

# CASE STUDY



## SUSTAINABILITY CERTIFICATION PROGRAM

The Certification program is made possible through the Hackensack University Medical Center (HackensackUMC) Learning and Performance Academy and includes a one-hour lecture and 30 minutes for discussion. The program has a dozen or so participants whom earn a paper certificate and get credit on their performance evaluations. A recognition event with the CEO at year end, upon completion of the program is under development.

### Lecture Content

The educational content is in alignment with the Healthier Hospitals' (HH) six category framework: Engaged Leadership, Leaner Energy, Healthier Food, Less Waste, Safer Chemicals and Smarter Purchasing. The lecture connects these areas to the environmental footprint of hospitals in general and HackensackUMC in particular. Each HH category details what HackensackUMC is doing to meet the goal challenges. The lecture also describes the medical center's larger role in advocacy work like TSCA reform, the facility's position on flame retardants in furniture and promotion of antibiotic-free meat. The discussion shall inspire ways to best support grass-roots style initiatives that emerge from engaged staff.

### Program Goal – Advocate, Educate and Engage

The goal of the certification program is to engage staff and expand conversations beyond 'just waste' and connect them to the bigger picture of health and sustainability. The program can engage new staff and provide a formal training for existing champions. Another goal of the training is to open lines of communication for performance improvement opportunities and to provide recognition for accomplishments. These

### Hackensack University Medical Center

HackensackUMC, a nonprofit teaching and research hospital located in Bergen County, NJ, is the largest provider of inpatient and outpatient services in the state. Founded in 1888 as the county's first hospital, it is the flagship hospital of Hackensack University Health Network, one of the largest health networks in the state comprised of 1,717 beds, more than 10,000 team members and 3,300 credentialed physicians. HackensackUMC was listed as the number one hospital in New Jersey in U.S. News & World Report's 2015-16 Best Hospital rankings - maintaining its place atop the NJ rankings since the rating system was introduced. It was also named one of the top four New York Metro Area hospitals. HackensackUMC is the only hospital in New Jersey, New York and New England to be named one of Healthgrades America's 50 Best Hospitals™ nine consecutive years, and receive the Healthgrades Distinguished Hospital Award for Clinical Excellence™ 13 years in a row. The medical center is one of the top 25 green hospitals in the country according to Practice Greenhealth, and received 23 Gold Seals of Approval™ by the Joint Commission – more than any other hospital in the country. It was the first hospital in New Jersey and second in the nation to become a Magnet® recognized hospital for nursing excellence; receiving its fifth consecutive designation in 2014. HackensackUMC is the Hometown Hospital of the New York Giants and the New York Red Bulls and is Official Medical Services Provider to The Barclays PGA Golf Tournament. It remains committed to its community through fundraising and community events.



efforts hope to engage staff on a deeper level and improve employee retention. The ultimate goal is to have UMC identified as one of the top places to work according to employee polling.

## Next Phase

The next phase of the certification is to connect with sustainability projects and initiatives. Through the certification, key stakeholders can be identified and established to determine levels of involvement from brainstorming ideas to program implementation. Identifying a minimum of one individual per building on campus would create a firm foundation for programmatic momentum.

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## Initiatives as a Result of the Program

Some of the initiatives that staff have worked on are Greening the OR, Growing the Green Team, Safer Chemicals and Reducing Waste in the Supply Chain.

## Challenges

- To attract less engaged but interested staff to the program.
- Keeping the lecture portion fresh and interesting.
- Tracking post-program results effectively and efficiently. More recognition for participants.

## What's Next

- Current certificate owners recommend peers for the program. Continue recruitment.
- Quantify outcomes of the initiatives.



## Measurable Outcomes

Fifteen to 20 engaged champions leading multiple projects in all buildings on the campus.