

Beyond Appreciation: It All Begins With You!

Danielle M Fagan
Anytime Leadership

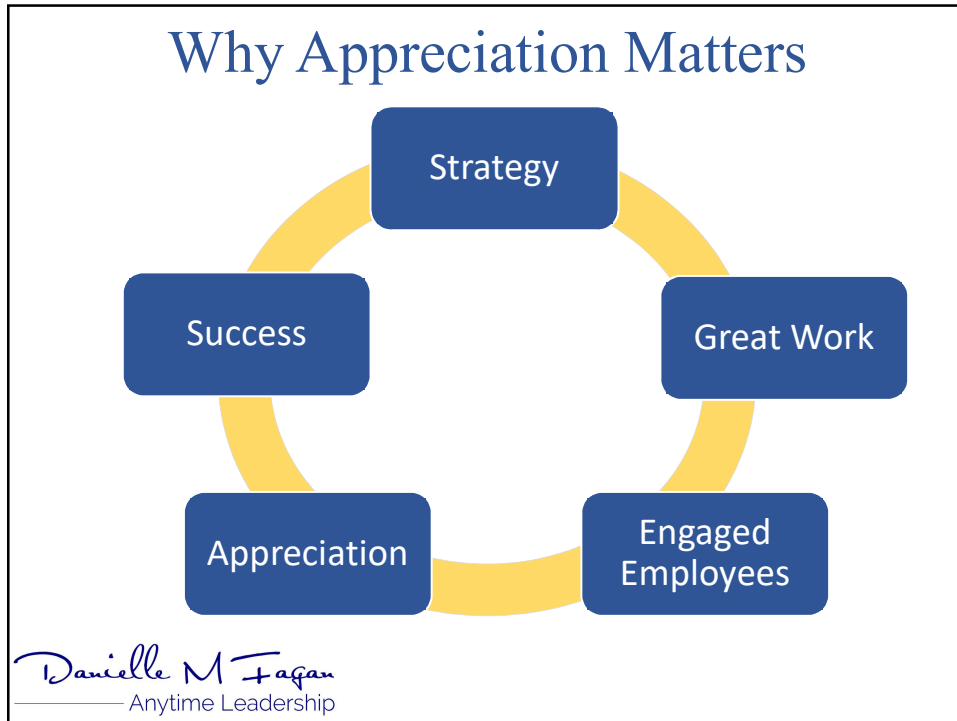
1

Objectives

By the end of this class you will be able to:

- Identify the positive impact of recognition on the employee experience
- Learn best practices for effective reward & recognition
- Build an action plan for rewarding and recognizing employees

Danielle M Fagan
Anytime Leadership



Healthcare Industry Data

- 13% of health care providers are actively disengaged
- 80% of nurses report that it's difficult to balance mind, body & spirit
- 42% of physicians report being burned out
- When staff are engaged you can increase the quality of care by up to 95%
- When staff are engaged, it can lead to
 - Reduced HACs by 13.33%
 - Reduced Readmissions by 3.22%
 - Increased HCAHPS by 97.25%
 - Increased Patient Referrals by 51%

Danielle M Fagan
Anytime Leadership

4

Healthcare Industry Data

- Patient engagement can lead to 50% fewer medical errors
- Every 10% increase in engagement, mortality rates decrease by 2.4 %
- Nurse engagement is the #1 predictor of mortality variation across hospitals
- When staff are engaged, it can lead to:
 - 61% reduced Worker's Compensation Claims
 - 32% decrease in Turnover
 - 41% decrease in Absenteeism
 - 15% increase in Patient Safety

Danielle M Fagan
Anytime Leadership

5

Manager's Role

Our job is to provide the environment for the employee to connect and be engaged...



Then Recognize and Reward them for the results that come of their connection and engagement!

Danielle M Fagan
Anytime Leadership

Appreciation vs Recognition

Appreciation

is an internal feeling

Invisible



Recognition

the action we take to demonstrate

Visible



Danielle M Fagan
— Anytime Leadership

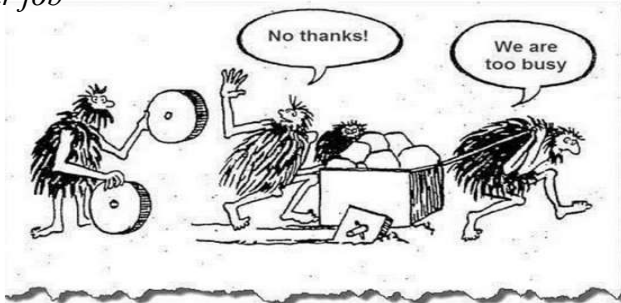
Recognition for the What & How!

