

DEVELOPMENT OPPORTUNITIES

IDENTIFIED BY LEADERS – OCTOBER 2019

Social Learning Opportunities: The 20%

20% of professional development happens through learning from others. Social learning reflects the growth you experience through conversations, mentoring, observation, and collaboration.



Social Learning Opportunities at M Health Fairview

Leaders from across the system identified social learning opportunities that exist within their functions and the broader organization. They shared their top examples to create a comprehensive list of social learning opportunities that exist within our system.

Use the lists provided to identify social learning opportunities across four categories areas of our organization:

Nursing

Direct Patient Care (Non-Nursing)

Shared Business Services

Patient Support Services

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Nursing

Collaboration

- Give peer feedback (for similar role within the system)
- Work with Social Work partner to learn more about boundaries with patients and families
- Collaborate with other departments to develop nursing skills that you can leverage on the nursing unit (e.g., become a subject matter expert on IV or ultrasound training)

Running Meetings

- Lead training presentations to a team or system
- Host on-site in services for your team or unit
- Lead a huddle or team learning session about a new workflow/policy, etc.
- Share committee work back with team
- Lead a study group
- Share safety “good catch” at daily engagement system
- Lead/discuss strategy deployment and frontline boards
- Provide an in-service to peers on new learnings/findings (e.g., equipment functionality)
- Be a Daily Engagement System Leader

Broadening Perspective

- Attend employee forums
- Become part of a practice council
- Gather a team of techs (or other specific role) to discuss concerns and possible solutions
- Job shadow another role outside of your department
- Join a unit council with a sister department within the system
- Join a committee and share committee work back with team
- Connect interested staff with supply chain to learn lean stocking systems. Be point person for unit stock room issues and changes.
- Network with peers outside of the organization at pharmaceutical dinners or forums
- Become a mentor or mentee
- Partner with other departments to understand work flow and become “cross-functional” experts
- Understand individual roles within the clinic and their respective workflows
- Cross-train to other roles (e.g., NA to HUC or a nurse with another specialty)
- Present a poster at a Nursing Conference
- Join a study group
- Observe Strategy Deployment and Frontline Boards to gain a greater understanding of workflow and processes

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Direct Patient Care (Non-Nursing)

Collaboration

- Encourage new voices on committees
- Engage team members in system work
- Create volunteer opportunities as a team
- Share Continuing Education Unit or new learnings/events/skills/knowledge with the team
- Develop a hospice liaisons network that collaborates with the home care liaison network

Running Meetings

- Conduct meetings, adapting and modifying your approach to meet the needs of different situations
- Lead Daily engagement system
- Use a Huddle or Team meeting to share new learnings with peers

Broadening Perspective

- Participate in inter-team weekly conference calls to learn and provide consistent service across the service lines
- Become a mentor or mentee
- Shadow with another department or business unit
- Network with other staff, others within your work area, and larger organizations representing your work
- Go to coffee or lunch with a co-worker to learn more about their specific role
- Present at an education conference
- Be a speaker at New Employee Welcome (NEW)

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Shared Business Services

Collaboration

- Meet with partners in other departments to share and learn about changes and impacts your work has on them (and vice versa)
- Participate in problem solving meetings
- Cross-train to another department

Running Meetings

- Present a training to the team
- Facilitate a team meeting (can include scheduling, making agendas, delegating minute taking)
- Create topic list and/or facilitate a “Brown Bag” or Lunch and Learn for team
- Train the team on an upgraded process
- Present conference learnings to the team

Broadening Perspective

- Shadow other functions within your department after 90 days of being in your role
- For new IT employees, pair them up with an educator at the site, so they can follow a patient through a surgical procedure (learning how all roles contribute to patient care)
- Meet and Greet with Service Lines and other Shared Business Functions
- External Networking: How do similar roles/teams approach their work at other organizations?
- Lunch and Learns
- External Group Participation (i.e. Epic User Group)
- Participate in informational interviews and shadowing sessions with other teams
- Join a professional membership
- Present at a conference

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Patient Support Services

Collaboration

- Go to Gemba with units you partner with to gain insights that will proactively mitigate patient safety issues
- Create personal connections throughout the system
- Network with a department you work with on a regular basis, so you have a SME you can reach out to when needed

Running Meetings

- Teach team members new processes and workflows at a Huddle or Team Meeting
- Take on the lead role for Huddle and Daily Operations meetings
- Train others on a new skill, process, or workflow
- Lead a team presentation
- Lead Daily Engagement System and engage others in this

Broadening Perspective

- Join a Practice Council
- Learn a new position/role in your department
- Participate in A3 workshops
- Join an ERG, a committee, or a group
- Seek exposure to different areas (e.g., sit in on a meeting in a different area, learn from another part of the business, etc.)
- Join a professional membership
- Learn a new position or role within the department