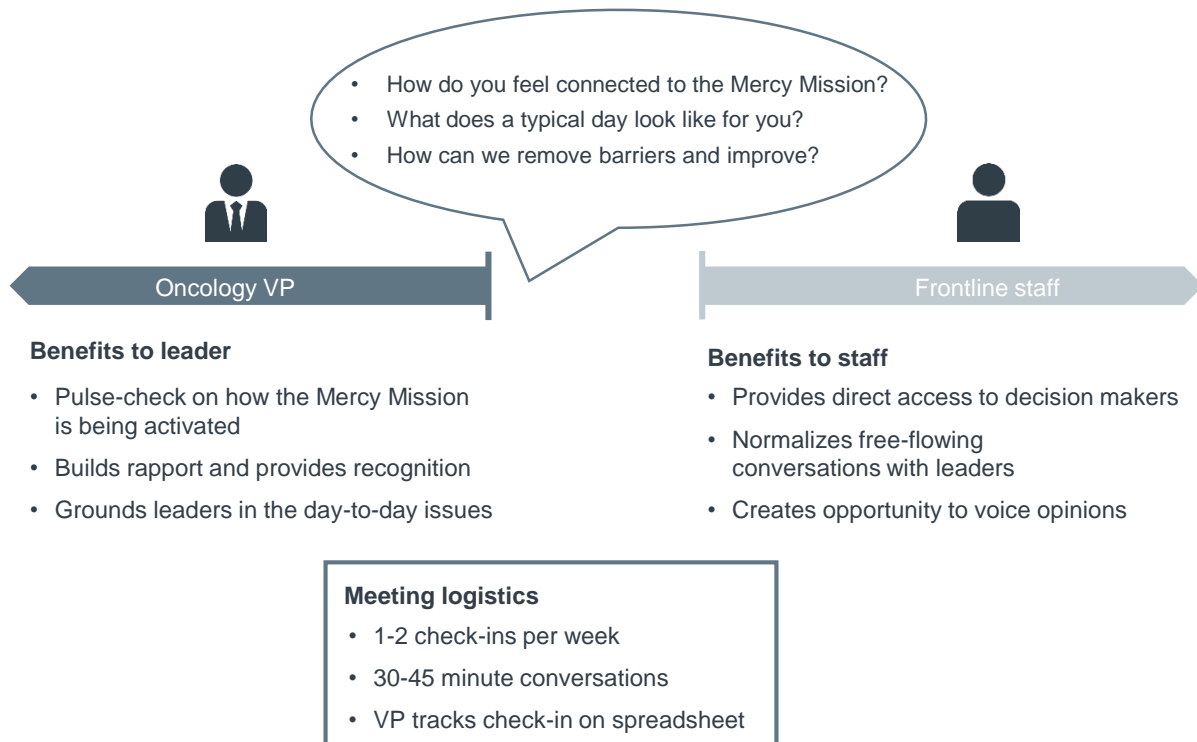


Cut out the middle man

Mercy implements skip-level check-ins





CASE EXAMPLE

Mercy

- 45-hospital health care organization based in Chesterfield, Missouri
- 2,100 analytic cases
- Employed medical oncologists and surgeons, independent radiation oncologists; Epic EHR
- ▶ Mercy implemented skip-level check-ins between frontline staff and administrators to build rapport and create a culture where staff feel comfortable giving feedback
- ▶ These 30-45 minute conversations are tracked by the administrator in question, give a pulse check on the reality of the workplace, and normalize free flowing conversations with leaders
- ▶ The frequency and template vary by administrator, but generally are peppered throughout the week