



Teams that value and engage their people are better—and safer—places to work. Here's what the unit-based team in San Leandro Medical Center's Environmental Services department did to engage all team members in building a culture of safety.

1	SET A GOAL	The San Leandro EVS team set a goal to increase and maintain the percentage of employees taking action to improve safety from 14 percent to 85 percent within three months. The following steps helped the team exceed its goal by 10 points.
2	REACH OUT FOR SUPPORT	The UBT received training and support from its sponsors to lead change.
3	GET ORGANIZED	Organizing the department's 130-plus workers into smaller teams of 10 brought greater participation and support.
4	PRACTICE	EVS employees framed safety conversations around the impact to the facility or a person's well-being, while applauding safe practices and minimizing a focus on mistakes.
5	OFFER INCENTIVES	The more safety engagements EVS employees did, the more times their names were entered into a monthly drawing for prizes.
6	TRACK PROGRESS	Team members' observations of potential hazards and summaries of safety conversations are entered into a database and shared at weekly team meetings.
7	GIVE THANKS	The entire department was treated to dinner, lunch or ice cream after EVS workers engaged employees inside and outside the department in safety conversations for three consecutive months.