

The Christ Hospital Health Network:

Micro-Learning for Leadership Development at Scale



Challenge

The Christ Hospital Health Network (TCHHN) has been a beacon of hope providing outstanding care to their community for over 130 years. While its mission has remained constant, the strategies necessary to execute in today's dynamic healthcare marketplace are constantly evolving.

To keep up with an ever-changing marketplace, TCHHN developed leadership competencies to help establish what great looks like now and in the future. Once this new leadership roadmap was created it became a priority to provide learning and development to a broad range of leaders across a complex Network. Ron Keith, senior consultant, said, "To move quickly in deploying our newly established leader competencies, we

recognized early that scalability of learning would be key in equipping our management team."

Solution

TCHHN partnered with FranklinCovey to create their virtual **Learn to Lead** program to develop leaders at scale while balancing employee time constraints.

FranklinCovey's All Access Pass® (AAP) provided all TCHHN leaders access to On Demand content that targeted the new leadership competencies and addressed leaders' daily challenges. Curated learning journeys focused on leadership, resilience, and productivity were assigned to leaders monthly and spotlighted each of their leadership competencies.

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By partnering with FranklinCovey, TCHHN found that AAP made it easy to develop leaders within their organization.

Leaders engaged in On Demand, bite-sized, video-based eLearning modules with flexibility to complete the assignments all at once, follow a recommended five minutes a day routine, or anywhere in between. The in-the-flow-of-work modular format allowed TCHHN to scale leadership development quicker than ever before.

TCHHN implemented Knowledge Cafes for their leaders to reinforce the content. 30-minute virtual huddles were conducted once a month to provide leaders the opportunity for a deeper dive into what they were learning. This has helped them grow with each other and build up a supportive culture of leadership development. Keith said, "The Knowledge Cafe approach allowed our managers the opportunity to reach across and collaborate with their peers in a safe and productive way."

Results

Since implementing Learn to Lead and AAP, TCHHN has seen an increase in:

- Communication by 82%
- Team effectiveness by 62%
- Employee engagement by 50%
- Personal productivity by 41%
- Team trust by 37%

The content was quickly and easily implemented into TCHHN, and leaders dove into their learning journeys. The On Demand and bite-

sized content provided a way for leaders to learn at their own pace amid hectic schedules.

One employee remarked, "I found it [AAP] was like binge watching on Netflix. I couldn't stop!"

Similarly, the Knowledge Cafes—advertised as optional—attracted upwards of 200 leaders per meeting. The cafes were led by both internal and external thought leaders and provided participants extra reinforcement and support on their learning journeys.

Debra Hoffer, ODP registered nurse clinical manager at TCHHN, commented on her experience with the On Demand resources:

"I have learned to prioritize my biggest goal for the day and week. I have started making a daily list of things I want to accomplish and have started delegating any task that I feel could be done by a staff member. This has allowed me to spend more time in the department connecting with the patients and staff. I have also learned how to inspire others with my words and learned the benefit of asking impactful questions and to truly listen to the staff."

By partnering with FranklinCovey, TCHHN found that AAP made it easy to develop leaders within their organization. They are now in their second year of online leadership development and thriving. Keith commented, "I'm encouraged daily as I hear and see how our managers are utilizing the AAP content to invest in

themselves. This personal investment will continue to influence their team members, building future leaders for our organization."

About

For more than 130 years, The Christ Hospital has provided the best, most compassionate care for our community. By continually reimagining what healthcare can be, they have become more than just a hospital. Today, they are an extensive network of 6,500 employees, 1,200 physicians and 600 volunteers, serving patients in more than 100 locations throughout Greater Cincinnati.



Industry

Healthcare

Number of Employees

6,500

Opportunity

The Christ Hospital needed flexible leadership development at scale which could highlight their mission and values. Partnering with FranklinCovey, The Christ Hospital implemented All Access Pass and delivered it to all 300+ leaders throughout the organization.

Solution

- All Access Pass®
- Jhana®



The FranklinCovey All Access Pass® allows you to expand your reach, achieve your business objectives, and sustainably impact performance with unlimited access to FranklinCovey content. The pass comes complete with tools, assessments, videos, digital learning modules, and all of FranklinCovey's training courses—available Live-Online, On Demand, and Live In-Person.

For more information, contact your FranklinCovey client partner at 6819 9400.

