

Project: Development and Launch of the Center for Human and Organizational Potential (cHOP)

Name and Institution: Susan Hingle, SIUSOM

Collaborators and Mentor: John Mellinger, Stacy Sattovia, Leslie Smith, Boyung Suh, Sookyung Suh, Christine Todd, David Ziebler. Mentor Debra Klamen

Topic category: Faculty Development

Background, Significance of Project: To successfully navigate unprecedented changes in healthcare, we need committed, productive healthcare teams working in collaboration with organizational leaders. Studies suggest that 50% of physicians and other healthcare team members experience professional burnout which negatively influences quality of care, patient safety, physician turnover, and patient satisfaction. Although burnout is a systems issue, most institutions operate under the framework that burnout and professional satisfaction are primarily the responsibility of individuals. Studies demonstrate a strong business case for organizations investing in efforts to reduce burnout and promote engagement. Experiences demonstrate deliberate, sustained, comprehensive efforts by organizations make a difference. Professional satisfaction is inextricably linked to wellness. Wellness is also paramount for reaching full potential.

Purpose/Objectives: Our vision is to develop a model for improving well-being and professional growth and satisfaction for staff, faculty, learners, the community, and the SIU SOM organization as a whole. cHOP will

- recognize and cultivate knowledge, skills, attitudes, and abilities to maximize personal and organizational growth.
- promote an evolving process of achieving full human potential through multi-dimensional approaches that foster health and well-being.
- become an integrated tool for organizational success; enabling and enhancing the progress of SIU Medicine's mission.
- provide avenues and mechanisms for SIU that allow it to become an agile organization that is capable of navigating change.
- provide organizational diagnosis, support, expertise, advice and information that assist staff, faculty, learners and departments in developing their knowledge, skills, attitudes, competence and capabilities.
- develop partnerships and infrastructure that ensure effective use of training and development resources, ensuring optimal impact on individual, team and organizational performance.

Methods/Approach/Evaluation Strategy:

- 1) Begin launching the 3 pillars, 1) wellness 2) leadership & excellence and 3) professional development
- 2) Complete a listening tour of key constituents to complete a needs assessment and enhance knowledge about cHOP
- 3) Build infrastructure
- 4) Develop communications plan
- 5) Develop short and long term goals

Evaluation Strategy:

1. Employee engagement survey tracking engagement and well-being
2. Utilization for partnerships and consultations
3. Staff/faculty turnover
4. Attendance at cHOP events
5. Enrollment in cHOP sponsored courses

Outcomes/Results:

cHOP has been launched and infrastructure ~75% built. Initial needs assessment completed via listening tour. Pillar strategy maps have been developed. New SIUSOM engagement survey developed and released.

Discussion/Conclusion/Potential Impact: cHOP will allow for meaningful engagement at all levels, including staff, faculty, learners and community, thus giving opportunity to address needs of the organization. This connected involvement will allow for organizational communication to increase allowing SIU to be more in touch with community, faculty, learners and employees. By identifying performance gaps within departments and individuals with the intent of providing just in-time solutions and continuous development, we will become a model institution people want to be a part of and others want to emulate. cHOP will use change management processes to invest in our people and community to improve well-being, professional satisfaction, and overall experience.



Development and Launch of the SIU School of Medicine Center for Human and Organizational Potential (cHOP)

ELAM Fellow: Susan Hingle, Southern Illinois University School of Medicine

Collaborators: John Mellinger, Stacy Sattovia, C. Leslie Smith, Boyung Suh, Sookyung Suh, Christine Todd, David Ziebler

ELAM Mentor: Debra Klamen

Mission: to invest in our people and community through personal and professional growth to achieve improvement in our lives and health consonant with SIUSOM's mission.

Vision: to be a globally recognized academic model of improving well-being and professional satisfaction

Impact: cHOP will allow for meaningful engagement at all levels, including staff, faculty, learners and community. Investing in our people and community will improve well-being, professional satisfaction, and lives.



