Building Effective Dyad Teams: A Shared Path to Strategic Growth

Challenges to physician engagement continue to intensify for many healthcare organizations. Tiller-Hewitt’s professional facilitation enabled this “physician-led, professionally managed” medical group located in the Southwest to meaningfully involve physicians and administrators in establishing shared mission, vision, values and strategy. Together, they are accomplishing actionable, growth-oriented goals.

**What is a Dyad Team?**

Face-to-face verbal communication between two people involving their mutual ideas, thought, behavior and ideals.

### Three-Stage Process

**Laser Focus Ensures All Voices Are Heard & Strategies Drive Outcomes**

1. **DISCOVERY**
   - Survey for objective input from physicians, leaders and staff

2. **TEAM BUILDING**
   - Essential groundwork for effective communication

3. **STRATEGIC PLANNING**
   - Accountability for reporting progress and solving barriers

### MISSION

- **VISION**

- **VALUES**

**ACTIONABLE GOALS FOR GROWTH**
- Launch an Effective Onboarding Program
- Improve Staff/Manager Hiring & Training Processes
- Increase Timeliness/Relevance of Internal Communication
- Build Seamless Referral Management Process
- Empower staff
- Create New Brand Identity

**LANDSCAPE: The Disconnect**

Hospital executives’ perception of the involvement of physicians in clinical policy decision-making is at 80%, while physicians rate it at 39%, a 41 point gap.

**Source:** Jackson Healthcare Physician Engagement Report 2016

**20% ENGAGED**

Source: Athenahealth/EPOCRATES, 2016

**“The members of our medical group are now more fully aligned as partners in growth.”**

- Physician Leader

**“This engagement process enabled us to move forward both rapidly and strategically.”**

- Physician Practices Administrator