Connecting to Care: Promoting Compassion through Staff Self-Discovery and Engagement

Compassion in Action Webinar Series
Harris Baden, MD
Professor & Chief of Pediatric Cardiac Critical Care
Seattle Children’s and the University of Washington School of Medicine
January 31, 2017

Moderator

Andrea Greenberg
Communications and Partnerships Associate
The Schwartz Center for Compassionate Healthcare
Audience Reminders

- This webinar is funded in part by a donation in memory of Julian and Eunice Cohen.
- You may submit a question by typing it into the Question and Answer pane at the right of your screen at any time.
- We value your feedback! Please complete our electronic survey following the webinar.

Host

Beth Lown, MD
Medical Director
The Schwartz Center for Compassionate Healthcare
Today’s Speaker

Harris Baden, MD
Professor & Chief of Pediatric Cardiac Critical Care
Seattle Children’s and the University of Washington School of Medicine.

Connecting to Care: Promoting Compassion through Staff Self-Discovery and Engagement
Learning objectives

- Recognize the value of focusing on staff satisfaction and well-being to promote a culture of compassion in your organization
- Understand the importance of engaging staff through facilitated self-discovery to develop effective and sustainable strategies and solutions

Seattle Children’s Hospital

- 311 patient beds
- 368,059 annual patient visits
- 5,171 employees
- 1,340 active medical staff
- 1,431,833 main campus and support space sq. ft.

Seattle Children’s treats patients from a four state area with training and outreach across four states.
A father’s request

Being Your Best-Self!

CONNECT vision

Family Experience

We wouldn’t go anywhere else for our children’s care.

Provider Experience

I wouldn’t want to work anywhere else.
Delicate balance

Providers & Staff

Patients & Families

Faculty survey

Ranked Importance of Factors contributing to Job Satisfaction

<table>
<thead>
<tr>
<th>Rank</th>
<th>Place</th>
<th>Factor</th>
<th>Bar Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>1st</td>
<td>Relationships with patients and families</td>
<td>Blue</td>
</tr>
<tr>
<td>2nd</td>
<td>2nd</td>
<td>Practicing my craft</td>
<td>Cyan</td>
</tr>
<tr>
<td>3rd</td>
<td>3rd</td>
<td>Being in service to others</td>
<td>Black</td>
</tr>
<tr>
<td>4th</td>
<td>4th</td>
<td>Collaboration with colleagues</td>
<td>Orange</td>
</tr>
<tr>
<td>5th</td>
<td>5th</td>
<td>Scholarship</td>
<td>Green</td>
</tr>
<tr>
<td>6th</td>
<td>6th</td>
<td>Advancement/recognition/compensation</td>
<td>Blue</td>
</tr>
</tbody>
</table>
CONNECT program overview

• Inspire
  ✓ Hearts & Minds
  ✓ Video

• Inform
  ✓ Self assessment, in person observation, patient satisfaction data

• Empower
  ✓ Educate
    • Workshops
    • Accelerator
  ✓ Support
    • Coaching
    • Consultation
    • Maintenance of Certification (MOC)
    • Research

Video: Inspire

• Lessons from the other side of the bed: when the doctor’s child is sick
CONNECT workshop

- Goals:
  - Building trust
  - Convey caring
  - Enhancing the Experience

Impact

Do you foresee this training affecting your ability to connect with patients/families?

How much impact do you think this workshop will have on your job satisfaction?
Beyond the numbers

“Acknowledged the art, skill and humanity of our interactions.”

“Made me feel like I’m a better doctor.”

“I wish I could have done this years ago.”

“I have worked at Children’s for 35 years and have never been more proud of this institution than I am right now.”

“We need a breakthrough strategy”

FY15: 79.6 (80.7 goal), n=21,610
Oversight Team

- Senior VP for Hospital Operations & Physician Lead for the CONNECT Program
  - Center for Diversity & Health Equity
  - CONNECT program
  - Family Support Services
    - Family Centered Care
  - Human Resources
    - Engagement & Recognition
    - Talent Acquisition
  - Patient and Family Experience
  - Patient and Family Relations
  - Workforce Diversity and Inclusion

IHI Quadruple Aim

Can Compassion Cure Burnout?

Michael J. Goldberg, MD
Seattle Children’s Hospital
Seattle WA USA
The Schwartz Center for Compassionate Healthcare

Guiding Principle

“In order to meet or exceed the expectations of the patients and families we serve, we must meet or exceed the expectations of our people.”
What do we already know?

- Staff engagement survey
- Physician engagement survey
- Culture of Safety survey
- Occupational Health survey
- Family Experience survey
- Human Resources data
- Equity & Diversity survey

Guiding Coalition

- > 100 staff
- Share the vision
- Solicit input
- Spread the word
Quick wins

- Meet one new person each day
- Elevator observations
- Outlook photos
- Staff video

Discovery Sessions

- **What matters to you?**
  - What does a good day look like to you?
  - What is one thing we can do right now to make more good days?
  - What gets in the way of a good day?
Key themes

- Burnout/Overburden: 9%
- Staffing: 28%
- Accountability: 20%
- Coordination & Workflow: 14%
- Capacity & Workload: 14%
- Teamwork: 10%
- Burnout: 28%

Burnout

Overall, based on your definition of burnout, how would you rate your level of burnout?

- I feel my work is meaningful.
- I don’t necessarily work 80-hour weeks, but I don’t feel burned out.
- I am definitely burning out or have burned out in one or more aspects of my work such as personal and professional fulfillment.
- I feel the burnout that I am experiencing is going away. I have made changes to work that are helping.
- I feel completely burned out and other members of my team feel the same way.

Over the course of the next year, the CONNECT Program will be developing a range of educational opportunities. Please select the 2 topics that you believe are most important.
How does our current culture foster, support or undermine our values?
Thank you for participating in today’s session.

Please take a moment to complete the electronic survey upon exiting today’s program.