

Week 7: Collaboration Café: Creating a Workplace Culture of Quality and Safety

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You are being interviewed for a departmental administrator position for a department that has undergone a long period of transitory leaders. You are told morale is relatively low, there is little sense of teamwork apparent among the staff, and patient satisfaction scores have been decreasing. The CNO asks you to share your philosophy of leadership and what strategies you might use to bring about a positive change in the department. Based on previous learning about contemporary leadership approaches, criteria for a healthy work environment, and the three concepts from this week's lesson on creating a culture of quality and safety in the work environment:

- 1. Share your philosophy of leadership.**
- 2. Share the strategies/process you will use to create a culture of a quality and safe work environment.**
- 3. What evidence will you see at the end of six months whether positive change has occurred?**

Hello All,

I feel that strong leaders are those who are able to build a coherent goal for their team and then encourage their team members to work together toward that objective. This is the most important aspect of good leadership. As a prerequisite to developing shared organizational objectives, leaders must demonstrate an ability to actively listen to and appreciate their teams' perspectives, needs, and concerns. Those in positions of leadership are obligated to offer detailed instructions on how to accomplish this vision. The most effective leaders create an environment that encourages innovation among their followers. Leaders should be in regular communication with their teams to ensure that everyone is united in accomplishing the organizational mission, vision, and values. Building relationships among the members of the team would be the primary focus of my efforts, which would be directed toward fostering a culture in the workplace that prioritizes quality and safety. Creating an atmosphere in which all participants feel that their contributions are respected is one way to achieve this goal. Transparency should be encouraged in order to foster an atmosphere in which individuals are comfortable voicing their concerns. After a period of six months, there should be evidence that advancements have been achieved in the department. One's level of success is something that may be measured by taking into consideration several different aspects. Enhanced levels of employee satisfaction and progress made in the capacity to collaborate effectively as a group are two examples of these indications. When these issues have been resolved, the patient group will report greater levels of contentment.

-Stacy

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4. Share your philosophy of leadership.
5. Share the strategies/process you will use to create a culture of a quality and safe work environment.
6. What evidence will you see at the end of six months whether positive change has occurred?

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[Mary Wolven](#)

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My personal philosophy on leadership is built firmly on the concept that the overall purpose of a leader is to support and empower the team. As explored in week one of this course, appreciative leadership is one that can be utilized and enacted in this particular circumstance. Additionally, this leadership style aligns well with the transformational approach and the process by which a culture of quality and safety in the workplace is created. Appreciative leadership empowers unique talents and abilities while also creating a strong team that can rely on and trust their peers.

One of the main issues noted within this topic is the lack of teamwork present on the unit. It would be my chief priority to address this issue. Since a disengaged workforce is linked with poor quality and safety measures, it can be inferred that creating a cohesive workplace environment would do the opposite (Roussel et al., 2020). Therefore, team-building activities should be invested in and further explored. For example, a study done by Zhang et al. (2018) describes how teamwork within healthcare settings can be an exceptionally difficult concept to master due to varying levels of expertise and high-risk situations. In this particular study they turned to the popular team-building exercise known as the "escape room." Escape rooms are designed to create environments in which participants must work collaboratively to communicate and solve complex puzzles. As a new leader, creating a few off campus events in which staff can come together on their day off of work for an event that focuses on essential team building basics would be a great way to improve morale. Making something like this a part of mandatory education for the year and allowing CEUs to be claimed might provide extra incentive to ensure compliance. It might sound silly and juvenile, but there is so much research that reinforces the concept that teamwork is essential to success. Teamwork can even be linked to higher levels of job satisfaction and reduced levels anxiety and stress (Kapur, 2023). If a strong sense of team can be established within the unit, a key indicator for success would be improved patient satisfaction scores. It is my firm belief that these scores will improve as a direct result of enhanced collaboration and teamwork.

References

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