



SPECIALTY HEALTHCARE FACILITY

A Books@Work Case Study

In professor-led literature seminars, Books@Work builds human capacity to imagine, innovate and connect, strengthens a culture of trust, respect and inclusion and enables personal and collective transformation.

The Program

A specialty healthcare facility (part of a national healthcare organization) brought Books@Work to a cross-functional and cross-hierarchical group. The participants met for an hour weekly to discuss fiction and nonfiction with college professors.

Participant Reflections

In interviews, participants reflected on the Books@Work experience, appreciating the way Books@Work:

- promoted stronger connections among teammates.

"You think you know people but it's mostly on a superficial level. [Through Books@Work] you get to hear their in-depth feelings on certain topics, and those are parts of people that you don't get to see on an everyday basis."

"We've all [gotten] to know each other a little bit better, and where we come from and our backgrounds [. . .] Once you get into it in the books, and start bringing your own experience in, you start to learn about other people on a much deeper level."

- encouraged trust and respect among colleagues.

"It's team building. It brings you closer together because, when you discuss books, you're bringing your own insights. You're sharing more of yourself through the insights. I would never think that some people would bring the kind of insights that they did. "

"Well, thinking specifically about those people who were at Books@Work, I feel we're like-minded. We're not [saying . . .] 'I'm a dietitian, that one is a nurse, that one's a tech.' I don't think of them in that sense anymore. I think of them as we have a common interest [. . .] It definitely brings you together."

- encouraged empathy for patients and for each other.

"I try to look at all my patients now as [. . .] 'I don't know where you came from, but your past experiences have brought you here and this is what we're going to deal with.'"

"In this story, the mother was struggling and my teammates just opened up about some times when they struggled in their lives. So it's like you just felt for the person. You work with them and you don't really know everything about them – but you found out a little bit more."

"[Now] I will look at a patient and say, 'I wonder where they came from? What is their background?' Because we don't know."

Selected Seminar Readings

F. Scott Fitzgerald, *Tender is the Night*

Nikolai Gogol, *"The Overcoat"*

James McBride, *The Color of Water*

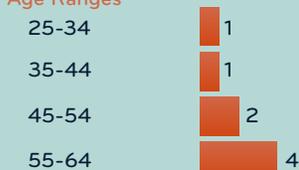
Oscar Wilde, *The Picture of Dorian Gray*

Demographic Information

Participants were both men and women representing a range of roles, including:

- Nurses
- Technicians
- Dietitians
- Administrative Assistants

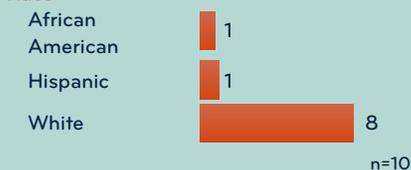
Age Ranges



Education



Race



In post-program surveys:

92%
of respondents indicated that they found the program worthwhile

92%
of respondents indicated they would like to participate in the program again.
n=13

That Can Be Me, Inc.

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