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**Engagement**

**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. Use the “Step” boxes to consider the explicit steps or action items needed to accomplish the solution. Use the example below to guide you.

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

**Example Case: Hitting your RVU target**

An important goal of your institutional leadership is to assist faculty to generate necessary clinical income. To receive the incentive plan, the division to meet/exceed the 75%ile RVU target (prorated for clinical FTEs) for the entire group.

You are in a group of 16 faculty.

Generate action-oriented solutions for positive engagement in this issue

Possible solutions: lobby for no RVU targets; make EMR more capable of achieving appropriate RVU per encounter; hire a coder to accurately capture billing; hire scribes to permit faculty to maximize clinical pace; adjust assignments inside group; provide transparency to group about individual efforts for frequent feedback/reminder

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| Possible Solutions | *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 |
| Lobby for no RVU targets |  | Develop a “no RVU targets” advocacy group | Research how faculty at comparator institutions are assisted to achieve necessary RVUs | Propose several options to leadership after defining preferences of faculty group |

**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.

* You are in an institution of ~1000 trainees and faculty
* Generate action-oriented solutions for positive engagement in this issue.

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| Possible Solutions | *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 |
| 1. |  |  |  |  |
| 2. |  |  |  |  |

**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.

* You are in an institution of ~1000 trainees and faculty
* Generate action-oriented solutions for positive engagement in this issue.

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| Possible Solutions | *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 |
| 1. |  |  |  |  |
| 2. |  |  |  |  |

**Engagement, Case 3: Making the EHR work better for physicians**

Multiple physician groups (among faculty and residents) 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 turned to physicians and asked them to help in this concern.

* You are in an institution of ~1000 trainees and faculty
* Generate action-oriented solutions for positive engagement in this issue.

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| Possible Solutions | *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 |
| 1. |  |  |  |  |
| 2. |  |  |  |  |

Personal Reflection

What is something you feel is important to improve?

Who could you enlist to join you in making this improvement?

Who will need to sponsor this activity?