

Human Potential Factor applied to improve Leadership Performance Reference Center for Child and Youth Cancer Treatment



GRAACC

- GRAACC is a **non-profit institution**, created to guarantee, within the most advanced scientific standard, the right for **children and adolescents with cancer to achieve all possible chances of a cure with quality of life**
- **Reference center** for cancer treatment, research, and education
- **+ 4,000 children and adolescents** from all over Brazil annually assisted
- GRAACC's hospital has all the resources to diagnose and treat childhood cancer, through a **multidisciplinary, integrated, and humanized perspective**
- A **greatly trained team** that achieves **high cure rates**
- An environment designed to **minimize the impacts** of the treatment



CONTEXT AND CHALLENGES

- **Cancer is the leading cause of death from illness in people from 0 to 18**, according to the Brazilian National Institute of Cancer
- Currently, the methods used in the treatment of childhood cancer guarantee **high cure rates (close to 70%)**
- Based on the importance of professionals to achieve this level of excellence, **GRAACC invests in the development of its team** to provide improved performance
- In this context, the main challenges with GRAACC's leadership were: **improving the efficiency and effectiveness of communication between different areas**, creating **greater synergy** between professionals; and **improving the individual performance** of leaders and, thus, **optimizing the results** of care for patients and their families
- Work environment concentrated **high levels of stress** due to the sensitive health condition of patients

THE PROJECT

- **57 Leadership professionals**: superintendents, managers, supervisors, coordinators, and doctors
- **Sectors**: Pediatric Oncology, Nursing, ICU, Pharmacy, Physiotherapy, Clinical Research, HR and others
- **8 weeks of project**, following 4 stages:



MAIN RESULTS

- **Immediate Results:**
 - Healthcare professionals with **greater self-awareness of their needs and capabilities**
 - GRAACC **leadership more confident** to face day-to-day challenges
 - Recognition of the need to **review concepts** and **work on individual blocks**
 - Better reflection on how to **better manage activities** and **deal with people** routinely
 - Having clarity that some things **can be obvious to me, but not to the others**
 - **More balance** when working on emotions, feelings, and thoughts
- **After 6 months of work:**
 - Professionals **4% calmer in stressful situations**
 - **16% increase in communication** between professionals in different areas, **reduction of conflicts**
 - **14% better relationship** between the areas
 - **Higher level of attention, safety, focus, and care** with patients and their families
 - **Greater assertiveness in decisions** and **11% better ability to position**
 - Professionals with **greater emotional control** when facing adverse situations
 - **Greater delimitation of daily tasks**
 - **10% better time managing** of professionals
 - Promoted professionals with **qualitative advances in their careers**
 - Professionals expressing themselves **more freely**

