Improving Employee Engagement Through Career Development

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The Problem

In late 2013 and early 2014 Chief Operating Officer Nancy Formella, RN brought together groups of employees to discuss the attributes that influence their engagement and satisfaction in the workplace. From these discussions and a brief employee survey, a handful of topics emerged as having the greatest potential to impact engagement and the Employee Engagement Advisory Council (EEAC) was formed to provide a venue for vetting improvement efforts related to those topics.

The EEAC was launched in the fall of 2014 with 24 members representing a variety of departments, roles, and shifts. The focus of the first year was career development – a topic that was identified as having high potential to increase engagement and one that was determined as highly likely to benefit from the insight a council would provide.

Aim/Goal

Provide actionable feedback and perspectives on ways to enhance career development at BIDMC.

The Team

Carlos Avila, Babak Bagheral, Aaron Banner-Goodspeed, Jodi Brett, James Brophy, Yaramalies Davila, Rori Dawes, Cheryl Dunn, Thomas Geraty, Sally Gwin, Heather Jankins, Suzanne Joyner, Michelle Micale, Whitney Morgan, Scot Morrison, Katelyn Petralia, Maisie Pollard, Mary Helen Walker, Katie Wilson

Co-Chairs: Judi Bieber and Marsha Maurer  Council staff/support: Joanne Pokaski and Joan Simpkins

The Results/Progress to Date

Lessons Learned

Initially, membership in the EEAC was for a one year term. Given people's experience of working together for an academic year, it was changed to having half the members continue in the second year to carry forth the knowledge learned in the first year.

Having a group comprised of clinical and non-clinical employees brought a valuable exchange of issues to be considered and how to respond most effectively.

The group was so effective because of the mutual respect and active listening within meetings which created nice energy.

Next Steps/What Should Happen Next

- Ongoing data collection of staff utilization of the resources available for career development and education via our online courses outlined in the Course Catalog
- Yearly revision and publication of the course catalogue
- The second year 30 member EEAC group was created with a mix of alumni from our inaugural group and new members from across the medical center
- FY 16 EEAC focus is on Employee Recognition
The Interventions

Enhance Communications
• Create a Brand – A logo for Career Development at BIDMC was created
• Share Learning Opportunities - A comprehensive course catalogue was created
• Leveraging Electronic Communications – Utilize digital signage and e-Newsletter

Promote Career Conversations
• Performance Development Review – Council provided feedback on tools developed by Workforce Development to encourage a career development conversation between employees and their managers during the annual performance review

Offer New Learning Opportunities
• Council suggested opening online courses beyond supervisor/manager/director level
Leveraging Electronic Communications

Did You Know...

BIDMC provides job training to hospital employees to advance them into new roles at the medical center?

Take charge of your career!

BIDMC Employees: Pick up the new BIDMC Career Development Course Catalog for a complete list of classes, workshops, online trainings, and more...

Advancing Your Education and Career

It's important for employees to have opportunities to grow and develop in their careers at the medical center. That's why BIDMC has created a comprehensive and easy-to-use course catalog that lists all programs being offered in 2015 and 2016.

Learn more and view this catalog on the Portal.

Benefits Update

Career Development

LGBT Health Education

Trainings Available for All Staff

In partnership with the Fenway Institute and Human Rights Campaign, BIDMC encourages staff members to take clinical and administrative webinars, self-directed courses and more to better their understanding of the Lesbian, Gay, Bisexual and Transgender (LGBT) community.

Clinical staff may earn