



Aligning Employee Experience to Culture of Patient Safety Webinar Toolkit

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I. Webinar Presentation

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Aligning Employee Experience to Culture of Patient Safety



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Today's Learning Objectives

1. Internal research supporting the impact of Employee Experience/Culture on Patient Safety
2. Effectively transitioning to a new Culture of Patient Safety survey and results platform
3. Aligning Employee Experience with Safety Culture – the “why” and “how”

Employee Experience/Culture and Safety Culture

- Clear links between just culture, reporting culture, learning culture, engagement and safety culture^{1,2}
- Medical errors may account for as many as 251,000 deaths in the U.S.³
- Employee surveys assessing patient safety culture typically done every 12-24 months
- 2014 study showed safety climate survey's ability to predict incidents expires after 3 months⁴

Five principles of high reliability



Leading
to reliability

Complementary Strategies



Central Line Bundles



EVS Protocols



Sepsis Bundle



IT Network Security



Hand Hygiene

and on, and on, and on ...



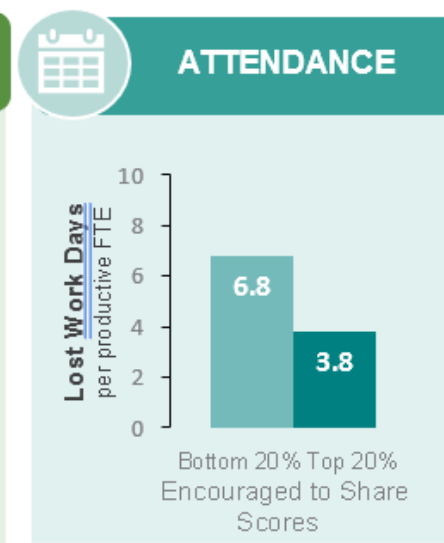
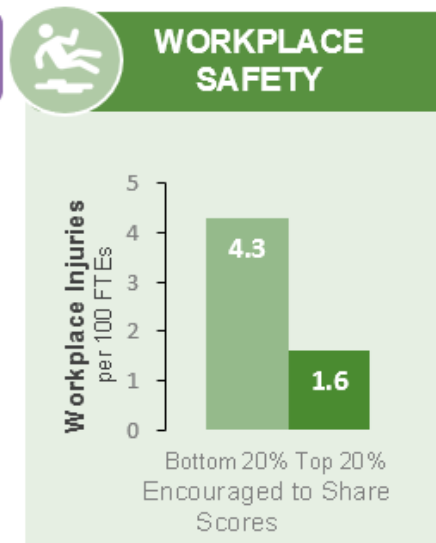
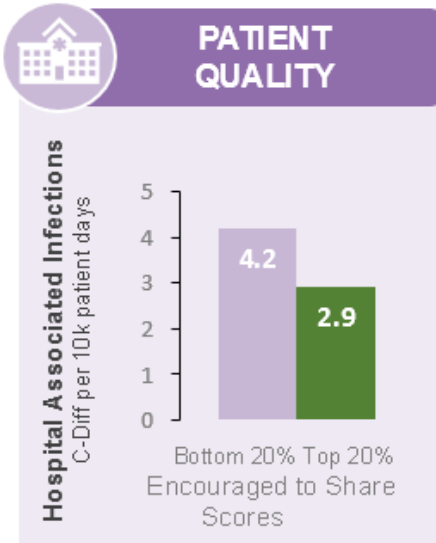
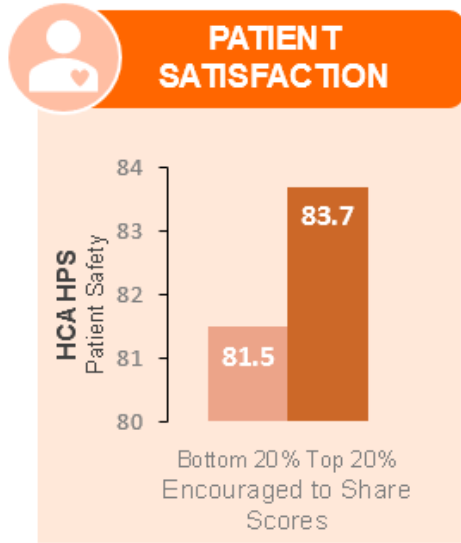
Culture



ENCOURAGED TO SHARE

IMPACTS KEY OUTCOMES

Departments with a supervisor who **encourages employees to share issues and recognitions** during rounding have significantly better **patient satisfaction, quality, workplace safety and attendance** than those reporting less encouragement to share. This further confirms the association between regular, high-quality rounding and positive performance outcomes.



