADERSHIP & BURNOUT PREVENTION COACH
DEI & BELONGINGS IMPLEMENTER

Small Group Activity

Use this time in your small group discussion to learn with and from each other. Seek solutions, insight, and strategies from one another as you go through this activity.

1. Reflect on what's been happening with your team(s). Consider what has been going well and what is your biggest challenge.
2. What are opportunities to improve upon the culture?
3. What is one idea you can take home and bring to life with your team as a shared engagement?

A background image showing a group of healthcare professionals, including nurses and doctors, in a clinical setting. They are wearing blue scrubs and white lab coats, and are engaged in a discussion. One nurse is holding a tablet, and another is holding a clipboard. The image is slightly blurred and has a white overlay on the right side where the text is located.

What's Next?

1. Take back one idea you learned today and implement with your team.
2. Consider using Team Collaboration Program.
3. Use the action planning template.
4. Discuss more options at your next CS team meeting.

TEAM COLLABORATION PROGRAM

The goal of this program is to offer best practice strategies and coaching tips to improve communication, build trust between teammates, and strengthen relationships to support advancing team collaboration for improved performance and outcomes. The program will serve as an end-to-end program that supports building key skills to manifest a collaborative spirit between the entire care team by focusing on seven skills.

10 STRUCTURE & DURATION OF PROGRAM

20 Tips

- 6-month program completion

20 TARGET AUDIENCE

- Physicians
- APPs
- Leaders - clinical and administrative
- Nurses
- Staff

20 SUPPORT MATERIALS

- Email and Text/Social Media Communications
- Slides for Group Learning
- Reflection Activation Challenges
- Pre/Post Survey Assessments
- Certificates of Completion

TEAM COLLABORATION PROGRAM FACULTY

FACULTY

STEPHEN BEESON, MD
CEO & Founder
Clinician Experience Project by Practicing Excellence

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ACTION PLANNING TEMPLATE

DEPLOYING PRACTICING EXCELLENCE TO SUPPORT BUILDING TEAM CULTURE:

What are your team's strengths and weaknesses when you reflect on your team culture?

How can Practicing Excellence programs and content educate, address challenges, or build team culture?

YOUR PRACTICING EXCELLENCE ENGAGEMENT STRATEGY TO SUPPORT BUILDING TEAM CULTURE:

? **WHO** are the key stakeholders for the audience I want to target?

? **WHAT** program(s)/content do I want to use?

? **WHEN** do I want to integrate into our workflows and meeting structure?

? **WHERE** are the existing interactions, programs, or meetings where this content could be used?

? **WHY** do we need to focus on/implement learning together to support our team culture and who can help me communicate that message?

? **HOW** will I engage individuals and teams in this effort?

We look forward to talking more about this with you at your next Client Success team meeting.