



Less Us Vs. Them

↳ More Owning the Whole



Less us vs. them means reducing divisions and silos within the UNC Health system. It involves fostering a sense of unity and collaboration across different entities, departments, teams, and roles. This shift encourages all teammates to work together towards common goals, rather than seeing themselves as disparate or competing entities. It promotes a culture of ONE UNC Health, mutual respect, and shared purpose.



More owning the whole means taking collective responsibility for the success and well-being of the entire organization. It involves recognizing that every teammate's actions and decisions impact the broader system and its mission. This shift encourages teammates to think beyond their immediate tasks and consider how they can contribute to the overall success of ONE UNC Health. It promotes a sense of ownership, and accountability, while reinforcing a commitment to UNC Health's values and goals.

Example Scenarios

Streamlining Supply Chain Management

Less Us vs. Them: The procurement and inventory management teams run the risk of working in silos, leading to inefficiencies and stock shortages. To address this, the procurement manager and the inventory manager create a cross-functional team to review and improve supply chain processes. This reduces the division between departments and encourages teamwork.

More Owning the Whole: The cross-functional team takes collective responsibility for optimizing the supply chain. They implement a new inventory management system that provides real-time data and improves communication between procurement and inventory teams. By owning the whole, they ensure that supplies are always available when needed, enhancing overall efficiency and patient care.

Streamlining Clinical Affiliation Agreements, Student Requirements, and Onboarding Procedures

Less Us vs. Them: Different entities and departments negotiate multiple discipline specific clinical affiliation agreements for student training from the same academic institution. Each entity and/or department has established a different set of student requirements, varying definitions for those requirements (e.g. timing requirements of a drug test or flu shot), and disparate operational procedures related to student onboarding. To address this, an entity-wide and interprofessional educational team is created to optimize clinical affiliation and operational onboarding processes for students. This results in a sense of unity across entities, departments and professions related to student training.

More Owning the Whole: The entity-wide and interprofessional educational team takes collective responsibility for improving efficiencies related to student training. They pursue endorsement of a system-wide clinical affiliation agreement template and a complementary operational policy to standardize student requirements and operational onboarding procedures. By owning the whole, they reduce legal entity burden related to contracting, increase operational efficiencies for those performing this work, and provide a consistent and supportive learning experience to potential future teammates.



Scan the QR code to learn more about this culture shift.