

STORY HIGHLIGHT

SUZANNA'S COLLABORATION STORY



Suzanna is an executive leader at a healthcare organization in Arizona. She is a strong advocate for the power of collaboration in transforming healthcare.

The Power of Collaboration

A few months ago, our healthcare system was facing significant challenges. Patient care was suffering due to fragmented communication and isolated efforts among our departments. As someone in a leadership position, I saw the detrimental impact on both staff morale and patient outcomes and felt so helpless. **We needed a change, but I wasn't sure where to start.**

In a pivotal meeting with our executive team, I stood up and said “*we have to try to do something different*” and suggested that we bring in a collaboration expert to help us implement a comprehensive collaboration initiative. At first, there was skepticism. **Could simply working together really make a significant difference?** Nevertheless, I was committed to trying anything to improve our situation and the rest of the team was open to trying it.

The initiative wasn't just about new processes; it was about **fostering a culture of trust and openness**. The collaboration expert we brought in, Tanya, helped us organize cross-departmental meetings and workshops focused on shared goals and mutual support. **One memorable moment** during these sessions was when Dr. Lee, a leading surgeon, shared a heartfelt story of a recent case that was saved thanks to the quick coordination between his team and the emergency department.

He said, “*Without the swift and coordinated effort, we might not have saved that patient. It was a true testament to what we can achieve when we work as one team.*”

This story resonated deeply with me and every else in that session. It highlighted the tangible impact of our collaborative efforts and ignited a sense of unity and purpose within our teams. Barriers between departments began to dissolve, and a new culture of collective responsibility began to take root.

The changes have been profound. Regular interdisciplinary meetings have become the norm, where every voice was valued, and innovative solutions are born. The atmosphere has shifted dramatically—stress levels decreased, job satisfaction improved, and most importantly, patient care has been impacted. Our patients noticed the difference too, often remarking on the seamless and compassionate care they received.

This journey has profoundly changed my perspective. I've changed from being a leader that thinks they have to do it all on their own, to becoming a leader that understanding that the best solutions come from diverse people working in harmony. I now go to work each day inspired by the power of collaboration, knowing that **together, we can overcome any challenge.**