



# Creating a *Healthy* Workplace through *Strong & Compassionate* Workplace Partnerships

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# Objectives...



- ▶ To understand the incredible need for healthy, supportive, compassionate workplace relationships.
- ▶ To learn how you contribute to the experiences that you, your patients and workplace peers have in the healthcare environment.
- ▶ To develop strategies that you can apply immediately in your healthcare experiences with peers and patients.

The Patient & Family are ALWAYS at the Center! It's Non-Negotiable!



# The Reality of Unhealthy Healthcare Environments:

- ▶ 48% intentionally decreased their work effort.
- ▶ 47% intentionally decreased the time spent at work.
- ▶ 38% intentionally decreased the quality of their work.
- ▶ 80% lost work time worrying about the incident.
- ▶ 63% lost work time avoiding the offender.
- ▶ 66% said that their performance declined.
- ▶ 78% said that their commitment to the organization declined.
- ▶ 12% said that they left their job because of the uncivil treatment.
- ▶ 25% admitted to taking their frustration out on customers.

# The Legacy of Your Work... How Will You Be Defined?



# Compassion

Compassion is **at the heart** of every little thing we do. It is the **dearest quality** we possess, yet all too often it can be cast aside with consequences too tragic to speak of. To lose our compassion, we lost what it is **to be human**.



# How do we SEE our professional peers?



# Benchmarks of a Healthy, Compassionate Workplace



Professional  
Respect



Contributions  
are Valued



Peers Show  
Kindness



Personal  
Ownership &  
Accountability



Teamwork is  
the Strategy



Solutions Based  
Environment



Positive  
Attitudes



# The Top Contributors to Sentinel Events & Dissatisfaction in Healthcare...



Teamwork



Communication

# The Breakdown In Healthy, Compassionate Care Toward Co-workers...

Unprofessional  
Professionals

Seek & Destroy  
(Bullying)

Gossip

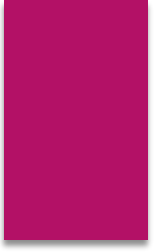
Negative/Toxic  
Attitudes

Poor Effort &  
Results

# How are workplace “environments” created?



- ▶ Behavioral EXPECTATIONS are defined, clear and held accountable.
- ▶ Every EMPLOYEE conducts themselves in ways that uplift the work and the care of patients and families.
- ▶ Positive, productive, “right” CONTRIBUTIONS are celebrated and praised.



“We all need to be honest at looking at our own behaviors and sensitivities...”

-Joy Longo, PhD, RNC-NIC

# *The Fundamental Attribution Principle*

- ▶ “**You**” do bad things because you are **flawed/bad**.
- ▶ “**I**” do bad things because of **my situation**.
- ▶ “**You**” are successful because of **your environment**.
- ▶ “**I**” am successful because of **my character/who I am**.

# What Causes People to Become Toxic or Behaviorally Unhealthy In their Workplace?

Personal Problems

People Problems

Don't Feel Heard

Afraid of Losing Their Job

Crabby & Tired

Are/Feel Under Appreciated

Poor Interpersonal Skills

Concerns About Job Expectations

# Personal Strategies to Promote a Healthy, Strong, Compassionate Workplace:

1. Examine your own behavior and how you contribute to civility or incivility.
2. Take a temperature check on how your team members/staff treat one another.
3. Don't listen to or tolerate rumors/gossip.
4. Encourage team members/staff not to jump to conclusions about the intent or motives of other staff/patients/families.
5. Stop the blame game and encourage a solutions orientation to problems.

# Personal Strategies to Promote a Healthy, Strong, Compassionate Workplace:

6. Encourage acts of kindness amongst one another.
7. Go out of your way to say thank you.
8. Look for common ground in dealing with conflict.
9. Encourage the practice of forgiveness.
10. Make it safe.





I think every player  
should believe they  
are a  
***difference maker.***

-Brett Favre