

LEAD Collaborative

Best Practice Webinar #2

January 19, 2023



LEAD Information Session Housekeeping



Session will be 60 minutes.



Session is being recorded.



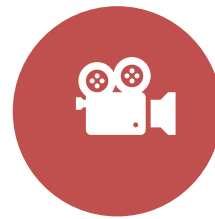
Participants will be muted upon entry. Please keep microphone muted unless you are speaking.



Use the Chat feature to post comments or ask questions. You can also use the “Raise Hand” feature to ask questions.



When speakers are presenting, it is suggested that “Speaker View” is used. Otherwise, “Gallery View” is suggested.



Please ensure your Zoom screen name reflects how you wish to be identified. Keep video on (if possible).

Agenda

1:00-1:05 PM: Welcome/Introductions

1:05-1:25 PM: Featured Presentation

1:25-1:35 PM: Q & A

1:35-1:45 PM: Breakouts

1:45-1:58 PM: Report Out/Commentary

1:58-2:00 PM: Thank You/Wrap Up

Leadership Diversity: Art of Listening



Mr. Mark Dunn

Chief Diversity, Inclusion and Talent
Management Officer

ECU Health

Greenville, North Carolina




Dr. KaSheta Jackson, DNP, RN

VP of Health Equity and Social Impact

ECU Health

Greenville, North Carolina

Leadership Diversity: Art of Listening



Safe, highly
reliable human
centered care

Mark Dunn

Chief Diversity, Inclusion and Talent Management Officer
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KaSheta Jackson

VP of Health Equity and Social Impact
ECU Health
Greenville, North Carolina

LEAD Collaborative

One Team. One Vision.



