

## 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



1

## Moderator



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



2

## 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

 **the schwartz center**  
FOR COMPASSIONATE HEALTHCARE

5



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

 Seattle Children's®  
HOSPITAL • RESEARCH • FOUNDATION

6

## 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



7

## Seattle Children's Hospital

311  
patient beds

368,059  
annual patient visits

5,17  
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



37 regional sites with training and outreach across four states



8

## A father's request



**Being Your Best-Self!**



9

## 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.*



10

## Delicate balance

Providers & Staff

Patients & Families

Seattle Childrens®  
HOSPITAL • RESEARCH • FOUNDATION

11

## Faculty survey

Ranked Importance of Factors contributing to Job Satisfaction

1st Place	Relationships with patients and families	
2nd Place	Practicing my craft	
3rd Place	Being in service to others	
4th Place	Collaboration with colleagues	
5th Place	Scholarship	
6th Place	Advancement/recognition/compensation	

Seattle Childrens®  
HOSPITAL • RESEARCH • FOUNDATION

12

## 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

```
graph TD; Sustainment --> SelfDiscovery[Self discovery]; SelfDiscovery --> Empathy; Empathy --> Compassion; Compassion --> Meaning; Meaning --> Sustainment;
```

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

Seattle Children's  
HOSPITAL • RESEARCH • FOUNDATION

15

## Impact

**Chart 1: Do you foresee this training affecting your ability to connect with patients/families?**

Response	Percentage
No	~10%
Maybe	~10%
Yes	~80%

**Chart 2: How much impact do you think this workshop will have on your job satisfaction?**

Response	Percentage
No Impact	~10%
Some Positive Impact	~40%
Significant Positive Impact	~50%

Seattle Children's  
HOSPITAL • RESEARCH • FOUNDATION

16

## 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.”*

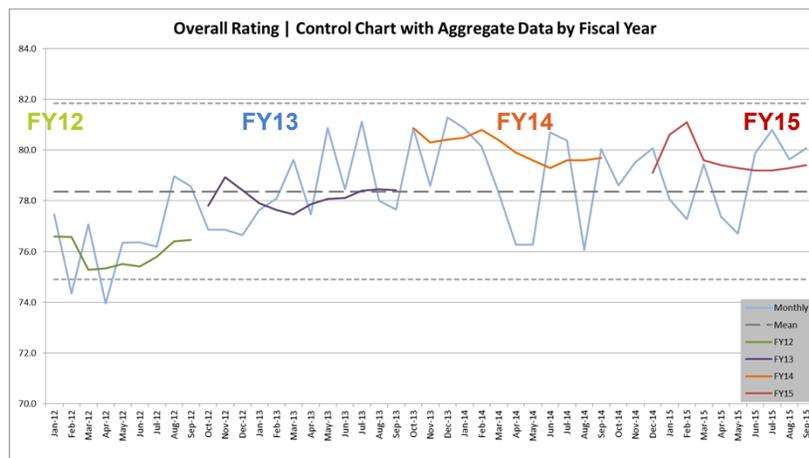
*“I have worked at Children’s for 35 years and have never been more proud of this institution than I am right now.”*



17

## “We need a breakthrough strategy”

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



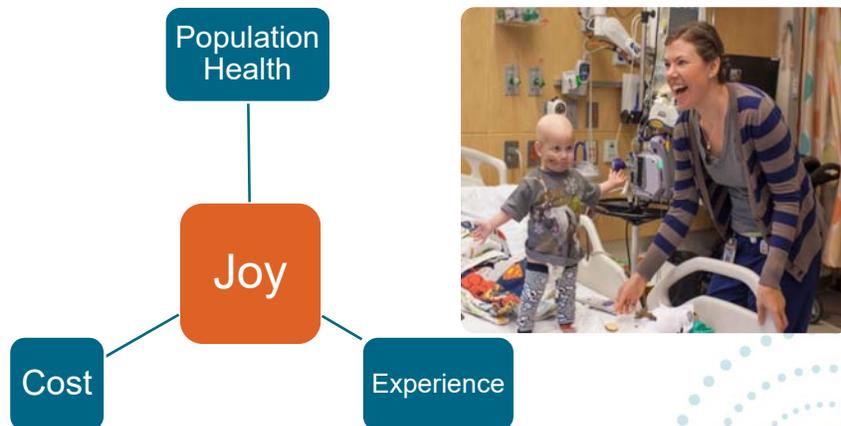
18

## 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



**Source:** The Quadruple Aim: Care, Health, Cost and Meaning in Work. Rishi Sikka, Julianne M Morath, Lucian Leape. [BMJ Qual Saf doi:10.1136/bmjqs-2015-004160](https://doi.org/10.1136/bmjqs-2015-004160)



## Can Compassion Cure Burnout?

**Michael J. Goldberg, MD**

**Seattle Children's Hospital**

**Seattle WA USA**

**The Schwartz Center for Compassionate  
Healthcare**



21

## 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

Goal	Metric	KPIs
Improve patient safety	Number of patient safety incidents	Number of patient safety incidents
Improve patient experience	Number of patient satisfaction scores	Number of patient satisfaction scores
Improve staff engagement	Number of staff engagement survey scores	Number of staff engagement survey scores
Improve physician engagement	Number of physician engagement survey scores	Number of physician engagement survey scores
Improve culture of safety	Number of culture of safety survey scores	Number of culture of safety survey scores
Improve occupational health	Number of occupational health survey scores	Number of occupational health survey scores
Improve family experience	Number of family experience survey scores	Number of family experience survey scores
Improve human resources data	Number of human resources data scores	Number of human resources data scores
Improve equity & diversity	Number of equity & diversity survey scores	Number of equity & diversity survey scores

