



Hospital-Wide Actions

Below are some of the recent actions we have been taking at a hospital-wide level to foster a culture of engagement for our employees and help provide quality and safe care for our patients.

Employee Engagement Advisory Committee

The Engagement Advisory Committee is a representative group of staff from across Stony Brook Medicine who are passionate about helping to drive the success of the employee engagement action plan.

The committee's Mission is to act on employee feedback by designing, developing, implementing and promoting programs and initiatives to create an employee experience that:

- Fosters an engaging culture of respect, communication and collegiality, and
- Supports excellence in skilled and compassionate patient care.

The committee also champions current engagement efforts by:

- Sharing their commitment to employee engagement
- Having two-way conversations with employees about engagement initiatives
- Encouraging employees to express appreciation to one another via our Stony Brook Stars Program
- Role modeling the behaviors that foster engagement

Many committee members also join workgroups around the key priorities for engagement:

- iCare
- Zero Workplace Harm
- Employee Recognition
- Employee Wellness
- Career Growth

Contact [Kate Guggenheim](#) – Director of Employee Engagement to be a part of the positive changes the committee is making and/or to join one of the employee engagement workgroups.

Enhanced Employee Communications Strategy

An enhanced communications strategy is being developed to address employee feedback around priority audiences, messages and channels.

Your Voice Matters Employee Forums

As part of our ongoing efforts to increase employee engagement and to enhance the work experience here at Stony Brook University Hospital, executive leadership invites a group of employees from across the organization to have breakfast or lunch, and to initiate an ongoing dialogue about how we can improve our work environment. During the conversations, we gain

employee perspectives and insight on what is working well and what employees enjoy about the work experience, as well as opportunities and ideas for us to improve work processes and systems and/or improve the work experience.

All attendees are provided with a follow-up about what we talked about as well as our plans on how best to address any concerns or suggestions that are shared during the discussion.

Contact [Leta Brown](#) if you are interested in participating in a future session.

Leadership Commitments

As part of our commitment to employee engagement and to support our vision to be a world-class institution, recognized for outstanding, compassionate patient care, biomedical research and healthcare education, we have, with the input of our leadership team, developed a Stony Brook Medicine Code of Leadership Commitments for Faculty & Staff. These [Leadership Commitments](#) are tied to our iCare core values (Integrity, Compassion, Accountability, Respect and Excellence), and articulate the way in which those who serve in a supervisory role, should engage with and interact with our employees, students, faculty and others.

Leadership Engagement Education

We are pleased to offer a new two-part learning experience called **“Leadership Strategies which Foster Employee Engagement.”** This *required* education for all Stony Brook University Hospital and School of Medicine leaders is an important step in our journey of cultivating an environment of employee engagement and is comprised of:

1. An online module in which you will learn:
 - a. The importance of employee engagement
 - b. How human nature and social interaction impact employee engagement
 - c. Strategies to drive high levels of employee communication and engagement
2. A half-day workshop that provides opportunities to:
 - a. Build upon and share learnings and experiences around engagement and counseling for success
 - b. Practice with tools and strategies through role plays, case studies and other exercises
 - c. Personally reflect and begin action planning

To access the online module, log on to the Stony Brook Medicine HealthStream [Learning Management System](#), search for the Course Code **HTZ036** and then follow the prompts to enroll, view and open.

To register for the workshop, log on to the Stony Brook Medicine HealthStream [Learning Management System](#), and access the workshop from your “My To-Do List” page or search for the Course Code **HTLD03** and select the course.

- Click “Choose Class”
- Choose the date/time of the session you would like to attend and click “Register” to the right of the session
- You will see a message at the upper left-hand corner saying, “You are registered for a class.” Click [View class details](#) in this message to see important information about your class and add the session to your calendar

NOTE: You will not receive an email confirmation upon registering, but the class will appear under your “To Do” tab.

For questions about our Learning Management System, the online module or registration, please contact our [Corporate Education & Training Department](#).

Stony Brook Stars Program

As part of our commitment to employee engagement and to nurturing a culture of ongoing respect, gratitude and kindness, we introduced “**Stony Brook Stars**,” a new reward and recognition program to supplement our existing programs. This program focuses on expressing appreciation to employees who model our core values of iCare (Integrity, Compassion, Accountability, Respect and Excellence) and who strive to exceed the expectations of our patients, families, co-workers and others. Learn more about how the Stony Brook Stars program works [here](#).

It is important that we take these simple and brief, yet powerful, moments to regularly show our appreciation and especially in challenging times when employees are going the extra mile to help others.

Staff Recruitment and Retention Efforts

- Focusing on the market competitiveness of 6-8 key positions each year
- Employing a proactive recruitment strategy
- Improving the hospital infrastructure (new building with state of the art technology, increasing bed capacity, etc.)

Culture of Safety Efforts

- Interdepartmental teamwork action plans
- Revised Disruptive Behavior policy and improved ease of reporting of safety issues through the “SB SAFE process”
- Hand hygiene and reduction in needle stick efforts
- Created the nurse Wellness series and Physician Wellness program
- Daily “Safety Huddles” so hospital leadership has a pulse on the safety issues in our organization