



SCL Health

VP of Enterprise Program Management Office, Dave Husted, needed an action plan to improve his department's below average Tier 2 Press Ganey engagement scores. Enter POPIn.

TIER
1

OVERALL
ENGAGEMENT
JUMPING TO TOP

OPEN AND
TRANSPARENT
TWO-WAY **DIALOGUE**

Use Cases

POPIn for Improvement

“How can we better utilize your skills and abilities to maximize your job satisfaction?”

“What should we be doing differently to improve intra organizational communication?”



“POPIn enables SCL Health to engage associates in meaningful dialogue which has a tremendous impact on how we provide superior care, while running a large, complex organization.”

-Dave Husted, VP of Enterprise Program Management Office, SCL Health

Background

Dave Husted, VP of Enterprise Program Management Office (EPMO), leads a 40-person team assembled from various departments over a short time, each with unique cultures. This team dynamic resulted in lower than average Press Ganey engagement scores, putting the department as a whole at Tier 2. Dave immediately developed an action plan to address his organization’s employee engagement issue.

Solution

Dave and his management team moved quickly to leverage POPIn to enlist the team’s input in several key areas:

- Understanding how to improve intra-organizational communications
- Identifying how the team wants to be recognized and how to implement those tactics
- Determining how to better leverage the team’s skills and experience to improve job satisfaction

Through the POPIns, EPMO associates reinforced the importance and desire to consistently meet as a department, both formally and informally. Associates asked to prioritize meetings and opportunities to come together. Along with making staff meetings sacred, Dave launched monthly team meetings dubbed “Donuts with Dave”. Now the team scripts those meetings, using POPIn to organize their questions / topics in advance. They effectively established recurring open and transparent 2-way dialogue.

Associates also highlighted the importance of being involved in decisions that impact their work, and they wanted to better understand role-based competencies as part of their career development. Dave and team launched Lunch ‘n Learns to engage the team, create an environment of learning, and leverage individuals’ experiences and skills.

Result

These simple, targeted responses to team member needs resulted in the EPMO’s Press Ganey engagement scores jumping to Tier 1 at the department level, the highest tier score an organization can earn. EPMO Director Julie Mitchell said, “POPIn helped us go from a productive team and department to wow, a very engaged and high performing team.” In addition, leaders across SCL are reaching out to Dave and his team to learn how they too can use POPIn to support action planning and strengthen associate engagement.