



Press Ganey's Workforce Well-being Collaborative

Journey to Physician Well-being

Installment 9: The Power of Teamwork Dinners: A Tale of Two Experiences

In this installment, Dr. Moskowitz reflects on his experiences hosting teamwork dinners and how this dinner program helped improve communication and connection for participating clinicians.



Dr. Michael Moskowitz

VP Clinician Resilience and Well-Being
Catholic Health

Dear Clinical Colleagues,

At Catholic Health we've embraced the concept of teamwork dinners, inspired by the groundbreaking [COMPASS study](#) conducted by the Mayo Clinic. This series of dining and conversation bring together healthcare professionals from various disciplines to foster the kind of camaraderie and open communication that undergird effective teamwork. It also gives all participating a deeper understanding of each other's roles and perspectives.

Positive as that is, our teamwork dinners have been a study in contrasts, highlighting the critical importance of an effective communication strategy and buy-in and support from local leadership.

At our first teamwork dinner, we learned that clinicians who had interest in joining nevertheless held back as the purpose of the dinner program had not been effectively communicated. Clinicians did not know what to expect and there were concerns regarding psychological safety. Some also wondered if the dinners might be a waste of time as “nobody listens anyway.”

In contrast, our second teamwork dinner was a resounding success thanks to the unwavering support and participation of our hospital's executive team. The event was championed from the top down, with leadership actively promoting the dinner's significance and encouraging attendance across all departments and disciplines. The difference was palpable from the moment the doors opened.

The room buzzed with energy as clinicians from various specialties eagerly mingled, exchanging stories and building genuine connections. Physicians, physician assistants, and nurse practitioners all shared their perspectives on patient care challenges, offering many unique insights and learning from one another's experiences. The atmosphere was one of mutual respect, genuine curiosity, and a shared commitment to improving teamwork and patient outcomes.

After the dinner, countless participants expressed their appreciation for the opportunity to connect with colleagues they rarely interacted with and gain a deeper understanding of the roles and challenges faced by different disciplines. The feedback was overwhelmingly positive, with many expressing a newfound sense of camaraderie and a renewed commitment to interdisciplinary collaboration.

Reflecting on these two experiences, it's clear that the success of teamwork dinners and similar initiatives hinges not only on the quality of the program itself but also on the buy-in and active participation of hospital leadership. Leadership support inevitably creates a ripple effect that spurs movement, empowers clinicians, breaks down silos, and fosters a culture of cross-collaboration and continuous improvement.

In Good Health,
Dr. Moskowitz

Register for our upcoming webinar!

[Join us](#) on Thursday, July 18th at 1pm ET to hear Dr. Moskowitz present live about Starting a Strategic Clinician Resilience and Well-being Program: Catholic Health's Well-being Journey.

[Register now](#)

Missed our last installment? [Read more here!](#)

Please email us at workforcewellbeing@pressganey.com with any questions.

We look forward to your continued participation in our Workforce Well-Being Collaborative!

Sincerely,

The Press Ganey team



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