

Increasing Provider Engagement in Meetings

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ICAHN FELLOWSHIP

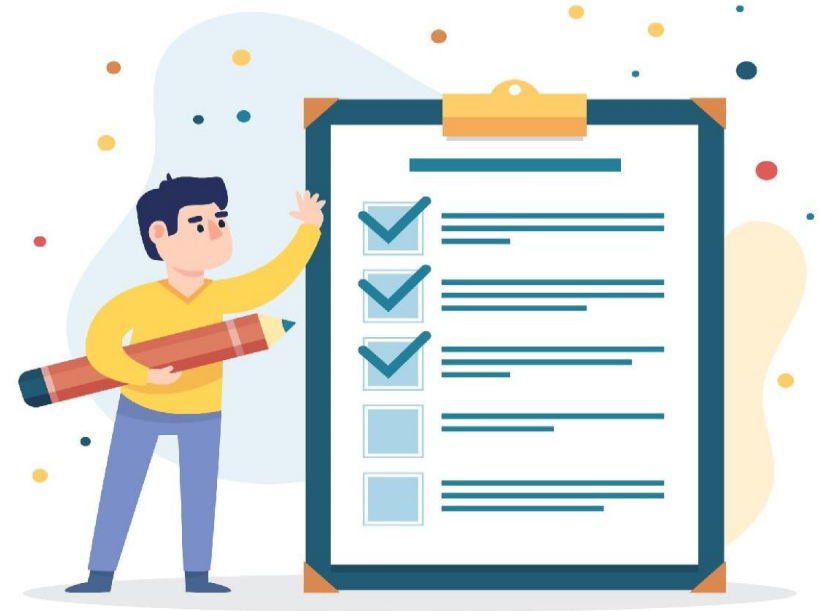
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HORIZON
HEALTH

Project Overview

- “My organization, Horizon Health, is developing an engagement process to help our providers actively participate more in service line team meetings.”
- Email questionnaire



Objectives/Timeline

- Why provider engagement matters
- What gets in the way?
- Make meetings worth attending
- Move beyond passive listening
- Turn meetings into action



Stakeholders & Buy In

- Kathy Hull - Coach
- Providers (Physicians & APPs)
 - Keep it Meaningful
 - Create a culture of inclusion (every voice matters)
- Staff
- Leadership



Successes & Barriers

- Successes
 - Collecting feedback in meetings & follow through
 - Delegating action items with owners & timelines
 - Identifying that this is ongoing
- Barriers
 - Passive providers



Outcomes to Date

- Combined Service-Line Teams
- Guest Speaker each Quarter
- Allotted Roundtable time



Conclusions & Next Steps

- Clear Purpose & Outcomes
- Relevance is critical
- Efficient facilitation
- Interactive vs Informational
- Psychological Safety
- Accountability & Follow through
- Turn meetings into action

