

There's a Promise at the heart of our Cook Children's culture:

Knowing every child's life is sacred, we promise to improve the well-being of every child in our care and our communities.



We connect.

Seeing the world through your eyes

We accept and value every person for who they are. We empathize with their unique circumstances and meaningfully connect so they know we're doing our best for them.

We collaborate.

Embracing togetherness

We're all in it together—families and communities included. We believe in collegial collaboration, knowing the whole is greater than the sum of its parts.

We elevate.

Finding moments for magic

Our goal is to add a bit of magic to the moments that matter—both big and small.

How should everyone feel? Like family.



Creating Connection Opportunities

March 14, 2023





“When leaders round on staff they stay connected to the work, staff feel supported, problems get solved more quickly, and team resilience and engagement improve.”

- Press Ganey

Organizational Health

Safety
Quality
Experience of care
Workforce engagement
Performance Improvement

why

Connect
Check
Concerns
Commit

how

who

Rounders

Executive Leaders & Board
Medical Leadership
Mid-Level Leaders
Frontline Staff

what

Influence for performance
Ideate for information
Inform for understanding
Inspire for courage
Inspect for safety/improvement

purpose . commitment . accountability

Influence

for performance

I will prepare before rounding.

I will be aware of what I expect to observe and what preeminence looks like for this area.

I will reflect on what I know about this area and intend to learn about what I don't know.

Inspect

for improvement

I will be educated on the safety issues common to this area and in current conditions.

I will review Gemba boards, action plans and/or goals to be informed of what they are working on.

I will reflect on what is specific about this patient population or group of staff.

Ideate

for innovation

I will actively listen and seek input from patients and staff.

I will see the world through their eyes to understand preferences and perspectives, and optimize choices for staff and patients.

I will embrace togetherness and role model collaboration.

Inform

for understanding

I will provide information, address misunderstandings and educate.

I will affirm my understanding and patients' and families'.

Inspire

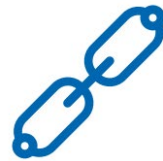
for courage

I will set the tone with my presence, body language and voice and most importantly my actions.

I will recognize my influence and project optimism and confidence when team members feel thwarted or discouraged.

I will acknowledge feelings and encourage staff and patients to engage in dialog.

The How



"It's great to see you"
"How are your kids doing?"
Build on the relationship

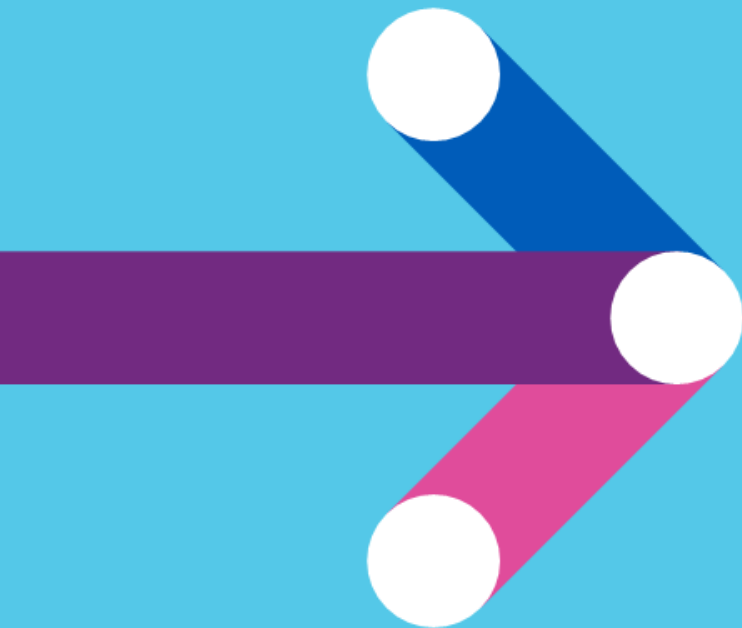
Connect
Relate human
to human

Collaborate
Listen and
partner

Elevate
Reflect and take
next step together

"Thank you for all that you are doing"
"I will follow up on this"
"Here's what we're going to do..."
"Let's discuss with..."

"What is going well?"
"Do you have what you need?"
"What concerns do you have?"
"What should we do about it together?"
"We are working on addressing...what are your thoughts about that?"
"Tell me what your team is focused on."



Purpose

- Round/connect with intent
- I am present. I am listening. I am understanding
- Show appreciation and recognize

Commitment

- Schedule/Dedicate a set time
- At least 2 areas a week; more when there are known stressors
- Consistency is key
- Close the loop; act on what you learn

Accountability

- This will be a standing agenda item during senior executive leadership meetings. You'll learn about other ways that we will compile this information so we can respond and address any issues appropriately.

Next Steps

- Block time to round and make it a priority
- If not over patient-care areas, who do you primarily serve in the organization? Round there.
- After each Wednesday, reflect on:
 - What are you proud of that you are seeing?
 - What are you concerned about?
 - What do you need partnership on to address?

Watch for ways that we will share/compile all that you learn.



purpose
commitment
accountability