



## WORKSHOP SUMMARY SHEET

**TITLE:** Service Excellence Through Teamwork and Collaboration

**LEADERS:** **Kelli Cobb**, Director, Organization Development and Talent Management, The Brooklyn Hospital Center  
**Tony Howell**, Vice President, 1199SEIU UHWE  
**Claudette Spencer**, Organizer, 1199SEIU UHWE

**SUMMARY:** The Brooklyn Hospital's labor-management team shares "best practices", highlights and success stories about their innovative Service Excellence team. Through workforce engagement, the labor-management team works to enhance patient satisfaction, employee satisfaction and quality outcomes.

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**THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:**

Improving Staff/Resident/Patient Satisfaction

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**THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:**

- Through labor-management teamwork and collaboration, employees and patients are able to see a positive example of collaborative and continue to drive change and ongoing improvements in quality and employee and staff satisfaction.

**THIS INITIATIVE/ INFORMATION WILL AID YOUR FACILITY IN THE CHANGING HEALTH CARE ENVIRONMENT BY:**

- Creating opportunities for employees to learn about "best practices" from other health care organizations.
- Enabling ongoing networking and discussions about like challenges, solutions, and partnerships related to healthcare.

**THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:**

1. Labor and Management Teamwork and Collaboration.
2. Ongoing Engagement of the workforce across all levels.
3. Tapping internal resources for innovation and process improvements.