

Titre : Middle Managers: The indispensable cream of the Oreo cookie

Conférencières : Julie Béliveau et Julie Duguay

Session Description

How do middle managers contribute to the transfer of the Planetree model in their organization? A researcher-manager duo will present a study on this subject carried out at the Centre de réadaptation Estrie, located in Canada. This study allowed the emergence of an intervention model depicting the key role of middle managers' behavioral exemplarity ("walking the talk") in the adoption of the Planetree philosophy by their employees. After presenting this model, the duo will share with participants the best practices used by middle managers of this innovative organization to encourage staff engagement and co-construct patient-centered care practices with their teams.

Objectives

- 1) Participants will better understand the crucial importance of middle managers' behavioral exemplarity ("walking the talk") and its effects on employees' engagement towards patient-centered care.
- 2) Participants will leave with a set of best practices to try out in their own organization in order to favor the adoption of the Planetree model by their teams.
- 3) Participants will be invited to discuss the conditions that are necessary to put these best practices in place within healthcare organizations.