- We want employees to be recognized both for **what** they do, and for **how** they go about their work
- When you see behaviors that align to your companies values, **recognize them!**
- This creates a culture of appreciation and recognition
- High levels of appreciation and recognition are predictors for increased employee engagement

Danielle M Fagan
— Anytime Leadership

Barriers

1. Money: *We don't have budget for it*
2. Time: *I don't have time*
3. I don't know when it is the right time
4. I don't want to play favorites
5. I don't think it is important
6. *It's just their job*



Danielle M Fagan
Anytime Leadership

Strategies for Success

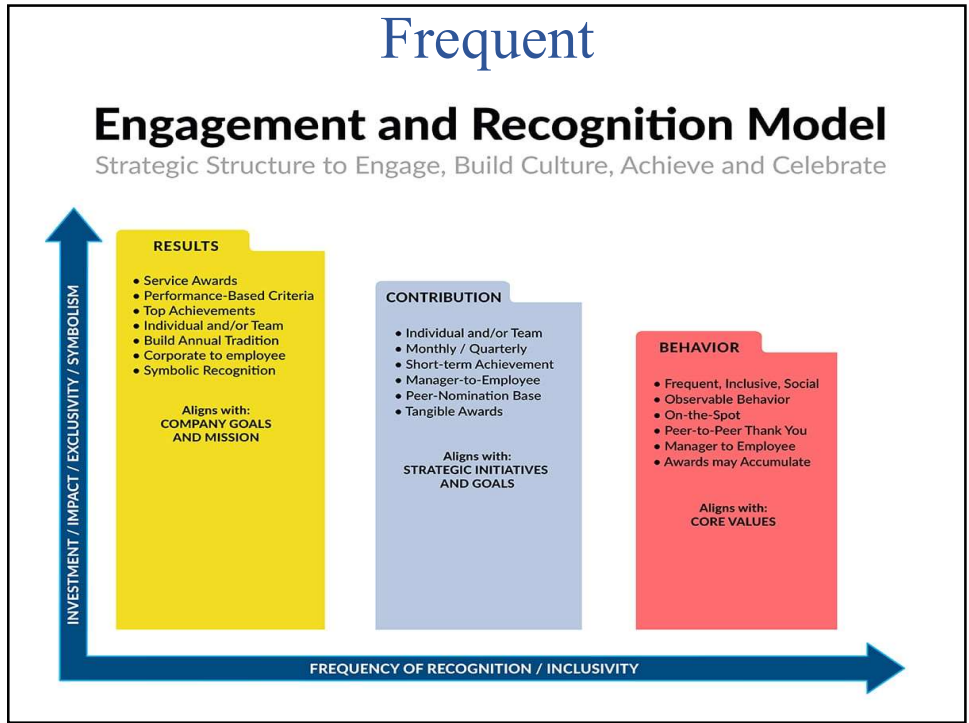
Best practices- 4 basic rules

1. Frequent
2. Timely
3. Inclusive
4. Performance based



Set up 2 recurring weekly appointment, 5 mins each, call them "recognition rounding"

