How Pathway Helped ‘Stitch Together’ UC’s Trauma Team

The University of Cincinnati’s Trauma and Critical Care Team was dealing with “multiple focuses and multiple personalities.” Their outstanding team of all-stars were each doing their best work. Patients were getting award-winning care. Doctors were sharpening their skills and advancing their careers.

From the outside you’d think everything was working just fine – because it was. From the inside, their leader knew they could be performing at an even higher level. He knew they could have an even bigger impact if they could find a way for each person to continue to grow as an individual while also finding a way to unite as an ultra-high-performing team.

“We had multiple focuses and multiple personalities. We needed a framework that helped us do our best work. Each team member needed to be able to work on their individual career while being part of a productive whole.”
- Dr. Jay Johannigman, UC Trauma Division Chief

We got to work – delivering a complete strategy execution project in about three months. We reviewed strategic competencies, built a strong strategy foundation, completed a group talent assessment, and gained alignment between the unit’s activities and its strategy using a balanced scorecard.

“The work we did with Pathway Guidance helped us create a plan and a framework to achieve success. They helped us define manageable steps towards a goal that was exciting to everyone. They did an outstanding job balancing the ‘personal’ and ‘professional’ aspects of the work so our team was comfortable with Tom and Sonya as well as their process. It was not always easy but the environment they created for the work was just right for our team.”

Turns out Dr. Johannigman was right. Unifying the team has allowed them to achieve more than they thought possible. They have nearly tripled their program and number of clinicians – and their growth continues today.

Thanks to their hard work, openness, and commitment to our process, UC’s Trauma team is now firmly on a new path towards enduring, prosperous growth.

"The work with PWG created a Strategic Goal that was a wonderful guide for our group for years and was open enough, diverse enough and strong enough to allow for growth and change and the incorporation of new people and ideas."

Dr. Jay Johannigman
UC Trauma Division Chief

INSIGHT FROM PATHWAY’S PARTNERS: When working with a group of highly intelligent, highly independent individuals it's important to help each team member be heard and understood for their own unique value. Once each individual feels heard, respected, and valued, you can then work with the entire group to discover the greatest common ground they can all stand upon. This becomes the foundation for their future vision – the framework that helps them realize the value not only for themselves, but for the team as well.