

Case Study:

Delivering Human Transformation and ROI in a Post-COVID Environment

Background

The Family Birth Center at William Beaumont University Hospital was experiencing increasing challenges created by a number of factors, adversely affecting one of its most important service line locations in suburban Detroit.

1. A congested boardroom/nurse's station was impeding efficient exchange of vital information among all healthcare professionals.
2. The environment itself fostered a destructive communication pattern, which adversely affected teamwork, collaboration and contributed to the high rate of burnout and staff turnover.
3. The clinical flow patterns were suboptimal, failing to facilitate healthy, clear interactions among attendings, residents, advanced practice providers (APPs), and nurses.
4. A lapse in acknowledging the emotional aspects of clinical care under the existing circumstances. The dominant structure seems to diminish the crucial empathetic and caring elements of patient engagements.

After facilitating significant change within William Beaumont University Hospital's Emergency Department, the IHE team was summoned to help solve pressing issues affecting colleague engagement, patient experience, burnout and turnover.

Objectives

The primary goal of this collaboration was to create a cultural transformation within the department that allowed nurses, physicians and APPs to work together with improved communication skills, greater respect and transparency, and elevated focus on patient care. Simultaneously, IHE needed to apply its human-centered design skills to solve important physical limitations of the work environment.

IHE's Solutions for Thriving

The Institute for Healthcare Excellence introduced its Solutions for Thriving program to the Royal Oak Family Birth Center. This holistic approach emphasized the following key components:

- **Resilience Training:** Experiential workshops focused on building resilience, equipping all care team members with tools to manage daily stresses and promote self-care.



- **Communication Proficiency:** Courses were designed to improve interactions, enhancing mutual respect, understanding, and trust.
- **Team Building Initiatives:** Emphasized the importance of collaborative care, where every team member's role is acknowledged and celebrated.
- **Feedback Mechanisms:** Regular check-ins and feedback sessions were established, ensuring that everyone felt heard and valued.

Outcomes

The results of implementing IHE's Solutions for Thriving were both prompt and significant:

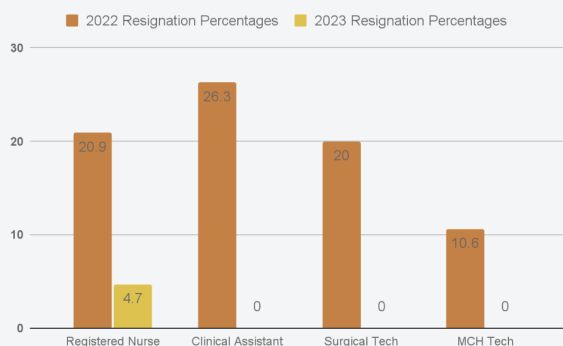
1. **Reduction in Burnout Scores:** There was an **overall 8% reduction** (and as much as 18% within different job functions) in burnout scores. This improvement highlighted a direct positive impact on the well-being and mental health of all care team members.

2. Dramatic Decrease in Nurse Turnover:

One of the most impressive outcomes was the drop in year-over-year **nurse turnover rates from a staggering 21% to just 2%**. This not only meant retention of experienced staff but also indicated higher job satisfaction.

3. **Substantial ROI:** Financially, the investment in IHE's program bore fruit with an **ROI of \$1,518,150 year over year**. This financial gain is a combination of savings from reduced recruitment, training, and orientation costs for all clinicians and team members and the increased productivity and efficiency of a more experienced, satisfied, and stable work environment.

Beaumont FBC Turnover Data Yr/Yr Comparison



2022
09/01/2021- 08/31/2022

Total: 177
Resignations: 37

Total: 19
Resignations: 5

Total: 10
Resignations: 2

Total: 6
Resignations: 1

2023
Since 09/01/2022 - 8/25/2023

Total: 169
Resignations: 8

Total: 20
Resignations: 0

Total: 10
Resignations: 0

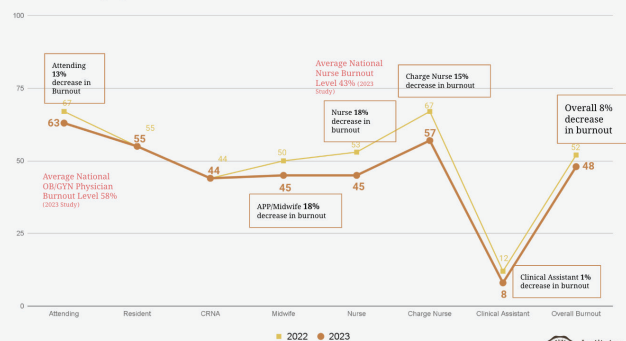
Total: 6
Resignations: 0



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Burnout Reduction by Role

Burnout Percentage by Role 2022 & 2023



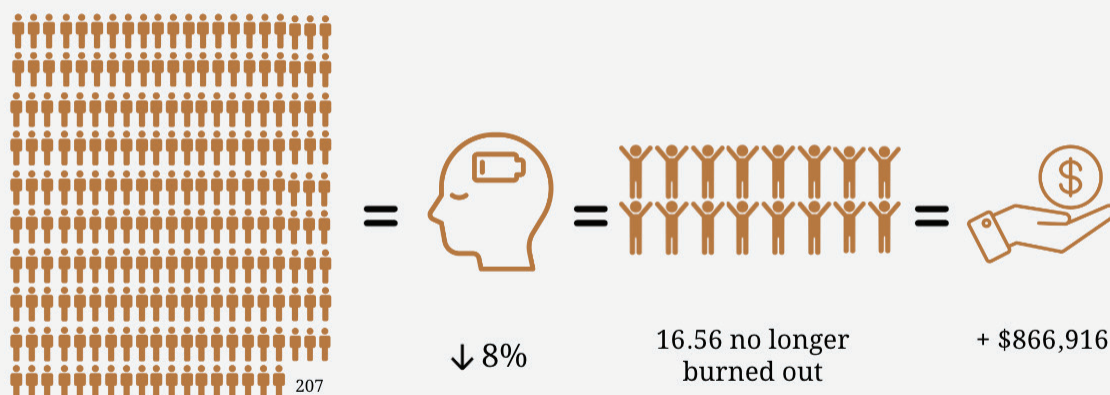
N Size
2022 - 170
2023 - 207



Conclusion

The partnership between the Institute for Healthcare Excellence and Royal Oak Family Birth Center is a testament to the transformative power of strategic, holistic interventions in healthcare settings. By prioritizing the well-being and professional growth of its entire team, the Family Birth Center not only improved its internal work environment but also likely enhanced the quality of care provided to its patients. The significant ROI further solidifies the case that investing in healthcare professionals' well-being is not just morally imperative but also a sound financial decision.

BURNOUT, TURNOVER, & ROI



“Tremendous value for our caregivers. The impact on our teams across specialties has been invaluable.”

- Parkview Health



“Our team has been transformed. This program is like no other. Truly a gift for our organization to gain the skills necessary to connect to our families.”

- Rady Children's Hospital



“Thank you so much for your time and effort to help our work family! We really needed it! This course has truly been life-changing for me!”

- WakeMed Health & Hospitals

