

Examples in Healthcare

- ▶ Facilitating conversations between three physicians who are taking apart their practice and going solo –but just aren’t sure how to talk about the difficult pieces.
- ▶ Bringing staff together in an ICU department who are in conflict and committed to improving their work environment. [And a Director who wants better associate satisfaction numbers!]
- ▶ Helping three nurses who have been in conflict for the past six months, affecting patient and family satisfaction. They work the same shift and dread coming to work, but all three are committed to “their” hospital and really must get this worked out.
- ▶ Facilitating a constructive conversation between two docs and an Emergency Room staff around ways to work more collaboratively together. [We regularly measured associate satisfaction and saw it rise significantly, which was confirmed on the next Press-Ganey.]
- ▶ A patient, their family and two attending physicians over specific treatment of care issues. All they needed was a safe and confidential place to talk with each other.
- ▶ Worked in another Emergency Department to create an environment where open, honest communication is the standard of practice and an integral part of who they choose to be.
- ▶ Assisted an imaging manager work with her staff to address concerns from both the manager’s perspective, as well as staff concerns. Again, we charted objective, measurable improvement.
- ▶ Improved communication and working relationships between a manager and his director, resulting in measureable improvement in the numbers!
- ▶ Working with two hospitalists groups, both employed by the same hospital. There are expectations to work out coverage, unassigned patients, and productivity measures – as well as “good behavior”!