



Employee Engagement and Resilience Training for a Major Hospital in Houston

SCOPE

The VIP & Global Services Department at a major hospital in the Texas Medical Center—the largest medical center in the world—provides American and international VIP patients with personalized care and seamless appointment coordination. This 70-member team serves some of the hospital's most high-profile and demanding patients, requiring constant focus and adaptability.

In 2022, the department faced a major challenge: employee burnout. After navigating the intense stress of the COVID-19 pandemic while managing high-pressure interactions with patients and their families, the team scored lowest in employee engagement across the hospital system.

Leadership recognized the urgent need for targeted support to help their team members rebuild resilience, reduce stress, and strengthen engagement. The department sought guidance strategies to handle challenging interactions, regulate emotions, and sustain high performance under pressure.

ROLE

Over an eight-month period, Mindful Being delivered resilience and engagement training to the VIP & Global Services Department. Training was conducted in seven small groups each month, ensuring personalized attention and accessibility for all staff, including night shifts.

The program focused on practical strategies to reduce stress, manage emotions, and release unhelpful thoughts. A central component of the training was practicing calm and professional responses to challenging interactions, including dealing with demanding patients.

Progress was tracked in key areas of resilience:

- Activation: the ability to stay engaged and cope under stress.
- Decompression: the ability to disconnect from work and enjoy personal time.

These focus areas provided a foundation for measuring meaningful improvements in employee engagement and overall well-being.

RESULTS

The training produced measurable gains in engagement. The department's Engagement Indicator score rose from 4.55 in 2022 to 4.63 in 2023, matching its highest score on record and **reversing a two-year decline**.

Resilience scores also showed significant gains. Overall **resilience increased** from 4.33 in to 4.52, surpassing both hospital system and healthcare benchmarks. Within this category:

- Activation rose from 4.74 to 4.78
- Decompression rose from 3.93 to 4.26

These were the largest year-over-year improvements since 2019, demonstrating real progress in managing stress and sustaining performance. Staff learned to recognize the underlying needs of themselves, their colleagues, and the patients and medical teams they support.

Daily work experience scores reflect these gains: employees reported a stronger sense of meaning in their work, greater engagement under pressure, and improved ability to disconnect after hours. The statement "I rarely lose sleep over work issues" showed the most dramatic improvement, increasing from 3.98 in 2022 to 4.3 in 2023 – moving the department from below to above the system benchmark.

Together, these results reflect not only stronger engagement but also a healthier workplace culture. **Once at risk of burnout, the department emerged as a positive outlier in resilience measures across the hospital system.** The program restored morale and well-being while creating a sustainable model for resilience training that can be applied in other departments.