PROFESSIONAL DEVELOPMENT

educational and career development
research and clinical development
organizational development

led by
Stacy Sattovia, MD
Boyung Suh, PhD
David Ziebler



LEADERSHIP & EXCELLENCE

leadership training
promotion and tenure
mentoring
organizational excellence

led by
John Mellinger, MD



WELLNESS

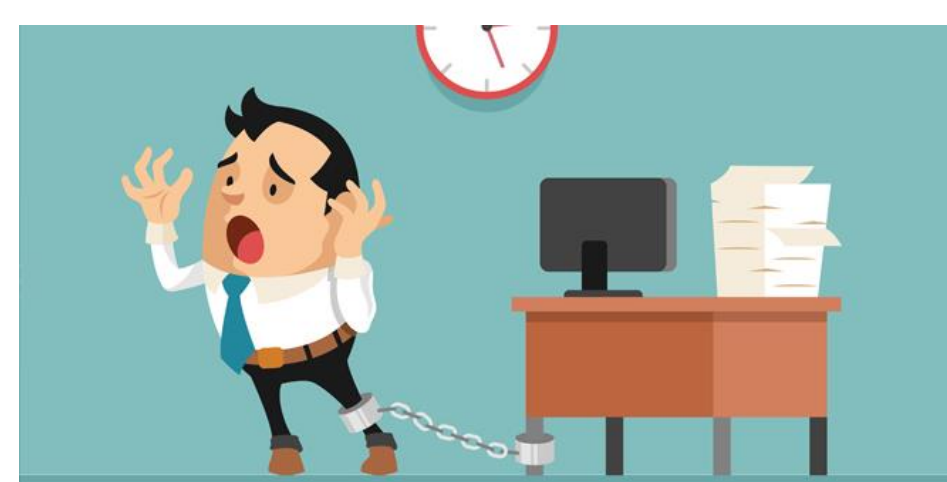
physical wellbeing
behavioral wellbeing
culinary medicine
integrative medicine

led by
Christine Todd, MD
Stacy Sattovia, MD
Leslie Smith, MD

ORGANIZATIONAL CHANGE MANAGEMENT & DEVELOPMENT STRATEGY *led by Sookyung Suh, PhD*



