IMPLEMENTING RESILIENCY ACROSS A HOSPITAL SERVICE ORGANIZATION

Important Implementation Questions To Answer For Your HSO

1. Who says this is important?

   In order to effectively implement Resiliency at your HSO, it is imperative that a member of top leadership serves as a sponsor for cultural change to take place.

2. Why now?

   Every HSO is unique when determining the answer for this question. The best answers personalize the answer for the specific HSO's needs and challenges.

3. What changes do we hope to see?

   Research indicates that resiliency in the workplace leads to higher productivity, increased work satisfaction, and increased retention among others. Determine where resiliency aligns best with your HSO's annual goals and outcomes.

4. Whose engagement and commitment do we need?

   Determining key stake holders will help build a strong network of relevant and committed individuals who embrace change and visibly support it.

See Reverse for Suggested Implementation Steps

Best Practices for Implementation

- Ensure leadership team support.
- Enroll HR department in both Resiliency and Resiliency Champion.
- Resiliency Champion Training for all interested employees.
- Include Resiliency Champions on key HSO committees.
- Align resiliency efforts to organizational goals.
- Be consistent and persistent.
- HAVE FUN!

Suggested Implementation Steps

1. Build Resiliency Awareness
   - Designate a member of top leadership to sponsor Resiliency at your HSO.
   - Enroll targeted HR employees in Resiliency and Resiliency Champion training.
   - Educate leaders about the BJC Resiliency Model.
   - Make employees aware of Resiliency and Resiliency Champion training.
     - On site training available, some restrictions apply.
   - Direct employees to BJC Resiliency Website and Saba Community.
   - Form an HSO Resiliency Champion team from early adopters.
   - Place Resiliency Champions on key HSO committees.
   - Encourage every department to have a Resiliency Champion

2. Build Resiliency Understanding
   - Continue to encourage Resiliency and Resiliency Champion training to employees.
   - Champions educate employees about the BJC Resiliency Model.
   - Distribute monthly resiliency communications.
   - Empower champions to create resiliency activities, interventions, and events.

3. Incorporate Resiliency into Current Workflows
   - Regularly practice resiliency interventions at a team level.
     - Utilize individual and champion activities, articles, and videos found on BJC Resiliency Website.
   - Align resiliency practices to organizational outcomes.

Resiliency Resources for Everyone

Resiliency Website
http://resiliency.bjclearn.org

Resiliency Saba Community
http://links.bjclearn.org/resiliency

To Begin Implementation
Contact **resiliency@bjc.org**