Danielle M Fagan
Anytime Leadership



Inclusive



Danielle M Fagan
Anytime Leadership

Performance Based



Danielle M Fagan
Anytime Leadership

14

The Experience



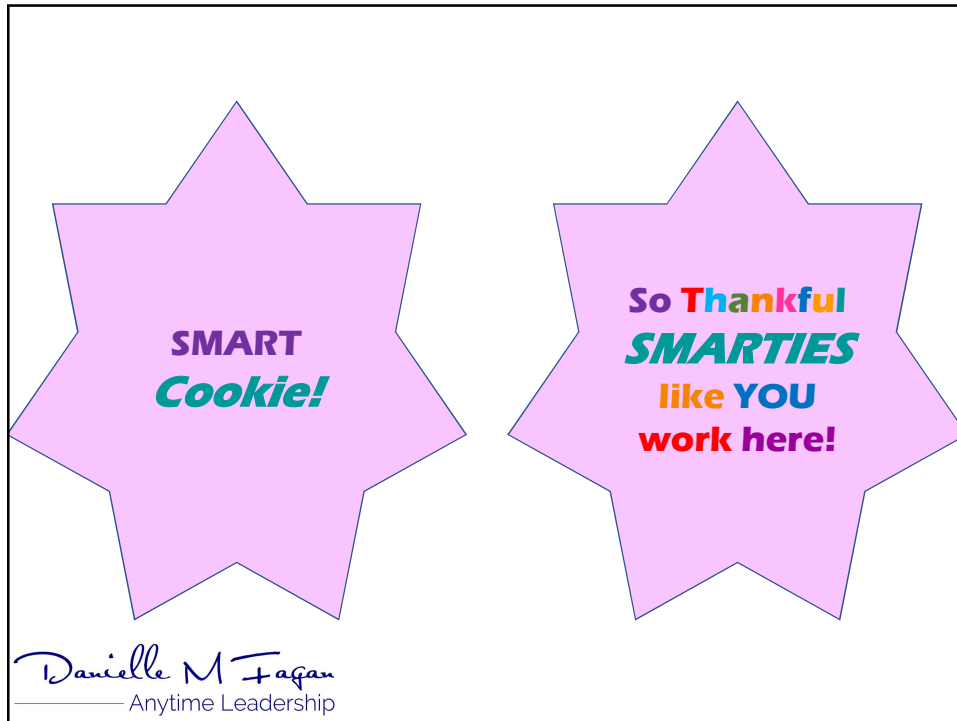
Danielle M Fagan
Anytime Leadership

15

YOU ARE
ALL
THAT
AND A BAG OF
CHIPS

Danielle M Fagan
Anytime Leadership





Scenario #1

Carol, an employee who has been with the organization just over 1 year, routinely completes tasks/assignments on time and as expected. She recently took the initiative to join a organization wide committee. She is well respected among peers and other departments for her follow through on commitments. She is not the highest performer on your team, however, she is consistent and reliable.

Scenario #2

David, your top performer, recently precepted your newest employee. The new employee has done a remarkable job taking on new tasks and does so successfully and with a positive attitude. David, is known as the “go-to” guy, always helping others. He is quiet and humble. David doesn’t see himself as a top performer, but rather he sees himself as just doing the job he was hired to do.

Danielle M Fagan
Anytime Leadership

21

Scenario #3

Lindsay has been on your team for a few years. She is a hard worker, however, she doesn’t always follow through and complete assignments in a timely manner. She does not make excuses and seeks guidance for time management help. This week she turned in her monthly stats on time.

Danielle M Fagan
Anytime Leadership

22

Scenario #4

Kevin, a long term employee, has a reputation of being difficult to work with. He has a “know it all” attitude and is often the last person to accept change in your group.

Today, in your team meeting, when discussing a new protocol, Kevin did not give any push back. He respectfully engaged in the team discussion.

Danielle M Fagan
Anytime Leadership

23

Scenario #5

Barbara, your 10 yr employee, organized a team activity in your area. She routinely offers to help her peers and was recently acknowledged by a visitor for her kindness and willingness to help. She is not your most skilled technician, but has a desire to get better.

Danielle M Fagan
Anytime Leadership

24

Scenario #6

Melissa was asked by a peer to cover a shift. She agreed to help her colleague, despite having to rearrange personal plans to help cover the schedule.

Danielle M Fagan
Anytime Leadership

25

Scenario #7

Bob was walking into work today, and noticed a visitor was lost in the building. He stopped and helped the visitor, walking them to their destination. Bob takes pride in his work and believes in the organizations mission, vision and values.

Danielle M Fagan
Anytime Leadership

26

Summary

Recognition is proven among the best methods of improving work motivation and employee engagement!