## Guiding Coalition

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



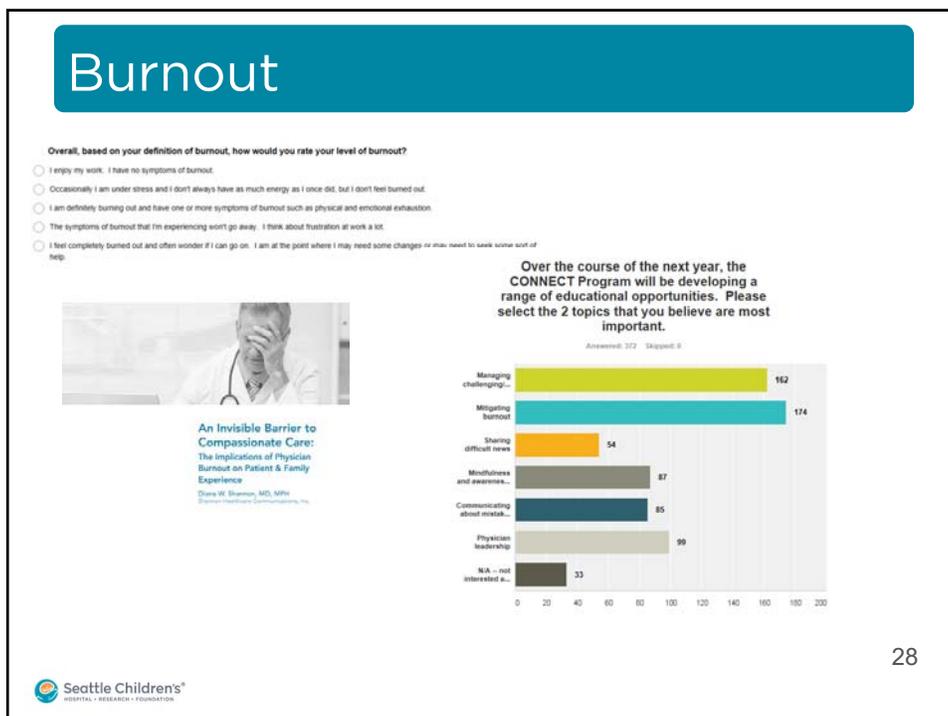
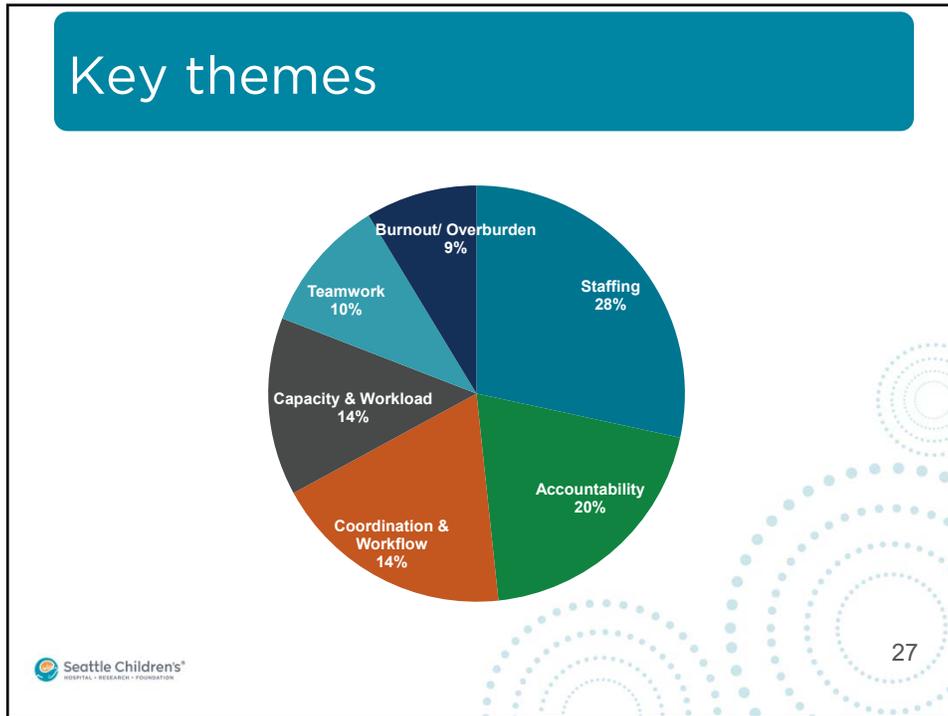
## Quick wins

- 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?*



## 2017: Experience Team

How does our current culture foster, support or undermine our values?



## Questions



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



**Beth Lown, MD**  
Medical Director  
The Schwartz Center for Compassionate Healthcare



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

 **the schwartz center**  
FOR COMPASSIONATE HEALTHCARE

31

## Thank you for participating in today's session.

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

 **the schwartz center**  
FOR COMPASSIONATE HEALTHCARE

32