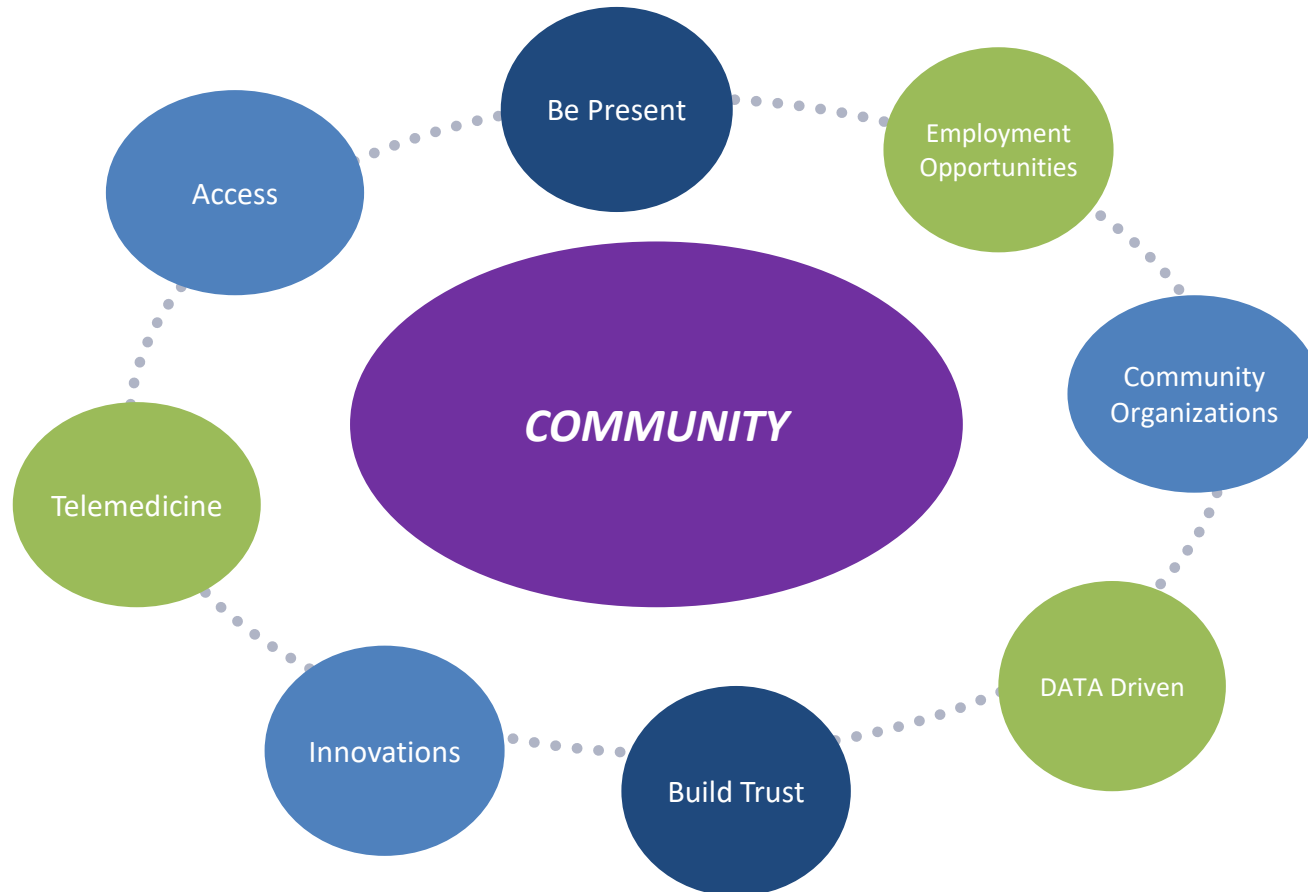
Background

- The pandemic created an opportunity for ECU Health to improve its relationship-focused culture. To achieve these results, in FY23 ECU Health must evolve from an annual strategy to **continuous engagement and listening strategies**.
- There are new insights and trends emerging from COVID, which are negatively impacting engagement. According to national research data from Press Ganey:
 - Team member and physician engagement continues to trend downward (the lowest ever);**
 - The largest declines are in staffing, job stress and decompression;**
 - Teamwork, support, respect and staffing differentiate top-decile facilities.**
- In addition, the **Workforce Experience & Talent Mobility Team** continues to partner closely with support services such as; **Human Resources, the Office of Experience, Employee Assistance Program**, etc. as ECU Health strives to be a listening organization.

