How To Have Fun At Work And Not Get Into Trouble

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Objectives

• Discuss employee engagement and how it starts with the leader

• Share tips and tools for leaders to use to connect with staff

• Offer ideas for reward, recognition and celebration
University Health Care System

• Full service health system with two hospitals, two nursing homes, a continuing care community, prompt care facilities, physician practices and multiple campuses

• University Hospital:
  – 581 acute care beds
  – 22,000 adm/yr; 430,000 outpatient visits; 77,000 ED visits; and 12,000 CV interventional procedures
  – 3,000 births

• Leader in Quality and Patient Safety
Consumer Choice Award for 16 Consecutive Years
National Average: Only About 30% Of Employees Are Actively Engaged In Their Jobs
What Does An Engaged Employee Look Like?

• Focused on the job

• Understand the task at hand – capable

• Serving a purpose – job has meaning

• They have trust in their leader

• The employee’s opinion matters – they have a voice

• Feels connected to a group – a member of the team
Leadership And Engagement

- Nearly all employees want to make a difference
- You – the manager – have a high degree of influence over engagement
- Provide context and keep workers on track
- Invest in the resources needed to get the job done
- Support the intrinsic emotional drive of your people
- Employees want validation
- Keep them in the loop on status of strategic plans and challenges
- Develop employees – provide continuing education
HIM Education Summits

Relax

Network

Learn

HIM Educational Summit

Sponsored by HealthPort®
Employee Rounding

- Meet with each employee once per month
- Use a tool to document rounding
- Great way to connect with employees
- Give them an opportunity to offer ideas – have a voice
- Identify things that may be barriers to getting the job done
- Offer support, assistance, resources
- Post results – develop a monthly report
- Follow up until closure
Leader/Direct Report Rounding Log

• Personal connection – children, spouse, family, weekend plans?
• What’s working well today?
• Is there anyone I should recognize for doing great work? Who, what/why?
• Are there any physicians/departments that I should recognize? Who, what/why?
• What is one process that you have identified/are working on for improvement in your area?
• Do you have the basic tools and equipment to do your job?
• What is the status of your goals?
• What can I do to help you right now?
Hoopnotica

• What is the difference between Hoopnotica and Hula Hooping?

• Hoopnotica combines larger, heavier hoops with an internationally acclaimed fitness curriculum for an exhilarating workout that blasts 400-600 calories per hour.
Hoopnotica Anyone?
Ways to Reward and Recognize Staff

• Give verbal praise – positive, specific and sincere
• Handwritten thank you notes mail to home
• Give ribbon of recognition
• Group lunch or ice cream social
• Gift card, meal tickets, movie tickets
• Employee of the month program
• Small gift of appreciation
Department Bulletin Board

• Name the board contest
• Post key metrics – DNFB, ROI TAT, Coding Audit results, Document Capture TAT, etc.
• Announce birthdays
• Post rounding stop light report
• Post pictures of recent departmental events
• Highlight new employees
• Letters of praise
Get On Board…

Standards of Behavior
Growth
Grow Relationships between our Customers and Staff!!

"TY"
Mission Possible

- Do your employees know the mission and vision of your hospital?

- Do your employees know how they relate to the mission of the hospital?

- Have you ever asked your employees how they relate to the hospital’s mission?

- Are your department goals aligned with the values or guiding principles of your organization?
Mission
The Mission of University Health Care System is to improve the health of those we serve.

Vision
The Vision of University Health Care System is that patients will insist on University, employees will be proud to be part of University and physicians will prefer University because we set the standard for high-quality, safe care and exceptional service.

Values
The employees, management and medical staff of University Health Care System share a deep commitment to the health of the citizens of our communities. We are guided by the following commitments:
Quality, Safety, Service, People, Growth, Affordability
Our Department Exercise

• “I don’t know anything we do personally that will improve the health of any patient…but do good work and serve University as a whole.”
• “My role in coding is to see that we get appropriate reimbursement.”
• “Be kind and compassionate as we serve the patient.”
• “Ensure accurate documentation is captured so it reflects the entire health history of the patient.”
• “WE are instrumental in patient care by doing everything needed for the medical record.”
  – There are no wrong answers.
Engage-Connect- Celebrate

• Have employee identify one personal goal and one departmental goal for the year.
• Form an employee Activities Committee to plan events for the department.
• Celebrate HIP Week.
• Ask employees to identify speakers for the next department meeting – what topics are they interested in hearing.
• Get to know your employees – round, my favorites, how I want to be recognized.
• Plan offsite retreats with management staff-have them present an update on their area.
Have Fun At Work!

• A happy employee is a productive employee. They are 3 times more productive than disengaged employees.

• Human beings are hard-wired to seek attachment to a group. Provide the environment for employees to connect.

• Plan activities and take the time to have fun. Make work a fun place to be!