



Patient Care Services RETREAT


 The Colonnade Club
 The University of Virginia
 November 12, 2013

Objectives

Why have a retreat?




- ☞ To think about how we can work together in new and different ways
- ☞ To harness the creativity of our team
- ☞ To foster positive change
- ☞ To transform our culture by improving relationships hindering its effectiveness
- ☞ To create a collective vision for FY14 priorities and expected outcomes
- ☞ To accomplish something together that can't be done by the CNO alone

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Icebreaker

What 3 items will you take with you?



A friend was interested in joining the Peace Corps a few years ago. One of the interview questions was very intriguing:


You can only take 3 personal items with you on your assignment. What will you bring and why?

Assume your basic needs such as food, shelter, and clothing will be met.

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CNO

FY14 Accountabilities/Key Results




- ☞ Successful opening of Battle Building
- ☞ Open North Tower beds
- ☞ Exceed performance targets
- ☞ Continue patient progression planning
- ☞ Prepare Magnet document

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FY14

Accountabilities/Key Results



- ☞ Share your 3-5 accountabilities/key results
- ☞ Ask questions for clarification
- ☞ Identify how you can collaborate or when you need/want to be involved
- ☞ Use the next page to capture notes for follow up

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Name	FY14 Accountabilities/Key Results
Scott	
Maggie	
Jody	
Donna	
Becky	
Karin	
Terri	
Karen	
Lorna	
Ashley	
Nann	

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Team member strengths

☞ For each team member, fill in the blank on the next page:

- ☞ **The contributions you make to this team that I most appreciate are...**

☞ You have 10 minutes to jot down thoughts then be prepared to share with each person

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Name	Contributions most appreciated...
Scott	
Maggie	
Jody	
Donna	
Becky	
Karin	
Terri	
Karen	
Lorna	
Ashley	
Nann	

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Role clarification

- ☞ When do feel like you are working in sync with other areas?
- ☞ When do you feel like you are out of sync with other areas?
- ☞ When do you need your brothers and sisters to help?
- ☞ Describe situations when roles are not clear.
 - ☞ How can we clarify?

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Mini-feedback sessions

And you thought speed dating was fun?

Giving feedback to colleagues can be difficult. Yet giving feedback is one of the most important things we can do to improve teamwork.

- ☞ You will pair off in rounds with every other person on the team
- ☞ During each round you will give feedback and then receive feedback from each other
- ☞ You will have 2 minutes before I ask you to reverse roles

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Speed feedback guide

Fill in the following page prior to the start of the mini-feedback sessions by completing these 2 sentences about each person:

1. **What I wish you would do more of is...**
2. **We could collaborate better if...**

You have 15 minutes to jot down your thoughts

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Name	Do more of...	Collaborate better if...
Scott		
Maggie		
Jody		
Donna		
Becky		
Karin		
Terri		
Karen		
Lorna		
Nann		

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Pairings

Rd 1	Rd 2	Rd 3	Rd 4	Rd 5	Rd 6	Rd 7	Rd 8	Rd 9
Scott Maggie	Maggie Jody	Karin Karin	Becky Karen	Jody Donna	Scott Karin	Scott Donna	Donna Karin	Jody Karin
Jody Becky	Scott Terri	Lorna Terri	Maggie Donna	Maggie Karen	Becky Lorna	Nann Karen	Scott Becky	Maggie Becky
Karin Nann	Lorna Karen	Scott Jody	Jody Nann	Becky Terri	Maggie Terri	Jody Terri	Maggie Karin	Scott Karin
Donna Lorna	Donna Karin	Maggie Nann	Scott Lorna	Karin Lorna	Jody Karen	Maggie Lorna	Jody Lorna	Donna Terri
Karin Terri	Nann Becky	Donna Becky	Karin Terri	Scott Nann	Nann Donna	Becky Karin	Nann Terri	Nann Lorna

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My feedback

The contributions I make to this team that my colleagues appreciate most are . . .

My colleagues want me to do more . . .

My colleagues want me to do less . . .

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Great expectations

What to do before Lorna asks?

- ☞ One-on-one meetings
 - ☞ Bring an agenda
 - ☞ Bring a solution if you have a problem
 - ☞ Review key outcomes
 - ☞ Provide updates on your people
 - ☞ No surprises
- ☞ Get with 2-3 other people and list other expectations

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Accomplishments

☞ What accomplishment are you most proud of achieving over the past year?

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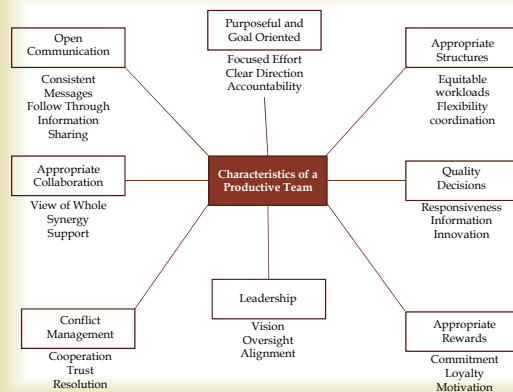
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Support

- ☞ What support do you need that you are not getting?
- ☞ How can this team collaborate better?
- ☞ How do we show pride/loyalty to UVAHS?
- ☞ What best practices are you using in your area that you believe are having a positive impact?

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Your group's task

Are we dropping the ball?

- ☞ Decide if the PCS leadership team is living up to its potential in the aspect of the model your group is reviewing
- ☞ Come up with one or two stories to illustrate your conclusion
- ☞ Present your conclusions by showing that the team is either "juggling" this aspect effectively or "dropping the ball"
- ☞ Tell us your best story
 - ☞ Other teams - applaud if you agree
 - ☞ Remain silent if you do not agree

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Great expectations

What do YOU expect from your direct reports?

- ☞ What are the non-negotiables?
- ☞ What do you expect in the following areas:
 - ☞ Communication
 - ☞ How often should your managers meet with their staff?
 - ☞ How should they connect with evening and weekend staff?
 - ☞ When should they use email? Voicemail? Face-to face?
 - ☞ Quality and safety
 - ☞ Hourly rounding
 - ☞ Bedside report
 - ☞ Growth and development
 - ☞ Coaching, teaching
 - ☞ Providing developmental assignments
- ☞ What happens if these expectations are not met?

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Engagement of our managers

Are we leaning in?

- ☞ What frustrates our managers?
- ☞ What are the top challenges our managers face?
- ☞ What do our managers need from us?
- ☞ How are we giving high performing managers opportunities to grow and develop?

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Closing thoughts

- ☞ One thing you learned
- ☞ One thing you personally commit to doing differently
- ☞ One thing you hope the whole group will do better this year

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