



MomDoc is Bringing Joy to the Workplace

MomDoc is dedicated to bringing joy to the workplace which is evident by the implementation of an exciting employee development programs. In 2017 they launched “MomDoc Learn!”, an educational program for personal development of the employee. In 2018 they launched “Ace The Day. Every Day”, a program where employees make the difference in the lives of their coworkers. Through these initiatives, MomDoc has changed the culture of the organization one class and one person at a time.

At the start of the program, an initial survey was given to employees to determine what topics they were interested in. The results of the survey were developed into the classes that were presented. Presenters were mostly managers, directors, supervisors and a few outside presenters.

The MomDoc LEARN! Program was designed to promote opportunities for the personal development of participating employees. Ten different learning modules were offered:

- Leadership
- MomDoc Culture
- Español
- Personal Finance
- Food & Fitness
- The MomDoc Difference
- Workplace Skills
- Creating Happiness
- CPR Certification
- MomDoc 2018 Roadmap to Greatness



One major benefit of the program was that employees were compensated for class participation, receiving the hourly pay for the duration of the class. As an added benefit, they also received a \$0.10/hour raise beginning with the paycheck following the completion of the class (exempt employees received a \$200 bonus for attending). With approximately 100-120 employees in attendance at each class and employees on the average participating in 6 class, MomDoc’s financial commitment to employee development and overall job satisfaction emphasized the importance to this program.

The program has been deemed a success. The average score on surveys completed by attendees of the classes averaged a score of 8 on a scale of 1-10. Additionally, each year MomDoc participates in the local “Phoenix Best Places to Work” which documented positive mention of the MomDoc Learn! program. And MomDoc ultimately profited from the program by employee satisfaction and joy in the work place. Employees gained valuable education and tools that they incorporated in their personal lives and brought into the work place. Following the success in 2017, MomDoc launched “ACE The Day. Every Day” in 2018. This program is focused on employee mindfulness, keeping mindfulness at the forefront of the work that is being done every day. Ensuring employee accountability, complimenting and expressing appreciation encapsulate the core values at MomDoc.

Accountable. At least once per day, do something to hold each other accountable for having a positive work environment. When a coworker is complaining about something, ask them to share it directly and privately with the party that the complaint is about. If they feel that does not resolve the issue, ask them to share it directly with someone who has a management role that can address it. Please then go a step further and ask them to share something positive regarding the person or concept that the complaint is about. The exchange of a negative thought for a positive one is a proven technique in improving mental health.



Compliment. At least once per day, share a genuine compliment with a colleague. Lift their spirits and ours by noticing the wonderful things they do and say and verbalizing it.

Complimenting is a great way to improve relationships with those around us and improve our view of them.

Express appreciation. At least once per day (and hopefully many times per day), express appreciation to someone you work with. Feeling appreciated at work comes from those around us. If we are appreciating each other, regularly sharing our genuine gratitude for the support we give one another, we foster a positive environment and a positive self-image.

In May 2018, the focus was on Mental Health Awareness. Everyone is touched by a person that has suffered from mental health issues, whether they are aware of it or not. During Mental Health Awareness day, Nick Goodman, MomDoc's CEO emailed the staff, reminding employees that this day people around the world would be "engaging in efforts to raise awareness, fight the social stigma, and improve detection and treatment of mental health issues during and in the first year following pregnancy." And that MomDoc "has passionately supported the campaign to raise awareness in the state, working with legislators and with organizers to ensure that the day was recognized and supported."

Nick brought to mind, a coworker who died after suffering from depression. He encouraged them to be mindful that others struggle daily without being known. "We are interconnected. **Accountability, Compliments, and Expressions of Appreciation** all have a positive impact on our wellbeing and our relationships... (and) comes from each individual doing his or her part to create a positive work environment." Then he further personalizes by saying, "When you ARE that person that someone can depend on, that compliments others, and expresses appreciation for their efforts, it makes a difference in the life of your coworker." Nick concluded by reminding employees to "A.C.E. the Day, Every Day!"

MomDoc's programs can be easily replicated with few, if any, modification for organizations of various sizes and financial abilities. A simple modification of offering incentives such as a day of paid time off (PTO), entry into a drawing for a spa basket or sport package could also be offered. Monitoring staff recidivism rates before and after such programs as well as staff interviews and surveys can be used to monitor effectiveness of the programs.

MomDoc is a large, contemporary obstetrical and gynecological care organization for women in Arizona's Maricopa County. MomDoc has over 15 locations and 60 clinicians.