

Enhanced Provider Onboarding Experience (EPOE)



Background

ECU Health continues to work toward excellence in service to the organization's mission of improving the health and well-being of eastern North Carolina.

Physicians and credentialed providers have a key role in this pursuit of excellence. Medical training teaches physicians to take excellent care of our patients; however, less focus is placed on leadership training, navigating complex systems and personal well-being.

The Enhanced Provider Onboarding Program is a comprehensive onboarding program offered to all newly hired physicians and credentialed providers with aims to:

1. Focus on creating a culture of CARING and well-being in support of the organization's mission, vision and values;
2. Create connections and build relationships with other clinicians and leadership; and
3. Equip participants with resources and tools to be maximally successful in their microsystem.

Program Overview and Structure

The Enhanced Provider Onboarding Experience (EPOE) is designed to enhance physician and credentialed provider knowledge, capacity, competency and confidence to successfully lead themselves, their teams, and systems of care. Through a series of self-awareness and leadership development experiences, relationship-building opportunities, focused content and exposure to organizational resources, providers build a mindset of growth, compassion and safety.

Structure

1. Two cohorts per year, each comprised of newly hired physicians and credentialed providers, complete a nine-month experience of asynchronous learning along with three in-person sessions.
2. Experiences are highly interactive, including facilitated discussions, self-reflection, small group interactions, activities, panel discussions and focused sessions on our electronic health record system.
3. Each session includes limited pre-work, such as online self-assessments and content-related reading.
4. Throughout the program, participants are introduced to the system's three imperatives – Finance, Experience and Quality – with the one goal of EXCELLENCE.
5. This activity has been approved for AMA PRA Category 1 Credit™.

Program Curriculum

All sessions include panel discussion and Electronic Health Record skill enhancement sessions

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| Session 1 | Self-Awareness: Emotional Intelligence, Impact of Unintended Bias, Empathy Salon |
| Session 2 | Compassion: Self-Compassion, Gratitude Salon, Peer Support |
| Session 3 | Culture of Safety: High Reliability, Psychological Safety, Inclusion and Belonging |

Testimonials from EPOE Pilot

I wanted to convey my appreciation for being selected and in turn being enlightened by this program. Throughout our career, we have trained to be "better physicians" so that we can take excellent care of our patients. Rarely do any of us have any training in leadership. We like to say we are leaders but true leaders have to be able to take a step back and see the big picture. Management of people, finances and goals...all of the subjects we covered from inherent bias, emotional intelligence, team building, compassion, psychological safety and conflict styles are what leaders of highly reliable organizations need. I am better for having participated. – Grainger Lanneau, M.D. Gynecological Oncology

The experience definitely changed the way I interact with patients, providers, and even my family life. I do see the benefit from this experience as a new provider but also think that all providers with the new ECU health system could benefit from this experience in some way. – Dustin Turner, PA-C. Cardiothoracic Surgery

This opportunity provided not only the tools, skills and resources, but the permission to care for myself, my colleagues and team members. Feeling the support of leadership and broadening the perspective of "team" were an invaluable gift. – Jeffrey Ray, M.D. Family Medicine