Encouraged to Share*

81



NOTABLE INSIGHTS

Departments with the **highest scores on the Encouraged to Share** item have:

3% higher patient satisfaction

37% fewer infections

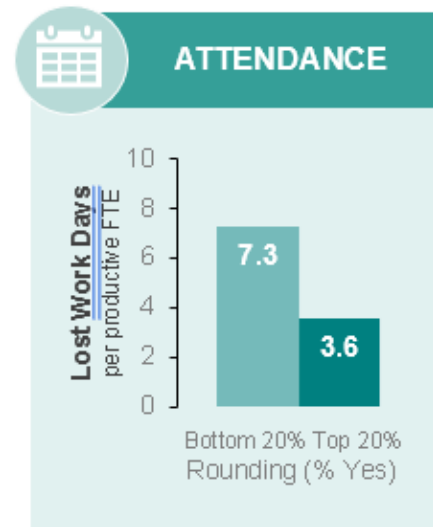
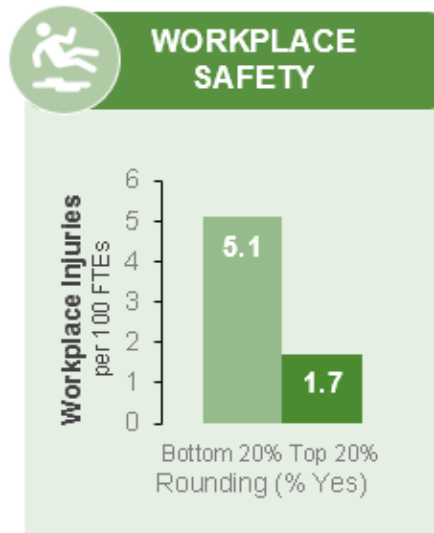
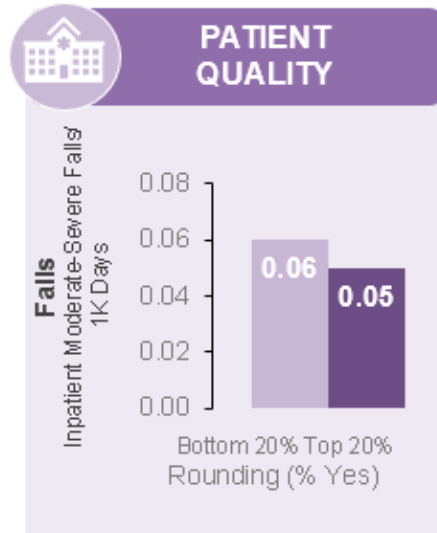
92% fewer workplace injuries

57% fewer lost work days

DIRECT REPORT ROUNDING

IMPACTS KEY OUTCOMES

Direct report rounding is a relationship-building 1:1 conversation between an employee and their immediate supervisor about recognition, improvement opportunities, ideas, and ensuring you have what you need to be successful. It is a predictor of performance outcomes and a priority of the organization.



Direct Report Rounding*
70



NOTABLE INSIGHTS

Departments with the **highest perception of rounding** have:

18% fewer patient falls

100% fewer workplace injuries

68% fewer lost work days



Corewell HealthTM

Who We Are

- 65,000+**
Team Members
- 300+**
Ambulatory/Outpatient Locations
- 1.3+ Million**
Health Plan Members
- 12,000+**
Affiliated, Independent and Employed Physicians and Advanced Practice Providers
- 21**
Hospital Facilities

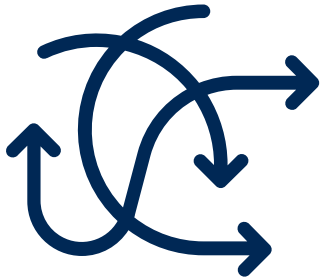
- 9,000+**
Employers Contracted by Priority Health
- 15,500+**
Nurses
- 5,000+**
Licensed Beds

Corewell Health

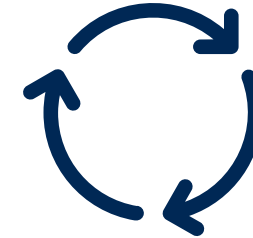
- Hospitals
- Priority Health



Our Transition Journey



- Complex, custom dashboards
- Lengthy survey with targeting
- Custom, outdated employee data
- One-off, non-integrated survey



