

PivotPoint

changing healthcare by changing behavior



Engaging the workforce in growing and sustaining healthy workplace cultures

Want the best workforce? Grow healthy behavior at work.
Want to reduce risk? Get rid of harmful behavior at work.

HEALTHY BEHAVIOR REDUCES MEDICAL PROBLEMS

Healthy Behavior

cooperation
respect
understanding
calm
communication
showing appreciation
being available
get past hierarchy
fair
friendly
respect for privacy
helping out
cultural awareness
pride in work
recognize other's skills & abilities
engaged
listening
being responsible
fun and humor
respect for time
deal with conflict
sharing information
honesty
greeting people
good attitude

Harmful Behavior

belittling
intimidation
threatening
condescending
rude
demeaning
slacker
manipulative
whining
yelling
accusing
lying
favoritism
unwanted sexual advances
bad attitude
poor team work
gossip
undermining
silence
moodiness
public criticism
talking behind colleague's back
laziness
bullying

5-stage process

Stage 1

TEAM BUILDING A 12-18 member team is formed which reflects the job, role and staff diversity of the workplace. The team meets once a month for an hour over an 18-month period. Months 1-3

Stage 2

ASSESSMENT The staff is surveyed and the results are shared and used to develop an action plan. The survey is a tool for measurement, evaluation, education and intervention. (73,000 survey respondents over 15 years from 350 organizations) Months 2-6

Stage 3

IMPLEMENTATION The team develops an action plan with measurable outcomes and implements it. The survey findings become a springboard for innovation, skill-building, training and education, and new policies and practices. Harmful behaviors decline and are replaced by healthy behavior. Months 3-18

Stage 4

EVALUATION Concrete outcomes are identified, measured and used for tracking, trending, and analysis. Behavior is directly linked to employee performance, retention, patient/client and employee satisfaction, growth and revenue. All this work is in-service to the mission and vision of the organization. Month 4-ongoing

Stage 5

SUSTAINING Healthy behavior changes an organizational culture. Organizations utilize this work in hiring and new employee orientation. By engaging all staff in identifying healthy compared to harmful behaviors, standards of behavior are agreed upon throughout the organization. To maintain the changes, improved job performance tools are put into practice and on-going education and training programs are adopted. Month 4-ongoing