

Case Study

Client

Regional Medical Center, Northern Indiana - This center, with over 3,000 employees, has been offering a wide variety of programs and care to serve their commitment to providing the community with quality healthcare.

Situation

It is inevitable for a rapidly growing organization to be susceptible to issues that wouldn't matter otherwise. Employee engagement strongly correlates to Patient Satisfaction, Perception of Safety and Physician Satisfaction. Employee engagement issues surfaced among departments and needed immediate action. The results of the annual engagement study stratified departments into three engagement tiers. Tier I departments identified as the most employee engaging, while Tier III was the least employee engaging department.

Approach

The Coaching Authority was asked to partner with the Healthcare organization aiming to improve employee engagement scores for Tier III departments. Over the course of 9 months, The Coaching Authority conducted 5 workshops, 35 individual talent profiles and over 50 individual coaching sessions for managers at the Medical Center.

Results

These workshops resulted in a 55% overall increase in the employee engagement scores from 2015 to 2016, while an outstanding 64% increase in the employee engagement scores in the Tier III departments from 2015 to 2016.



Patrick S. Frazier
THE COACHING AUTHORITY

The Coaching Authority helps individuals and organizations to improve results and reach new levels of performance.

As founder and owner of The Coaching Authority, **Patrick Frazier brings over 20 years of experience** in project leadership, process improvement, people development and business planning. His **results focused approach** has helped positively impact hundreds of individuals and organizations.

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Available Topics



Playbook for Success – A Champion's Guide

- Part 1: Improving Communications
- Part 2: Building Trust
- Part 3: Handling Conflict
- Part 4: Crucial Conversations



Get in the Game: Teamwork makes the Dream Work

- Part 1: Understanding the Five Dysfunctions of a Team
- Part 2: Building Trust, Commitment, and Communication
- Part 3: Encouraging Collaboration and Commitment
- Part 4: Dealing with Negative Behavior
- Part 5: Leading Like your Life Depends on it!



Mission Possible - Enhancing Engagement

- Part 1: Know Thy Self
- Part 2: Gaining Trust and Credibility as a New Manager
- Part 3: Who's Problem is it Anyway?
- Part 4: Why be 'Good' when we are called to be GREAT?
- Part 5: What's the plan, Stan?