



ED PIP: Diagnostic Phase

Guides: Celebrating Success

Celebrating Success – Overview

| | |
|----------------|---|
| Outcome | <ul style="list-style-type: none"> ▪ Motivated team ▪ Willingness of stakeholders to continue to give their time to future projects or meetings |
|----------------|---|

| | |
|----------------------------------|--|
| Definition: 'What is it?' | <ul style="list-style-type: none"> ▪ Celebrating success is one way of recognizing the contribution of effort from team members |
|----------------------------------|--|

| | |
|---|---|
| Objectives: 'What is it used for?' | <ul style="list-style-type: none"> ▪ This guide can be used for ideas that change leaders can use to recognize and reward the efforts and contributions of the team. This refers to both individual and team efforts, such as when major milestones in the project are reached |
|---|---|

| | |
|------------------|--|
| Benefits: | <ul style="list-style-type: none"> ▪ Improves team morale ▪ Lets team members know that they are valued and their contributions are meaningful ▪ Keeps wider audiences aware of the milestones that have been reached |
|------------------|--|

| | |
|--------------------|---|
| When to use | <ul style="list-style-type: none"> ▪ As often as possible throughout the project |
|--------------------|---|

Tip for integrating Lean principles into healthcare:

- *Part of successfully implementing Lean in healthcare is adopting common language that may have originated in manufacturing and internalizing how it is used in a healthcare environment*
- *Celebrating success is a core part of good change management and leadership. This will motivate the team and develop continued momentum*

How to Celebrate Successes

Guidelines

- **Celebrate success often**
 - Especially for longer projects, it is critical to keep the momentum and have frequent celebrations along the way
 - Getting the entire team together to celebrate boosts both morale and productivity
- **Champion the success of team members**
- **Timing is critical**
 - Recognize efforts throughout the entire project, and rewards as close as possible to the results you want repeated
 - Every 2-3 weeks, have a 2-hour social event with the improvement team
 - Every 4-6 weeks, invite the rest of the unit along as well
 - Strive to have a clear link between results and rewards


} *Schedule these in the project plan*

Tips and Tricks

- **Deliver recognition in an open and public way**
 - If not made public, recognition loses much of the impact it can have
- **Emphasize success rather than failure**
 - Focus on catching people doing the “right” things
- **Be willing to take a different perspective and view success the way others do, not just the way you do**

Ideas for Celebrating Success

- Party
- General congratulations
- Personal notes or cards
- Festive dinner
- Attending a sporting event
- Media coverage
- Going to a pub
- Having a team breakfast / lunch
- Bowling
- Large group awards meeting
- Certificate (for participation or achievement)
- Movie tickets
- Coffee gift card
- Half day off
- Event tickets
- Flowers

-  There are many ways to celebrate success but the key principle to remember is that team members must feel they are noticed and cared for when they achieve results
- Be the cheerleader and recognize contributions all along the journey of your project
- Be creative and use low cost ways to build up the team members and cheer successes frequently
- There are many low cost rewards that can go a long way