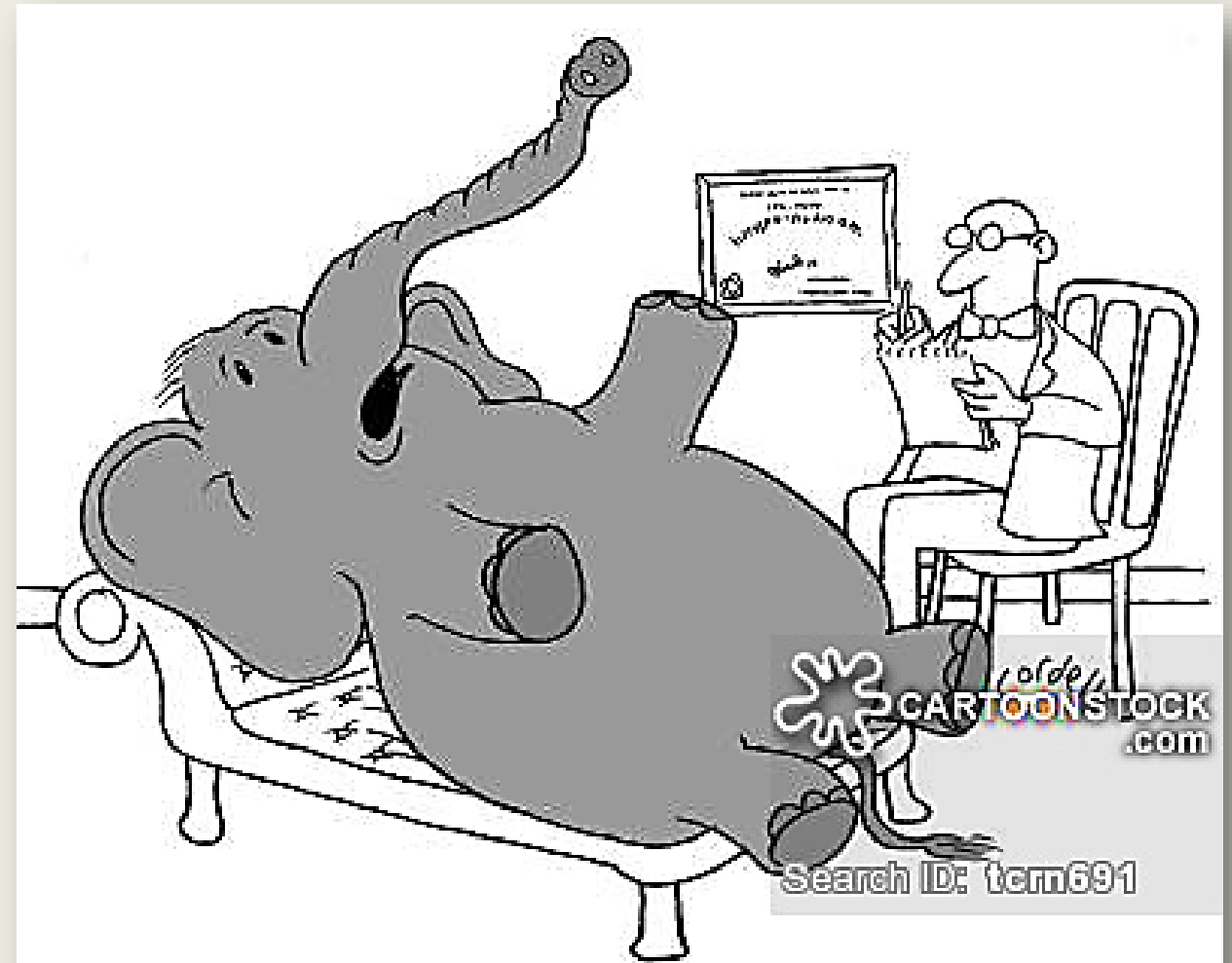




# THE ELEPHANT IN THE ROOM

Lets Just Talk About It

# What Elephant?




"Whenever I walk in a room, everyone ignores me."

# The Elephant in the Room



## PICK YOUR ELEPHANT(S):

1. NEGATIVE WORK ENVIRONMENT
  - *INCIVILITY*
  - *BULLYING*
  - *RECKLESSNESS*
  - *POOR COMMUNICATION*
  - *NEGATIVE OR TOXIC WORKPLACE*
2. INEFFECTIVE/INEQUITABLE ADMIN
3. LACK OF QUALITY/COMPASSIONATE CARE
  - *BUSINESS FIRST*
4. UNSUPPORTIVE TEAM/MANAGER/DRS
5. POTENTIAL FOR MEDICAL ERRORS

A dimly lit conference room with several people seated around a large table, appearing to be in a meeting. The room has large windows with blinds and a wooden wall in the background. The text is overlaid in white on the lower half of the image.

**ARE YOU TALKING ABOUT THINGS?  
How?**

# The Elephant in the Room

## NEGATIVE WORK ENVIRONMENT

- *INCIVILITY*
  - SAYING HELLO
  - OFTEN UNINTENTIONAL BEHAVIOR
  - INTENSITY VS FREQUENCY
- *BULLYING*
- *RECKLESSNESS*



- Who's Responsible?
- What if you Allow these Behaviors?
  - *Tolerance*
- What are the Consequences of Speaking Up?

# The Elephant in the Room

## Ineffective/Inequitable Admin



MATT GROENING

- What Does this Mean, really?
- What is your Idea of a Solution?
- Who is the Boss?

# The Elephant in the Room

## LACK OF QUALITY/COMPASSIONATE CARE

- *BUSINESS FIRST*
- *NOW, QPP MODEL*

- What is the Bottom Line?
  - *What is your bottom line?*
- Do You Feel Your Patients are 1<sup>st</sup>? In All Aspects of Care?
  - *Where does your team rank?*
- Productivity, Productivity, Productivity . . .



# The Elephant in the Room

**UNSUPPORTIVE TEAM/MANAGER/DRS**

- Do You Work in a Cooperative Team Environment?
- Who Advocates for You?
- Do You Witness Unethical or Unprofessional Behaviors?
- Are You Safe to Voice Concerns?



# The Elephant in the Room

## POTENTIAL FOR MEDICAL ERRORS



- Does Workplace Culture impact the Risk of Medical Errors?
- Has the Drive for Productivity Affected Patient or Employee Safety?
- Are Proper Reporting Mechanisms in Place?
  - *Confidential?*
- Do You Fear Reprisal or Repercussion from Near-Miss or Error Reporting?



# The Elephant in the Room

Let's keep this dialogue open, continuing to press towards common and positive goals for patients, admin. and front line staff.

## Future Topics in this On-Going Series

- HIRING AND RETAINING
- ACCOUNTABILITY AND TOLERANCE
- INCREASING TRANSPARENCY
- COACH UP OR COACH OUT
- BULLYING
- STRESS AND MANAGEMENT
- WORK ENVIRONMENT AND WELL-BEING
- CHARACTERISTICS OF SUSTAINABLE LEADER
- ANY SUGGESTIONS?

# Thank You!

FOR FURTHER DISCUSSION,  
ENGAGEMENT, AND SOLUTIONS  
INCLUDING CULTURE ASSESSMENT,  
LEADERSHIP ASSESSMENT, AND  
COMPREHENSIVE CUSTOMIZED  
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