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.

THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:
Improving Staff/Resident/Patient Satisfaction

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.