9 TAKEAWAYS

How a CEO, a CFO and a CIO turn down the noise in their healthcare organizations

Taken from a recent webinar, **Strategies to Turn Down the Noise and Unburden Overburdened Care Teams.**

1. Optimize, optimize, optimize.

Bring in system professionals to optimize your technology. You need to understand your workflows to make them better.

2. Put people before technology.

Technology is only as good as the people who put it in. Remember the human element. Make sure that business objectives lead the organization, not hardware or software.

3. Bring technology leaders to the table.

A CIO, or equivalent, should be at the table when decisions are being made from the start. The noise created by a lack of strategic alignment in business decisions has widespread effects when Information Systems leaders aren't involved.

4. Find creative ways to give staff a break.

Consider giving staff dedicated break time. One organization gives staff four hours a month to do whatever they want, no questions asked. It shows your staff you care care about them.

5. Prioritize self-care (for you and your staff).

Make sure employees are taking their lunches. Take them on an outing to do something fun outside the office. Offer a yoga class; hire someone to give chair massages; encourage meditation; and/or hire a speaker to talk about balancing life and work.

6. Go all in on automation.

Look for solutions to take burden off your staff. Empower your patients to take more ownership in their experience, such as precheck, so they can complete forms in advance, pay online, and receive automatic post-appointment surveys, etc.

7. Be transparent about your culture.

Cultural noise can come from a lack of communication and understanding. Use every opportunity to communicate and educate people inside and outside of your organization.

8. Make everyone a patient advocate.

Infuse patient education and advocacy into all roles so the expectation is there that everyone can help advocate for the patient.

9. Use technology to reach patients outside of the office.

Telehealth and mobile solutions can help bridge the healthcare gap by bringing care to where your patients are. Alleviate the hassle and hesitancy of going to a medical office by providing healthcare solutions to your patients—at school, at work, at home, or on the street.

BETTER STARTS HERE.

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