

Networking collaboration session:

The unsung heroes: Engaging non-clinician staff to impact the patient experience



Pediatric Collaborative 2018

Session Roadmap

- Overview
 - Discuss Topic #1 (small groups, 10 minutes)
 - Report-out (10 minutes)
 - Repeat for Topic #2 (20 minutes)
 - Actionable takeaways development (10 minutes)
 - Closing remarks
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What Occupations Are the Hospital Workforce Beyond Nursing?

• Office and administrative support	13.37%
• Healthcare support	12.76%
• Management	3.71%
• Building/Grounds/Maintenance	3.40%
• Food Prep/Service	2.48%
• Community and Social services	2.40%
• Business/finance operations	2.01%
• Computer/IT	1.23%

41.36%

- **Topic #1: Engaging non-clinician staff to impact the patient experience**

Small group discussion: 10 minutes

Report-out and large group discussion: 10 minutes

- **What specific tactics do you have in place to engage ancillary and non-clinical staff?**
- **What barriers get in the way of engaging these employees?**
- **What do you do to address those barriers?**

- **Topic #2: Creating behavioral standards that drive cultural transformation**

Small group discussion: 10 minutes

Report-out and large group discussion: 10 minutes

- What are your organization's standards of behavior?
- How are they engrained?
- Do they drive cultural transformation and what patients want?

Takeaways development: 10 minutes (both topics)



Closing remarks



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AWARENESS