



## Purpose

Go and see to learn about staff and physician experience during COVID and provide support through authentic presence:

- expressing gratitude for the work being done and compassion for the challenges being faced
  - listening and escalating barriers or enabling problem-solving

Express Gratitude

Show Compassion

Listen & Learn

Follow-Up

## Plan

### Gemba practice pre-COVID

*On-site walks weekly*

### Gemba practice so far during COVID

*Virtual check-ins w EDs and Directors*

### Personal target for Q3

*From Oct 1, re-establish on-site walk monthly (3 sites) to connect with frontline staff and managers*

Does it makes sense to be virtual or on-site? Consider virtual for teams that work virtually, otherwise, on-site is appropriate and more effective

What are you expecting you might see on your walks?

How does this area/unit connect to key strategic initiatives for your portfolio?

How will you manage the power gradient and create psychological safety for those you interact with?

How will you define and measure success?

How will you document/make explicit this plan to support reflection (excel, journal, whiteboard)?





Express Gratitude

Show Compassion

Listen &amp; Learn

Follow-Up

**Do**

Anything not go as planned?

**Study**

Were your predictions of correct? Did you have any assumptions that were challenged?

How successful was it?

How do you know you created psychological safety?

**Act**

How will you share your insights with your team and leaders? With the unit or area leaders?

Is there anything that needs to be followed-up on? Would a safety walk be helpful?

What is one thing you want try differently on next walk, based on your reflection from the last one?

**Personal target for Q4**