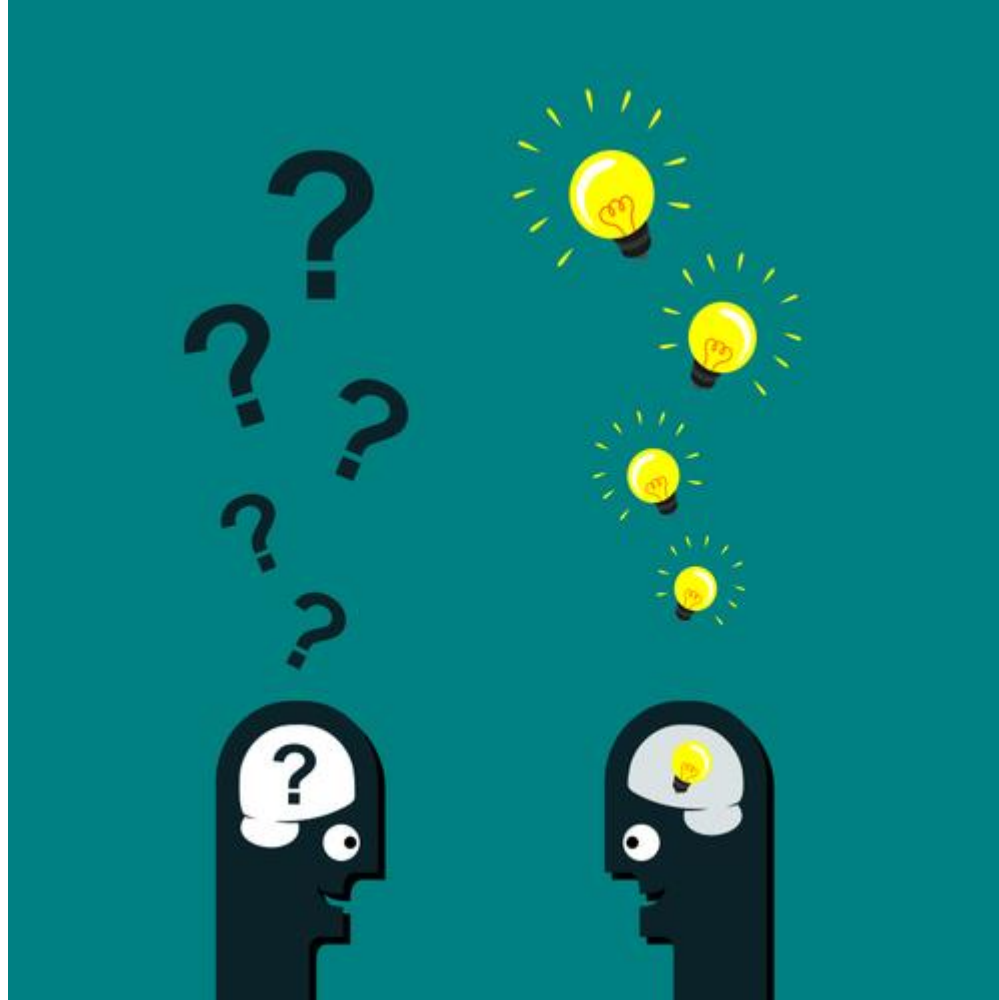
Internal Listening Strategies



External Listening Strategies



What Are You Curious About?



Let's Share: Breakout Groups

1. Introduce selves in the chat
2. Select one person to share discussion highlights
3. Discuss question: *What does effective listening achieve in leadership?*

Let's Share: Report Out

***What are some innovations you
have implemented to better listen to
your workforce?***

Reminders and Updates

1/20/23: Final deadline to submit ***Period 2***

1/31/23: Deadline to submit ***Period 3 PDSA***

Submit all PDSAs and updates to lead@advancingsynergy.com.

We want to share the great progress being made by our LEAD organizations. We plan to post AIM Statements and PDSAs on the LEAD Website. *If you **do NOT want** your materials posted*, email lead@advancingsynergy.com by January 27, 2023.

2/14/23: **Best Practice Webinar #3** via Zoom
Tuesday, February 14, 2023
2:00 – 3:00 PM ET

3/22/23: **In-Person Learning Session**
Meritus Health
Hagerstown, MD

LEAD Organizations



American Heart Association.



Ascension Saint Agnes



AACF

Asian American Center of Frederick
www.aacfmf.org
email: info@aacfmf.org



A Clinical Affiliate of RUTGERS



CalvertHealth



Institute for Academic Medicine



Chase Brexton Health Care
Because everyone's health matters.



COMMUNITY ENGAGEMENT
& Consultation Group Inc.



Encompass Health

Rehabilitation Hospital
a partner of Memorial Hospital at Gulfport



Delivering hope, one meal at a time®



Frederick Health



HOLY CROSS HEALTH
A Member of Trinity Health



Maryland health services
cost review commission



The Jewish Home Family

Advancing the Art of Living.



Luminis Health.



MCHRC
MARYLAND COMMUNITY
HEALTH RESOURCES
COMMISSION



Maryland Hospital Association



Maryland physicians care
Medicaid with a Heart



MdPHA
Maryland Public Health Association



MARYLAND RURAL HEALTH ASSOCIATION



BALTIMORE, MD



Meritus Health



To health!
NJHA
New Jersey Hospital Association



RHWP
Richmond Health & Wellness Program
VCU



SPRINGPOINT®



VCUHealth.



Trinity Health



TidalHealth™



BERKELEY MEDICAL CENTER

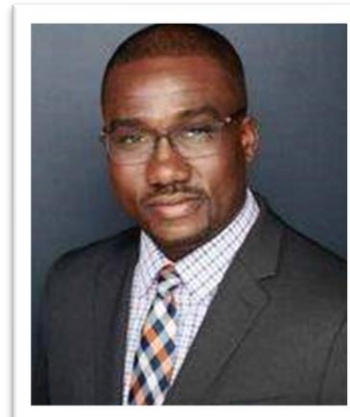
LEAD Collaborative Core Team



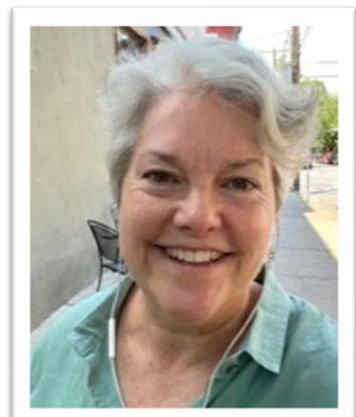
Maulik Joshi
Meritus Health
LEAD Chair



Deneen Richmond
Luminis Health
LEAD Co-Chair



Jean Accius
AARP SVP



Lynn Mertz
AARP LEAD
Project Officer



Arti Varanasi
Advancing Synergy
LEAD Operational &
Strategic Support

Contact Us

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www.meritushealth.com/partnerships/aarp-lead/

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