SHIELDS
HEALTH SOLUTIONS

Promoting Morale of Remote Teams through Implementation of Clinical Services Social Committee

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SCAN ME

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Background

- The Shields Health Solutions (Shields) clinical services team initially worked in a traditional, in-person office environment. However, at the start of the COVID-19 pandemic, the team moved to a 100% remote environment. Since the beginning of the pandemic in 2020, the clinical team has experienced a three-fold growth in team members, including the addition of over 110 pharmacists alone.

- Remote work environments can present challenges to team engagement; however, methods to overcome these barriers include virtual and in-person team building exercises and social activities.

- The purpose of this initiative was to promote camaraderie and community among Shields clinical team members while boosting team morale and unity.

Methods

Baseline Survey: Completed prior to committee launch to assess demographics and existing attitudes and beliefs of the clinical services team members.

Established Social Event Calendar: Based on clinical services team survey responses, we established a social calendar and outlook social committee group to coordinate and organize various activities and events on a monthly and quarterly basis.

Conducted Post-Survey: 6 months post-launch, this survey was completed to assess need for changes based on feedback.

Results

- Since establishment of the Shields Clinical Services Social Committee in September 2022, the team hosted 16 social activities. No cost activities included: two book club meetings, three yoga classes, five Peloton classes, one volunteer activity, and three craft sessions. Department funded activities included two events: Gingerbread Wars and Virtual Murder Mystery.

Figure 1: Baseline team characteristics

Characteristic	N=97 (%)
Time Employed with Shields	
<3 mos	8 (8%)
3-6 mos	16 (16%)
7-12 mos	20 (21%)
1-2 Years	17 (18%)
2-3 Years	21 (22%)
3-4 Years	10 (10%)
4-5 Years	5 (5%)
Primary Location/Environment When Hired	
Onsite at headquarters	16 (16.5%)
Remote (Offsite SHS Location)	15 (15.5%)
Fully Remote (home environment)	66 (68%)
Previous Remote Experience	
Yes	25 (26%)
No	72 (74%)
Baseline Excitement Level to Work Remotely	
Very Much	68 (70%)
Somewhat	20 (21%)
Neutral	8 (8%)
Not Much	1 (1%)
Not at All	0 (0%)
Connected To Team at Baseline	
Very Much	22 (23%)
Somewhat	51 (53%)
Neutral	14 (14%)
Not Much	9 (9%)
Not at All	1 (1%)

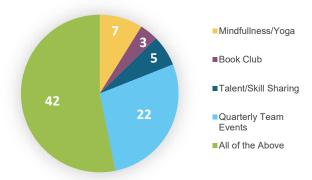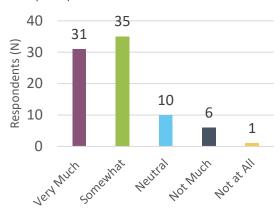**Figure 2: Events team members found most enjoyable (N=79)**

- Mindfullness/Yoga — 7
- Book Club — 3
- Talent/Skill Sharing — 5
- Quarterly Team Events — 22
- All of the Above — 42

Figure 3: Overall Satisfaction of committee 6 months post launch (N=83)

Respondents (N): Very Much 31; Somewhat 35; Neutral 10; Not Much 6; Not at All 1

Conclusion

- The Shields Clinical Services Social Committee has positively impacted the clinical services team, allowing pharmacists to connect and engage with each other virtually. A social calendar and continued feedback from members has helped the team unite and continue to grow as a community.

- Feedback from the post-implementation survey will be incorporated into future events and programming to further enhance the positive results of the program on team culture.