



SUNY COLLEGE OF OPTOMETRY
UNIVERSITY EYE CENTER®

COMMUNITY AND PEOPLE

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Goal 6: Cultivate an institutional culture that encourages a sense of community, inclusion, institutional pride, collective purpose and shared responsibility

- ✓ Communication
 - UEC & service-specific meetings
 - Transparency and accountability
 - Front desk, patient accounts & faculty joint meetings
 - Workshops/training sessions/self-reflection
 - Revamped new employee orientation
- ✓ Collaboration and collective purpose
 - Research support
 - Health & Wellness Expo
 - Cross-functional teams for *Principles in Practice Education Series* (PIPES)
 - Affiliation agreements to complement our mission/goals



Goal 6: Cultivate an institutional culture that encourages a sense of community, inclusion, institutional pride, collective purpose and shared responsibility

- ✓ Leadership opportunities
 - Committee participation
 - Budget preparation
 - Grant development
- ✓ Recognition
 - Annual reviews include feedback from secondary sources
 - Sharing the “Good News”
 - Feedback from patient satisfaction surveys
- ✓ Community and engagement
 - Food drive
 - Paint night & holiday potlucks
 - White Coat Ceremony
 - Administrative Professionals Day (this Wednesday!)
 - Increased social media presence



Goal 7: Promote the growth and development of all members of the College community

✓ Growth and development

- In-service/training sessions: TrueTear, Diopsys, VEP/ERG, Oxervate neurotrophic keratitis, and CPR training. Future sessions planned on Bscan, Advanced imaging analysis (FORUM), Humphrey visual field, amniotic membranes, and electro-diagnostics.
- Encouraging senior/junior faculty pairings for common interests including IRB submissions
- MGMA Practice in Principles Education Series (PIPES)- Topics: Situational awareness, normalization of deviance, stress and fatigue management, disruptive behavior, assertive behavior, and conflict management
- American College of Healthcare Executive (ACHE) cluster programs- Topics: The Art of Building Relationships for Successful Teams, Compelling Communication: Creating Engagement, Understanding and Results, Physician and Executive Partnerships: Hard Facts, Soft Skills.



Goal 7: Promote the growth and development of all members of the College community

- ✓ Retention and recruitment
 - Increased experiential diversity
 - Matching skills/preferences to opportunities
 - Providing practical skills for work/life
 - ACHE leadership workshop (June 2019) – Leveraging individual leadership behavior and communication to drive organizational performance
 - Increased UEC and College-wide committee participation (appointed and elected)
 - Recognizing and celebrating achievements



Priorities/Initiatives

- ✓ Incorporating experience and feedback from our stakeholders
- ✓ Promoting employee engagement and enhancing patient/community relations
- ✓ Membership in The Beryl Institute
- ✓ Providing opportunities for growth and development
- ✓ Celebrating individual/collective achievements
- ✓ Telling “Our Story/Our Impact”

The Business of Business is People !

