

Show and Tell for Telehealth Teams

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OBJECTIVE

“Show and Tell” on the Center for Telehealth’s Operations team helps create an inclusive environment where care team members have fun, get to know each other, and build trust and understanding.

INTRODUCTION

The COVID-19 pandemic changed many facets of our lives including our professional work. Offices that were once full of people became empty in a matter of days after COVID-19 took hold across the United States. Working remotely was an adjustment many of us had to make. Teams had to learn how to stay collaborative through a distance with virtual team meetings. In efforts to stay positive and collaborative, our team started “Show and Tell” activities. This may seem elementary, however empirical evidence demonstrates how this can help build teamwork, unity, and trust amongst workers physically and virtually. Sometimes the best team building comes when one brings it back to the basics.

METHODS

To ensure our team stayed collaborative and increase feelings of inclusivity, we held daily huddles. Our huddles focused on positive items to share, pandemic awareness, hospital and telehealth operational metrics, updates, and support items. During our Friday huddles, we did a weekly team rotation of “Show and Tell.” Team members took turns sharing: Hobbies, vacation stories, family pictures, personal mementos, ideas, and teaching lessons.

SHOW and TELL

MUSC Press Ganey Scorecard Results

Press Ganey Focus Items	2020	2021	2022	2023
Engagement	3.79	4.26	4.34	4.48
Safety Culture	3.83	3.98	4.16	4.40
Resilience	3.81	4.18	4.25	4.26



RESULTS

We instituted virtual huddles in April of 2020 and “Show and Tell” in January of 2021. Over the years, the operations team experienced both member exits and entrances; all along members expressed their thoughts that “Show and Tell” provided the opportunity for discovery of colleagues’ experiences, their interests, and perspectives. Research results supports our team’s positive and engaging manner of virtual team connecting...“people felt more valued...more connected”.

CONCLUSION

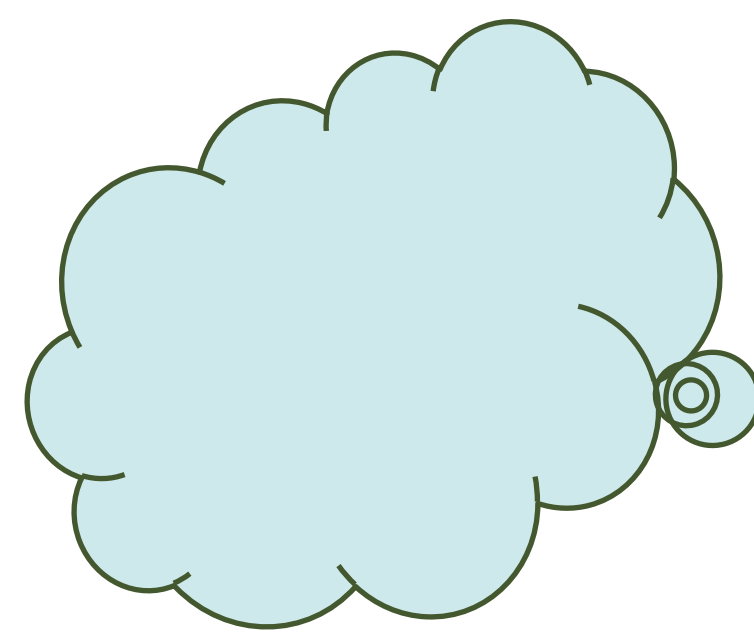
After starting our virtual huddles and “Show and Tell” activities to increase collaboration, positivity, and overall engagements, significant metric improvements were seen. These results suggest that regular team engagement and organizational change techniques can help improve the perception of teamwork among our employees. “Show and Tell” observed calendar date is January 8th.

LIMITATIONS

During this time, our department performed annual Press Ganey surveys to measure employee engagement. The limitations of the survey are that our team was a small subset of the larger department survey.

REFERENCES

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“It has been truly enlightening!”

“Happy everyday of the week.”

“It keeps me thinking creatively.”

“I always look forward to Show and Tell!”

“I have learned so much more about my coworkers.”