Danielle M Fagan
Anytime Leadership

27

Sources

1. Jack Curran. IBISWorld Industry Report 6221I. "Hospitals in the US". April 2016.
 - a. Internal Link: <https://www.dropbox.com/home/Socially%20Conscious%20Team%20Folder/04%20cas%202017/07%20Research/Healthcare?preview=6221I+Hospitals-in-the-US+Industry+Report.pdf>
2. Dmitry Diment. IBISWorld Industry Report 6231I. "Nursing Care Facilities in the US". March 2016.
 - a. Internal Link: <https://www.dropbox.com/home/Socially%20Conscious%20Team%20Folder/04%20cas%202017/07%20Research/Healthcare?preview=6231I+Nursing-Care-Facilities-in-the-US+Industry-Report.pdf>
3. Kevin Kruse. Forbes. "The ROI of Employee Engagement in Hospitals." February 26, 2015.
 - a. Link: <https://www.forbes.com/sites/kevinkruse/2015/02/26/the-roi-of-employee-engagement-in-hospitals/#3ecff53544ce>
4. Rick Sherwood. Harvard Business Review. "Employee Engagement Drives Health Care Quality and Financial Returns." October 30, 2013.
 - a. Link: <https://hbr.org/2013/10/employee-engagement-drives-health-care-quality-and-financial-returns>.
5. Quantum Workplace. "Employee Engagement in Healthcare: Three Key Ingredients to Cultures That Save More Lives"
 - a. Internal Link: <https://www.dropbox.com/home/Socially%20Conscious%20Team%20Folder/04%20cas%202017/07%20Research/Healthcare?preview=Employee-Engagement-in-Healthcare.pdf>
6. Dr. Martin Makary, Dr. Michael Daniel. British Medical Journal. "Medical Error – The Third Leading Cause of Death in the US." May 3, 2016.
 - a. <http://www.bmj.com/content/353/bmj.i2139>
7. New York University. "Keeping Nurses on the Job: Retention is Part of the Answer to the Nursing Shortage." March 30, 2009.
 - a. http://www.nyu.edu/about/news-publications/news/2009/march/keeping_nurses_on_the_job.html
8. Jeff Burger, Andrew Giger. Gallup. "Want to Increase Hospital Revenues? Engage Your Physicians." June 5, 2014.
 - a. <http://www.gallup.com/businessjournal/170786/increase-hospital-revenues-engage-physicians.aspx>
9. Kronos Incorporated. "Employee Engagement in Nursing". May 08, 2017.
 - a. <https://www.kronos.com/about-us/newsroom/kronos-survey-finds-nurses-love-what-they-do-thought-fatigue-pervasive-problem>
10. Press Ganey. "ACHIEVING EXCELLENCE: THE CONVERGENCE OF SAFETY, QUALITY, EXPERIENCE AND CAREGIVER ENGAGEMENT". 2017
 - a. LPLINK: <http://www.pressganey.com/resources/white-papers/2017-strategic-insights-achieving-excellence>
11. Graham S. Lowe. ResearchGate. "How Employee Engagement Matters for Hospital Performance." April 2012.
 - a. https://www.researchgate.net/publication/225296126_How_Employee_Engagement_Matters_for_Hospital_Performance
12. Dan Witters, Jim Harter, Sangeeta Agrawal, and Kirit Kanitka. Gallup. "The Best Way to Keep Hospital Patients Safe." June 15, 2013.
 - a. <http://www.gallup.com/businessjournal/163013/best-ways-keep-hospital-patients-safe.aspx>
13. Jeff Burger, Luke Sutton. Gallup. "How Employee Engagement Can Improve a Hospital's Health." April 3, 2014.
 - a. Link: <http://www.gallup.com/businessjournal/168149/employee-engagement-improve-hospital-health.aspx>
14. Michael A. West, Jeremy F. Dawson. The King's Fund. "Employee Engagement and NHS Performance." 2012.
 - a. Link: <https://www.kingsfund.org.uk/sites/files/kt/employee-engagement-nhs-performance-west-dawson-leadership-review2012-paper.pdf>
15. Tony Zordich. Consortium for Patient Engagement. "Evidence Base Showing Patient Engagement Reduces Errors, Reduces Costs, Increases Patient Satisfaction." December 5, 2014.
 - a. <http://cope.tips/evidence-base-showing-patient-engagement-reduces-errors-reduces-costs-increases-patient-satisfaction/>
16. Rick Blizard, D.B.A. Gallup. "Nurse Engagement Key to Reducing Medical Errors." December 27, 2005.
 - a. <http://www.gallup.com/poll/20629/nurse-engagement-key-reducing-medical-errors.aspx>
17. Matthew D. McHugh; Linda H. Aiken; Myra E. Eckenhojf; Lawton R. Burns. Healthcare Management Review. "Achieving Kaiser Permanente quality." July 2016.
 - a. <https://www.ncbi.nlm.nih.gov/pubmed/26131607>
18. Tamara Rosin, Becker's Hospital Review. "Bridging the divide: How the level of physician engagement can make or break your hospital" April 14, 2015.
 - a. <http://www.beckershospitalreview.com/hospital-physician-relationships/bridging-the-divide-how-the-level-of-physician-engagement-can-make-or-break-your-hospital.html>

Danielle M Fagan
Anytime Leadership

28

Q & A

Danielle M Fagan, MSW LICSW
Anytime Leadership

12 Red Oak Way

South Kingstown, RI 02879

www.daniellemfagan.org

daniellemfagan@gmail.com

@daniellemfagan

401-439-9290

Danielle M Fagan
— Anytime Leadership