

Culture Building: Creating A Cohesive & Inclusive Environment

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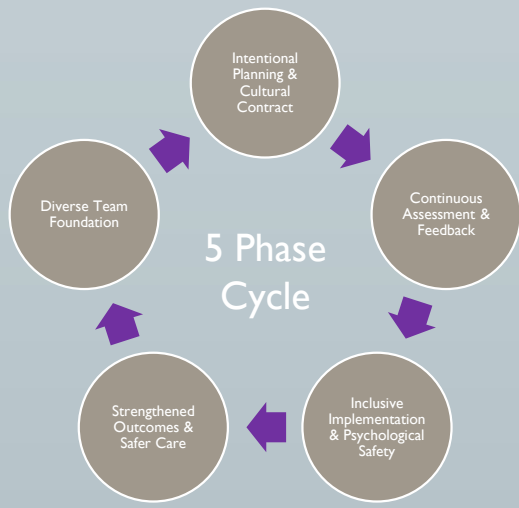


Background

- The One is a newly formed Ambulatory Surgery Center with a diverse team combining seasoned healthcare professionals and individuals new to the field.
- Team diversity creates opportunities for shared learning but also requires intentional culture building to maintain cohesion.
- Leadership recognized early the need to establish a unified culture rooted in respect, collaboration, and continuous learning.

Plan

- Leadership conducted extensive planning, reviewing best practices and internal cultural models to develop a Cultural Contract that outlines shared values and behaviors.
- Three guiding themes were established: the Human Connection Triad, Psychological Safety, and a Framework for Collaborative Harmony.
- Initiatives such as "Great Catch" and "Culture Creator of the Week" were introduced to reinforce accountability, recognition, and cultural alignment.



Results

- Stronger Team Dynamics**
 - Leading to more cohesive and resilient team
- Enhanced Communication**
 - Through open dialogue and constructive feedback
- Psychological and Operational Safety**
 - Empowers staff to speak up

Discussion

- Continuous assessment is embedded through open communication, active listening, feedback loops, and recognition programs that gauge engagement and alignment with cultural values.
- Implementation prioritizes inclusivity, with staff collaborating in developing, revisiting, and evolving the Cultural Contract as the team grows.
- Psychological safety is treated as a core, ongoing practice that supports transparent dialogue, trust, and the freedom to speak up without fear.
- Embedding the principles of Collaboration, Coordination, and Cooperation into daily operations strengthens teamwork and supports a unified, high-performing environment.