WES Idea Exchange: Following Up On Results

December 15, 2021
Today’s Session

Sharing Results
Choosing Focus Areas and Following up
Leader Best Practices
Mentoring
Using the portal’s Improvement Planning Tool
Your Time: Set your strategy
Share Results

• Communicate results
  • 1:1
  • Team meetings
  • E-mail
• Have a conversation
• Ask for input
• Thank the team for participation and ideas
Choosing Focus Areas

1. Focus areas
   - Feedback from Team
   - Team Index and Leader Index Areas
   - Strengths and Concerns
   - Trusted Colleague Feedback: Mentors, Managers, Peers, Coaches

2. Identify 1 – 2 Targets
   - What will make the most impact for your team? For you?
   - What can you impact?

3. Set goals
   - S.M.A.R.T.
   - What do you want to achieve?
   - What is realistic?
Leader Best Practices

Crystal Norton, BSN, RN-BC, SCRN
Patient Service Manager III
6 Neuroscience
Team Surgery Service

Che Adriano-Evangelista, BSN, PMHN-BC
Patient Services Manager III
WakeBrook Inpatient Unit
UNC Hospitals at WakeBrook
Mentoring

Tearany Mitchell, MA
HCS Educational Manager
Culture and Engagement
Human Resources
<table>
<thead>
<tr>
<th>Ideas</th>
<th>Resources</th>
<th>Communications</th>
<th>Resilience</th>
<th>Involving Teammates</th>
<th>Job satisfaction</th>
<th>Recognition</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Courses and Online Resources</td>
<td>Departmental newsletters and e-mails</td>
<td>Well-Being Program and Resources</td>
<td>Ask for feedback</td>
<td>Connect to learning opportunities</td>
<td>Verbal, handwritten</td>
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<td></td>
<td>Mentoring</td>
<td>Regular 1-on-1</td>
<td>Support groups</td>
<td>Let team know when you use their ideas/input</td>
<td>Stay interviews</td>
<td>Ask how teammates want to be recognized</td>
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<tr>
<td></td>
<td>Strategy Sessions • Next session: January 27 (Resilience and Safety)</td>
<td>Regular team meetings</td>
<td>Teambuilding</td>
<td>Indicate how decision will be made: -teammates, -you -your manager or above</td>
<td>Check on well-being, demonstrate empathy, address issue</td>
<td>-public or private</td>
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<tr>
<td></td>
<td>Engagement 365</td>
<td>Skip interviews</td>
<td>Find and show meaningfulness in work</td>
<td></td>
<td></td>
<td>-for projects</td>
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<tr>
<td></td>
<td>Just Culture / TeamSTEPPS</td>
<td>Rounding</td>
<td></td>
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<td>-improving process</td>
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<td></td>
<td></td>
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<td>-at completion or throughout</td>
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<td>Say “thank you”</td>
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Using the Improvement Planning Tool

1. UNC Manager Rollup
   - Summary
   - Nursing Summary
   - Strengths
   - Concerns
   - Item Details
   - Org Details
   - Improvement Plans
   - Advanced Reporting

2. Improvement Plans
   - Create New Plan
   - Export Plan Report
   - Export to CSV

3. Item Selection
   - Select an item to create a plan for the current report group. To create a plan for a different report group, close this window and select the desired report group in the hierarchy.
   - Select an Option
   - Create New Plan
Work on your strategy:

Open the portal for your results
Jot ideas/strategy
Use the Improvement Planning Tool
Enter your information

If you need login:
hdesk@pressganey.com
Idea Exchange

Share ideas
Thank you!

For login: hdesk@pressganey.com
myHR portal to reach the Culture and Engagement team
Ingrid.Jones@unchealth.unc.edu