

Engaging Transformation:

Texas Health Huguley Women's Services Team

HISTORY:

- Leadership change in late 2013
- Perpetuated lack of communication, mistrust, conflict, and fear

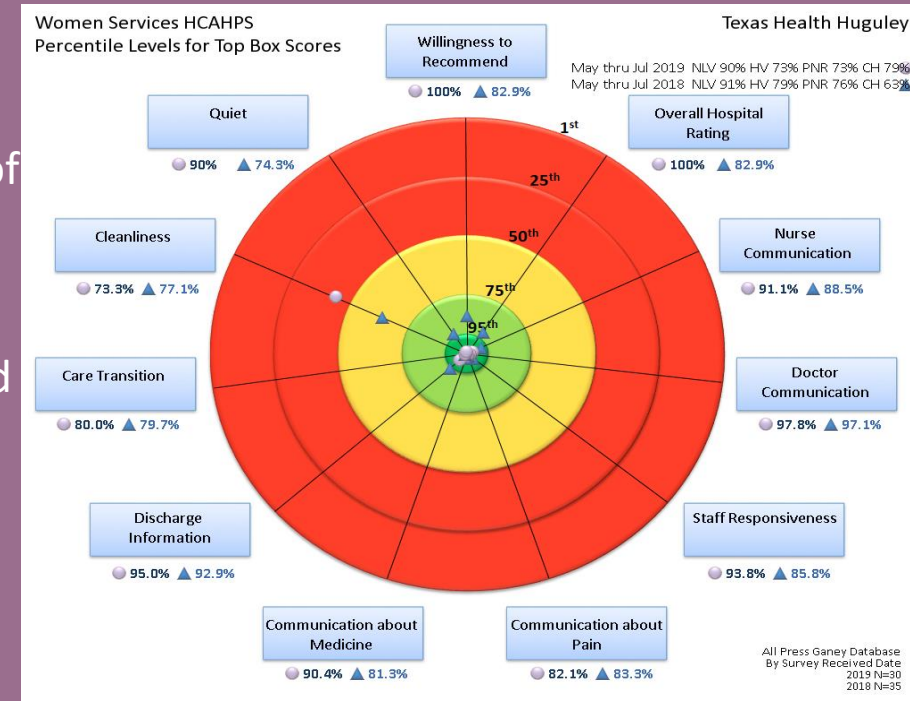
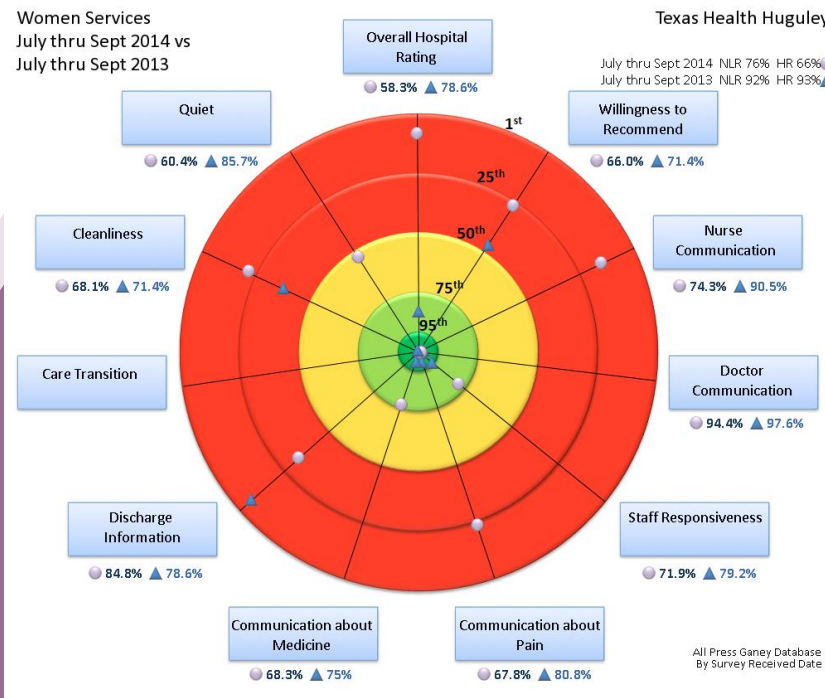
2014 HCAHPS IMPACT:

- Worsening HCAHPS scores at 50th percentile
- Low employee morale and engagement

LEADING CHANGE

New Nurse Manager hired as part of leadership team in 2015

- Platinum Rule: Lead with Love
- Lewin's Theory of Change applied to change culture
- New leadership fostered culture of love, support, trust, & teamwork



IMPACT of LEADERSHIP CHANGES

- HCAHPS rose in nearly every category to 95th Percentile
- Employee Engagement and Satisfaction scores dramatically improved
- Collaboration, trust, teamwork at all-time high levels
- New hires only for growth and selected for cultural fit
- Unit leader sought as mentor for other department leaders