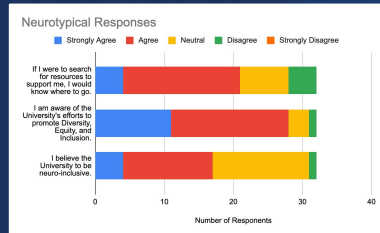
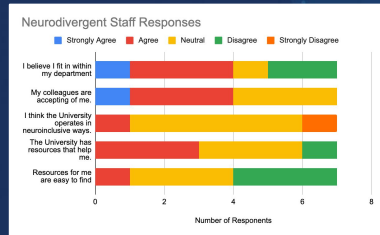




Equity in Neurodiversity

- 15-20% of the general population identifies as neurodivergent.
- There is no centralized structure to support neurodivergent staff at the University of Michigan.



Embrace Change



CASE for Change:
Improving Communication at Michigan Medicine
Collaboration with Striving for Well-Being



We took on big ideas with 2 projects this year. One group strove to improve the work lives of our neurodivergent staff, by doing research to find out what the need is and what supports are already in place. Another group took steps to improve communication from front line staff up to Leadership in Michigan Medicine, in order to improve staff engagement with changes being made, ability to provide feedback, and, hopefully, improve morale levels.

- **Situation**
 - Loss of local control over clinic workflows
 - Employee dissatisfaction on objective measures (Vital Voices survey)
- **Background**
 - Changes implemented with perceived inadequate communication from higher leadership
 - Call center integration; Practice Optimization Initiative (POI); etc.
 - Intent is to improve patient care metrics; actual impact has been decline in these metrics
- **Assessment + Recommendations**
 - C: Chain of Command
 - Revision of existing chain of command structure
 - A: Advisory Council
 - Creation of Michigan Medicine staff advisory council (similar to campus)
 - S: Surveying
 - Gather post-change feedback from affected employees
 - E: Education
 - Improving communication from the top down
- **Next steps**
 - Working with PMT to refine scope, identify stakeholders