- Modern dashboards with low learning curve
- Short, simple question
- Utilizes automated employee data file
- Recognizable survey experience
- Built-in action planning resources

Cost Savings



- Estimated 80 hours savings
- Centralized troubleshooting & training
- Deploy annually



- Leaders can access results in same platform as engagement
- Same reports and functionality
- Action planning all in one tool

Generative AI & Comments

Comments

8,138 commenters (39%) of respondents

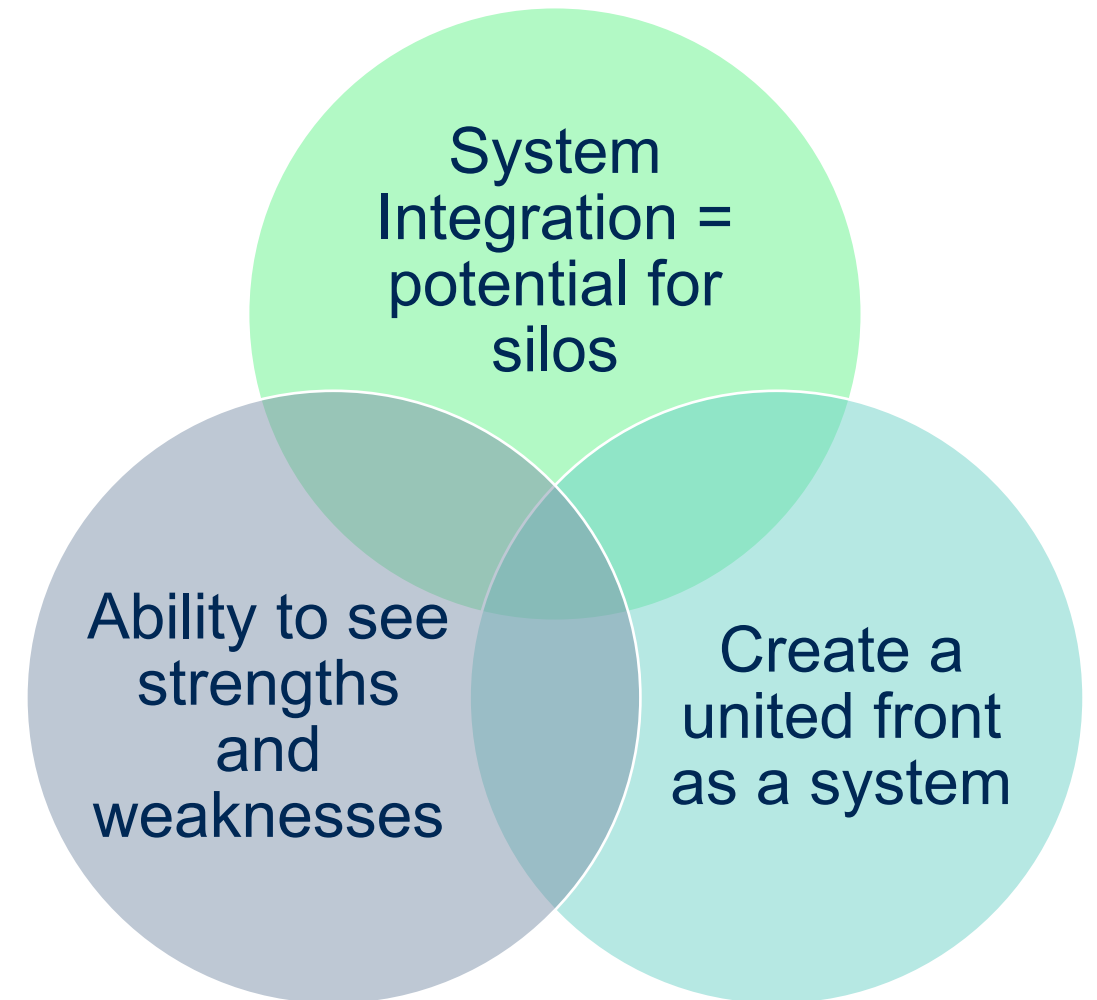
21,455

Summarize the top 10 ideas on what we should be doing to improve safety.

Summarize the top themes around employee safety, including areas of improvement.

List the main themes, pain points and areas of strength.

One Employee Experience



Holistic Culture Assessment





Corewell HealthTM

Questions?

Thank you

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