

## **How to measure and improve the clinical engagement of your team and its importance**

Quality improvement interventions are essential to improve health care delivery. Significant proportion of these interventions fail, mostly due to two main reasons, the engagement of clinical staff and the context in which it takes place.

The concept of clinical engagement comes in part from the work engagement, a behavioral perspective on the employee motivation. Recent survey in Victoria showed significant number of employees with low engagement index. Good clinical engagement has been shown to decrease staff turnover and absenteeism, decrease infection rates, increase patient satisfaction and lower patient mortality. It has been suggested that *'everyone in healthcare really has two jobs when it comes to work every day: to do their work and to improve it.'*

Clinical engagement has been defined as the methods, extent and effectiveness of clinical involvement in the design, planning a decision making and evaluation of activities impacting health care system.

In an 'engaged state', team tackles problems and implementation of required changes is seen as a shared responsibility.