

# Create a formal structure to gather and act on ideas

Cone Health uses engagement champions to drive and share change

## Cone Health's Employee Advisory Council



### Composition

15-20 staff volunteers from different disciplines in the cancer center and the cancer program executive team



### Logistics

Hour long meetings held once per month in a conference room at the cancer center



### Purpose

Discuss ideas from frontline staff, implement solutions; share updates on ongoing projects



### Sample initiatives

Replaced trash cans in Healing Garden in response to staff complaints about animal activity compromising cleanliness and safety



## CASE EXAMPLE

# Cone Health

- Multi-hospital, not-for-profit health system based in Greensboro, North Carolina
  - 3707 analytic cases
  - Hospital employed physicians, Epic EHR
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- ▶ Cone Health leadership created an Employee Advisory Council to collect and act upon ideas from frontline staff
  - ▶ Made up of 15-20 “engagement champions” from different departments in the cancer center; meets monthly to bring ideas from frontline staff to the executives in attendance
  - ▶ Council assesses staff ideas, addresses staff concerns in the moment or with ongoing initiatives, and creates engagement events for staff; council representatives are encouraged to bring back the minutes from each advisory council session to their own individual team huddles