

# CASE STUDY



## METRO HEALTH'S EMPLOYEE ENGAGEMENT

At Metro Health, the commitment to sustainability goes beyond the innovative design features of the hospital. It's evident in day-to-day business practices and ongoing strategies to conserve natural resources and promote a healthy environment. Over the past 10 years Metro has implemented numerous successful programs. Many of these programs in energy, waste and healthy foods are cornerstone programs that many employees benefit and directly help.

Metro's program is structured utilizing a steering committee comprised of directors and managers from IT, marketing, purchasing and surgical services. Metro utilizes a green team consisting of front line staff. The green team participants are ambassadors at their unit/departments. Robert Van Rees, director of facility and support services, reports quarterly to the building committee which is a sub committee of the board of directors and report annually to the board.

Metro utilizes new employee orientation to educate staff. Because of the many sustainability accolades, potential employees and clinicians frequently inquire about Metro's sustainability initiatives and share that it is one thing, positively, that sets Metro apart from other hospitals they were considering.

### Metro Health Hospital

As a leader in sustainable health care, Metro Health continues to take steps to provide a healthier environment for their patients and community. Some of their sustainability initiatives include: Metro Health Hospital's LEED (Leadership in Energy and Environmental Design) certification; a strong focus on storm water management, recycling and energy conservation; the 48,500 square foot green roof at our hospital which is not only pleasing to look at, but absorbs water and provides great insulation; an extensive sustainable food program that helps provide healthy alternatives for our patients; weekly farm markets throughout the summer; and much more.



## Challenges

One of the biggest challenges at Metro is keeping all staff informed, excited, educated and involved. To address this challenge, the team kicked off a departmental audit and certification program. The process includes reviewing current practices and developing an action plan. The audit team reviews the action plan with the department head. An annual certificate of participation is given to participating departments. The final step is implementation of agreed upon changes and education of departmental staff.

Another challenge is the integration of initiatives into day to day operations. A couple of successes in this regard include the sustainability web page under the management of the marketing department and a 4,000 square foot garden, providing fresh fruit to the hospital, which is managed by several staff members.

## What's Next

Formalizing the way in which the team measures employee engagement is through employee satisfaction surveys.

### Measurable Outcomes

"It is a part of our culture – it has come to the point among nursing that nurses correct each other when waste is being disposed of incorrectly – it's the same as if a nurse was about to administer the wrong medication."