

15th Annual European Pharma Congress

May 07-09, 2018 | Frankfurt, Germany

Building a culture of employee engagement

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With the complexity in the pharmacy profession and with advancement of technologies in hospital pharmacy setting, the human factor tends to be forgotten or ignored which might lead to major employee disengagement. Studies show that when the employees are involved in and are enthusiastic and committed to his or her work, an increased retention, reduced sick call, increased profitability, accountability and improved customer retention are observed. One of the many tools to measure employee engagement is through Gallup Q12 survey which is currently used in many health care institutions in the United State of America including Cleveland Clinic Abu Dhabi. This presentation shares the Cleveland Clinic Abu Dhabi Hospital pharmacy experience focusing on initiatives and strategies in building the culture of engagement in the Pharmacy Department in Cleveland Clinic Abu Dhabi.

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