Poor work-life fit



Purpose



Across SIU SOM



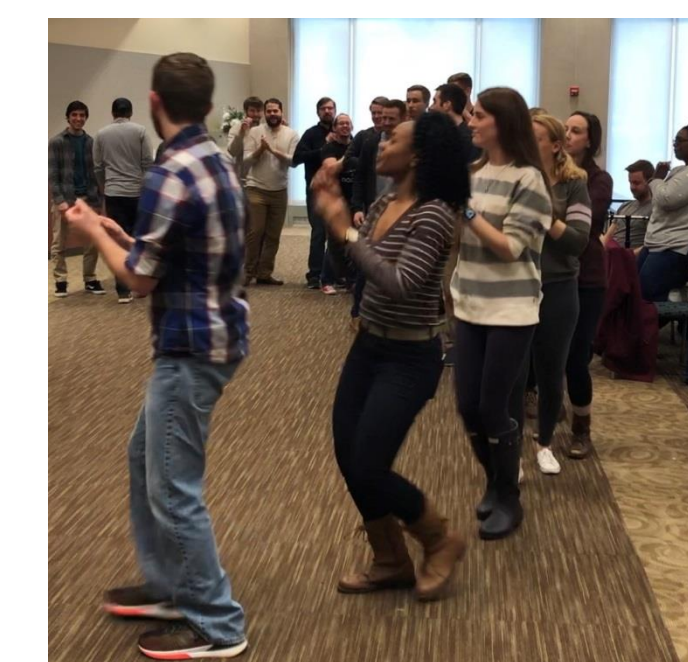
Breaking Down Silos



Wellness Launch



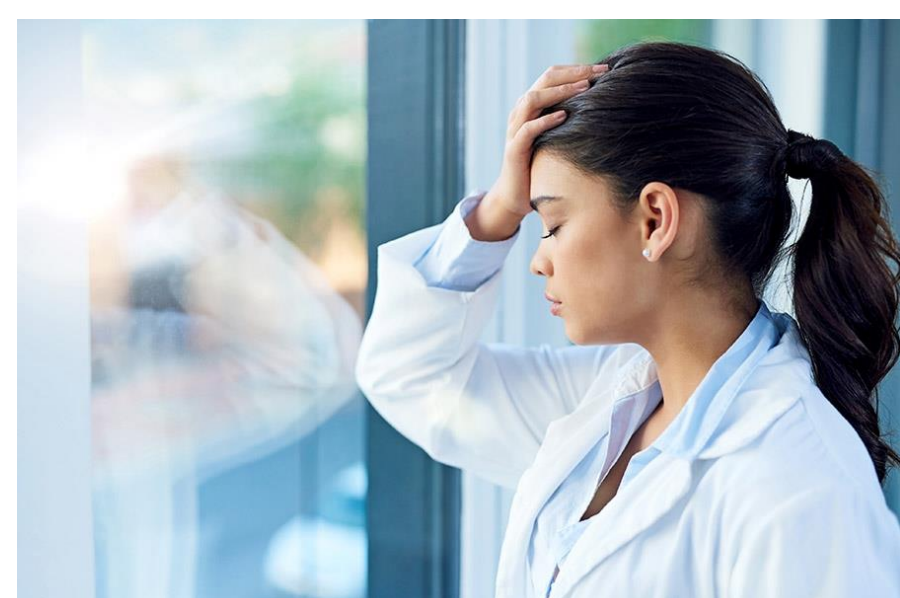
Wellness pop-ups



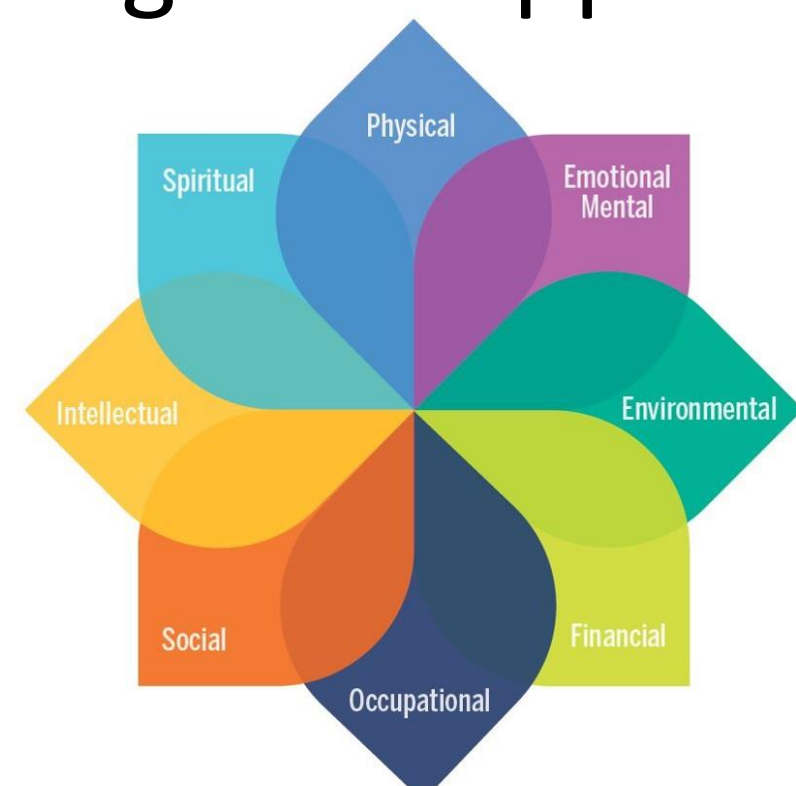
SIU Engagement Survey and Follow-up



Burnout



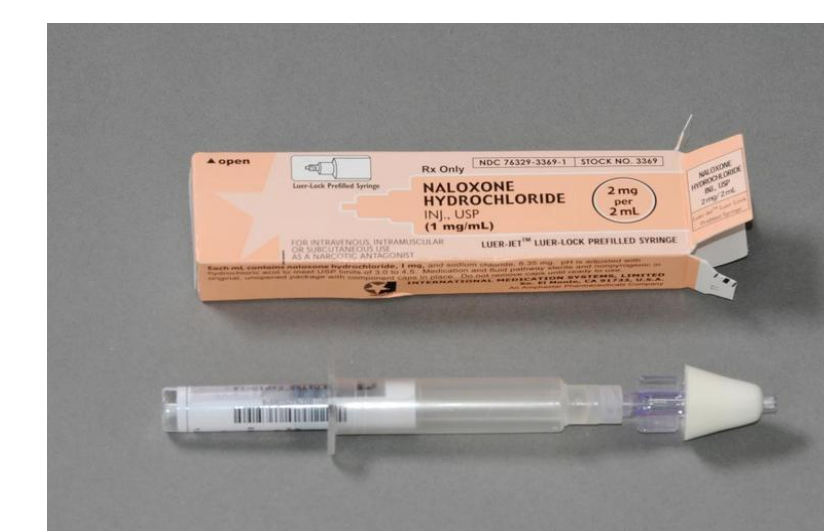
Integrated approach



Hingle Named Associate Dean of New SIU Center for Human and Organizational Potential
December 13, 2018



Professional development pop-ups



Listening Tour

