



Leveraging Your Team's Best Performance During a Pandemic

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Initial Team Anxiety and Fear in Preparing for COVID-19

During COVID 19 preparation and admission of our first positive patients, our clinician's experienced:

- Loss of control
- Fear of the unknown
- Worry of keeping themselves (and family) safe
- Concern for patient's with limited resources and social determinants
- Not having supplies & equipment for safety and care



Learning on Quality Improvement Methodologies and Shared Governance

Previous success at Quality and Operational Improvement Use:

- Interdisciplinary, inclusive approach
- Concepts of Lean, Performance Improvement
- Weave our mission of “Exceptional Care without Exception” into everything we do

Transformational leadership styles had been well established through:

- Unit based councils
- Interdisciplinary task forces for most change
- Autonomous innovation that is valued throughout organization



Enhanced projects from our team – using Small Tests of Change

- L&D workflows that were simulated and redesigned to minimize patient movement, conserve PPE and keep clinicians safe
- Increased Post-partum Respiratory Assessment to keep COVID + patients on Mother Baby
- Shared decision making tools designed by the team that considers the individual case & parental wishes for rooming in and infant feeding
- Outpatient publications of patient education on our “Hey Momma” app

What we learned so far.....



- Let clinicians try things out even if it is not perfect
- You can never communicate enough:
 - 10am daily meeting of leaders-review previous 24 hrs of issues and concerns that need addressing
 - 11am Zoom for entire teams, many clinicians attend daily, clinicians offer suggestions and solutions
 - Q&A published every day with answers to questions from Zoom meeting
- Constant recognition of resilient efforts
 - Calling out successes in publications
 - Meaningful recognition by leaders to their teammates
 - Managing up “Some Good News” to our senior leaders that publicize these during hospital updates.

Thank you

Questions at the end of this segment

Please contact me for any further information

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