** STREAM: Engagement**

we’d greatly appreciate your use of this qr code to

record attendance for this HRSA funded program

**Work Stressors:**

**Engagement Case 1: Late Day Admissions**

The afternoons on the inpatient wards are increasingly busy, with many nursing calls, patient issues, and an additional stressor of frequent late admissions from subspecialty clinics. Progress notes must be completed each day, the midst of these other demands. This adversely affects evening handovers, and residents are consistently staying late to finish tasks and notes at the end of the workday. Faculty seeing patients in clinic, residents on the inpatient service, and nursing staff are frequently stressed by these admissions, and worry about errors due to so many conflicting responsibilities.

**Engagement Case 2: Lack of social work staff in outpatient clinics**

Your institution has identified diversity, equity, and inclusion as an important priority of the institution, and addressing health disparities in your patient population in particular. Many residents and faculty recognize the inequities that patient’s experience are due to social determinants of health, and that to address these inequities in a meaningful manner, it will take more attention and personnel devoted to these issues.

**Engagement Case 3: EHR Challenges**

Multiple groups have identified inefficiencies in the institution’s EHR as a major stressor and there seems to be some willingness from hospital leadership to help address this issue. While the challenge seems daunting, leadership has asked them for help in this concern.

**Engagement Case 4: Recruitment and Retention**

Your manager is concerned about maintaining adequate staffing. Your unit is consistently searching for physicians and clinical staff; as soon a position is filled, someone else leaves the department. This is causing frustration as people are having to spend more time training new employees and providing gap coverage in addition to their regular job responsibilities.

**Engagement Case 5: Teamwork Culture**

Your department has difficulty functioning as a high-performing team. There are several people who many describe as ‘difficult’ and there are small groups who don’t like working together. In order to keep clinical care running smoothly, management has generally separated people who have tenuous relationships. Management acknowledges the issue and recognizes that clinical care and the work environment would be enhanced if these issues were addressed and improved and is willing to work cooperatively to solve.

discuss options for equitable solutions to determine conference/vacation schedule

**For your case:**

 Step 1: Choose a scribe

 Step 2: Choose a spokesperson

 Step 3: Consider 2 (or more) potential solutions to the issue presented.

 Consider the explicit steps or action items needed to accomplish the solution.

 Step 4: Be prepared to share with the larger group!

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Possible Solution 1 | *On a scale of 1 (not invested at all) to 10 (very invested), how invested is my institution likely to be in this issue AND solution?* | Step 1 | Step 2 | Step 3 |
|  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Possible Solution 2 | *On a scale of 1 (not invested at all) to 10 (very invested), how invested is my institution likely to be in this issue AND solution?* | Step 1 | Step 2 | Step 3 |
|  |  |  |  |  |

Individual Activity: Commitment for Engagement

Identify an action item(s) and **write 1-2 down**

|  |
| --- |
|  |

Thank You

We’re so glad you could be part of this program with us today. Thank you for your participation!

Please help us out by completing this 6 question evaluation today! We’d love your input re: Content relevancy, DEI incorporation, interactiveness of session, facilitator effectiveness, likelihood to recommend, and an open ended section for anything you’d

 like to note.

 You’ll receive a follow up survey in two weeks and six months.

 We’d love your feedback!

 Eval



Extra Resources Available to You

STREAM Resource Library

There are extra STREAM resources and activities available for your use on our site as well.  We have more videos, worksheets, and other links that you may find beneficial.  Check them out here:

note: these materials are available for anyone with a STREAM account

 Resources

 

STREAM App

Download our app, available for free

Apple: Android:

  

Features

 -Buddy chat (anonymous capability)

 -Goal setting and tracking

 -Journaling

 -Links to extra STREAM resources on the app

 -Opportunity to provide feedback for STREAM programming

Follow us on Twitter: STREAM@elms