

## Introduction

BIDMC Experience community engagement sessions - which launched after the BIDMC Experience Summit – continue, in partnership with hospital leaders. To date, more than 68 departments, including over 3,100 individuals, have participated in these interactive sessions. In small group settings, participants hear about the BIDMC Experience, and engage with their colleagues about ways in which to improve locally in the areas of teamwork, respect and inclusion, and tools and resources.



Seizing the opportunity to make small, tangible, local changes, to be consistently Great



## Our Aim

In collaboration with Managers, Directors and Physician Leaders the Community Engagement sessions provide an opportunity for intact teams to brainstorm solutions to real, local problems improving the work-life experiences for local team members. This year, we aimed to partner with managers in areas with keen interest in **making change** – seeking to reach the entire community in three years. Participants identify high-yield, tangible opportunities to improve in each area identified opportunities are captured and sent to all managers, directors and faculty. They are responsible for developing timely action plans in response, and creating communication plans to solidify expectations and implementation of change.



Increasing  
Team  
Collaboration



Improving  
Tools and  
Resources

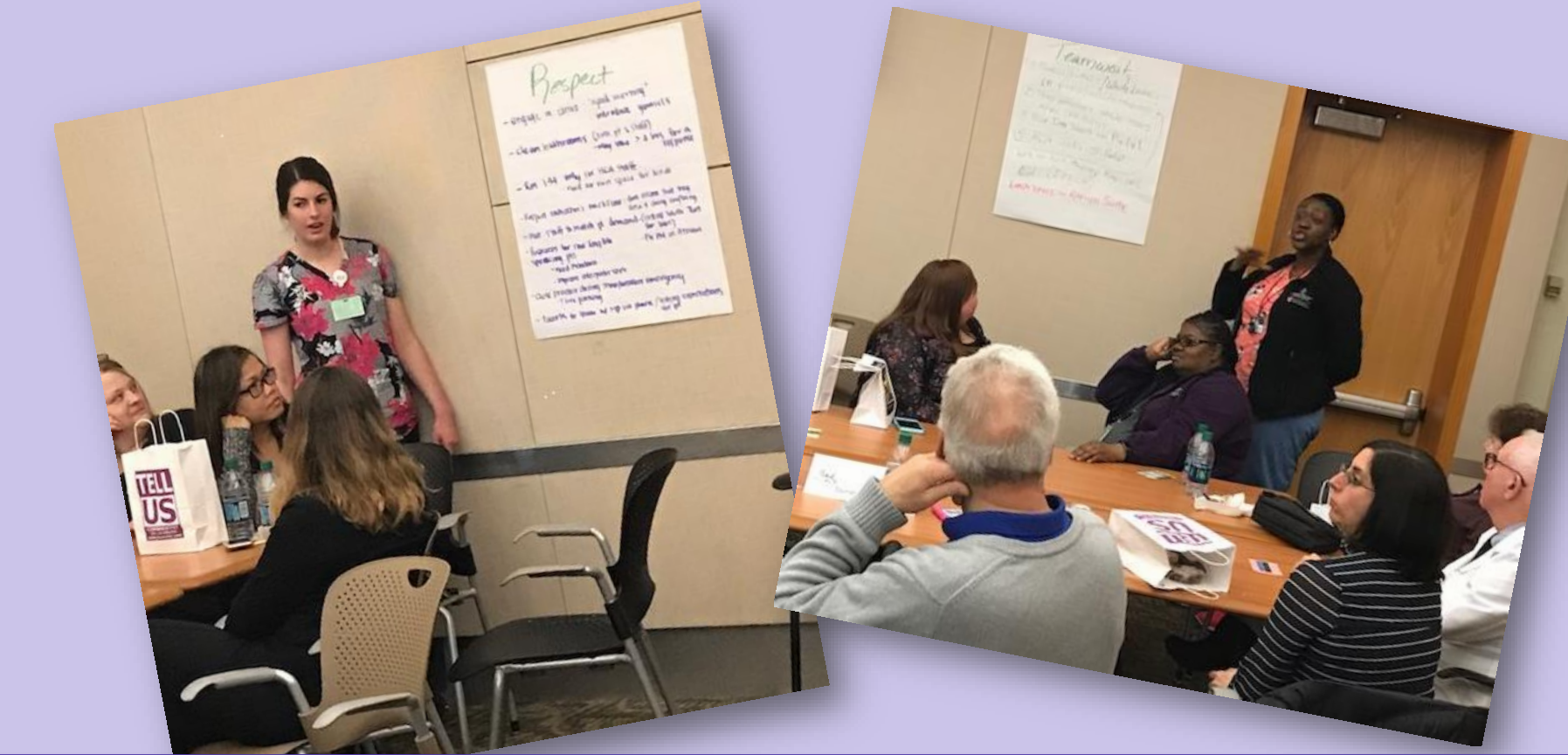


Codifying  
Our Practice of  
Respect

## Progress

### Creating Change that Makes a Difference

“Case conferences are now in team meetings . . . this helps me feel like I am part of the team when a patient is discussed.”



“New management is proactive . . . Many changes happening which I appreciate.”

68  
Engagement sessions

1,300  
Targeted local recommendations

3,100 +  
Staff participating

*Requested Technology Fixes:*  
Automate approval processes, enable two monitors for PCs, laptops for RAs

Directors committed to take action on requests

Swing spaces not clean

Spaces now cleaned on a regular basis

Too much “us” vs. “them” between groups, modalities (Dr. vs staff)

Department-wide Respect Initiative launched

More collaboration space for problem solving and team bonding

Identified dedicated break room for collaboration and team social events

Challenging to find information – “how to’s” of the department

Updated departmental manual and relocated it online for easier access

## Next Steps

The Office of BIDMC Experience will continue to partner with leaders to reach over 100 units by the end of FY19. This program as a standard opportunity for improving engagement and experience across BIDMC:

- Provide leaders with recommendations for tools/resources employees and physicians need to do their work;
- Improve teamwork and coordination;
- Strengthen our foundation of inclusion and respect across our community.