How to Foster Cross-Team Collaboration and Improve Morale in Healthcare

Background….
The Ohio Department of Aging serves as Ohio's sole state agency support meet the needs of Ohio's elders with a mission to deliver practical, person-centered strategies and services that will strengthen and support Ohio's elders and their communities.

The Challenge…
In 2014-2015, as part of the state's plan to operate more efficiently, 5 new departments were added to the agency. For the first time in the agency's history, team member who had never worked together were being asked to collaborate and adjust to partnering in new ways to achieve the Department's mission of helping Ohio's elder population. According to the agency's Director, "Everyone has their own way of doing things because that's the only way they've known". Given the departments ambitious plans for serving as a entry point for elder care, silo mentality was not an option. The department needed a caring, data, and results-driven approach to fostering collaboration.

Results Achieved….
The Change Shop's™ Founder, Robert E. Smith consulted with the Director and several members of the leadership team to map out an approach to team-building and collaboration that would work to bring the different groups together. Using a combination of team-building workshops, targeted consultation, and custom assessments, The Change Shop team helped the Ohio Department of Aging achieve its short-term goals of fostering improved morale and cross-team collaboration. This effort enabled the agency to launch its long-term services and support initiative in 2017, the "single entry point" agencies for access to long-term services and supports. Such cross-care collaboration would be have been possible with TCS expertise and data-driven insights.

How The Change Shop™ (TCS) helped

- ☐ **The Change Shop™ (TCS) Consulting and Advisory team created a customized team-building workshop** to identify 12 dimensions of performance and group dynamics for high-performing teams

- ☐ **Tested different workgroup change scenarios using the [Change Simulator]180** to identify areas to target for interventions and additional communication.

- ☐ **Provided on-site team-building activities that allowed groups across siloes to work together for the first time,** resulting in highest-ever satisfaction ratings for a facilitated in the dept.'s history.

- ☐ **Created specific team and group activities using the [Organization]180 tool** over the course of 6-months resulting in increased change commitment, productivity, and morale scores.

Results

| Cross-Team Productivity **+22.6%** | Reduced number of complaints **-44%** | Improved Employee Engagement **+41%** | Agency goals achieved on target **100%** |

Since starting change management using **The Change Shop's™** tools:

✓ Cross-Team (measurable) Productivity increased **+22.6%**

✓ Reduced manual feedback work **-44%**

✓ Improved Employee Engagement **+41%**

✓ Transformation goals achieved on target **100%**

"Helped me see how I operate in a team and under what conditions. Helped me learn more about my new colleagues, be more accepting, and be more clear about what I need."

Team Member / TCS™ Workshop Participant
Ohio Department of Aging

"I thought this was one of the best team building exercises (for me personally). All presenters were very good. I was impressed with Robert Smith's presentation and tools."

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