



Nomination

Healthy relationships, healthy teams

Southlake Academic FHT

SAFHT Cares



Beginning in 2016, SAFHT made an organizational commitment to measure and improve staff and affiliated physician satisfaction. In our current environment of limited financial resources (impacting our IHP, administrative staff and affiliated physicians), SAFHT believed that by improving satisfaction, our organization will be better positioned to decrease turnover, improve morale and further our mission to deliver outstanding health care and education to our patients and learners. As such, SAFHT launched its first satisfaction survey in the summer of 2016, which created a baseline to measure to identify opportunities for improve and create change initiatives. In February of 2018, we re-administered the survey and were astounded to see the dramatic improvements that were achieved.

By the nature of this initiative, patient involvement was not a high priority. However, one of our initiatives was to recognize great work by our team. Within this initiative our patients were encouraged to submit their own amazing experiences with our admin, IHP and physicians that were celebrated in a monthly luncheon attended by staff and affiliated physicians.