

INTEGRATED TEAM HEALTH PROGRAM

Team Health & Environment Program for a high-performing, integrated delivery model. On any complex healthcare project, where design, construction, and owner teams are deeply interdependent, this kind of structured environment isn't a "*nice to have*" — it's a **critical infrastructure** for success.

Below is a **Team Environment & Health Program**, tailored for your project, with clear structure, components, and measurable practices.



INTEGRATED TEAM HEALTH & ENVIRONMENT PROGRAM



Program Purpose

To create and sustain a **holistic, high-trust, continuous learning environment** for the entire project team. This includes formalizing:

- Team alignment and shared vision
- Clarity of roles, responsibilities, and expectations
- Timely decision-making
- Proactive ownership engagement
- Measurable accountability through team pulse checks and retrospectives

IC3.LLC Denton Wilson

INTEGRATED TEAM HEALTH PROGRAM

Core Principles

Principle	Description
Mission-Driven Teaming	“Formally” Aligning all work to the project’s purpose, user needs, and patient-centered mission
Clarity + Ownership	Clearly defined roles, responsibilities, and ownership of outcomes
Just-in-Time Knowledge + Effort	Expertise and decisions deployed at the right moment, not too early or late
Pulse-Based Leadership	Ownership team regularly checks team health and morale with structured intent
Rhythmic Alignment + Feedback	Integrated calendar of retrospectives, benchmarks, and project goals
Transparent Learning Environment	Safe space for feedback, adjustment, and celebrating growth

Program Components

1. Formal Alignment Framework

Element	Tool / Output	Owner
Team Charter	Shared mission, values, goals, ways of working	Owner + Core Team Leaders
RACI Matrix	Clear roles, decision authority, and support roles	Owner Rep + PMs
Stakeholder Expectation Map	What each group expects, and when	Owner Rep
Decision Matrix	Thresholds, timelines, escalation paths	Owner + Architect + CM

IC3.LLC Denton Wilson

INTEGRATED TEAM HEALTH PROGRAM

2. Baseline Benchmarks + Metrics

Category	Metrics (Examples)	Measured By	Frequency
Team Health & Culture	Trust, communication quality, alignment, morale (via pulse survey)	Third-party OR Owner	Monthly
Decision Timeliness	% of decisions made on time vs delayed past the needed date	Owner Rep	Biweekly
RFI/Submittal Closure	Avg. days open, overdue %, critical path impacts	CM	Weekly
Meeting Quality	Scored feedback from attendees (clarity, outcomes, engagement)	Team Members	Monthly
Retrospective Action Rate	% of improvement actions completed within the timeframe	Team Leads	Monthly
Cross-Disciplinary Engagement	Attendance + input rate in user or coordination meetings	Meeting Leads	Monthly

3. Structured Retrospectives (Total Team Pause)

Element	Description
Name:	Team Retrospective (aka “Pulse Pause”)
Frequency:	Monthly (all-team); Quarterly (extended)
Facilitator:	Owner or neutral third party (recommended for candor)
Attendees:	Entire core team + key owner/steering reps
Format:	- Review against agreed benchmarks

| **Output:** | Retrospective Report + 3-5 Key Adjustments → Reviewed by Steering Committee | “Visually” presented on the Big Room walls (Visual management)


IC3.LLC Denton Wilson

INTEGRATED TEAM HEALTH PROGRAM

4. Owner Engagement Role (“Pulse Leadership”)

The owner must play an **active leadership role** in maintaining team health — not from oversight, but from commitment. Key responsibilities:

Action	Rhythm
Attend or lead monthly retrospectives	Monthly
Conduct informal 1:1 check-ins with team leads	Biweekly
Review metrics dashboard (Total project)	Monthly
Respond or escalate morale or alignment issues	As needed

 **Owner Mindset:** Not just “Did we approve the change?” but “Is the team healthy enough to deliver through this challenge?”

Communication Rhythm for Team Health

Rhythm	Action
Daily	Micro-check-ins at huddles, informal comms
Weekly	Core Team meeting: include “People Pulse” topic (5 min)
Biweekly	Review decision delays + team impact
Monthly	Formal Pulse Survey + Team Retrospective
Quarterly	Extended Team Reflection, vision realignment, cross-disciplinary share-outs

IC3.LLC Denton Wilson

INTEGRATED TEAM HEALTH PROGRAM

Tools to Support the Program

Tool	Purpose
Digital Pulse Survey (e.g., Officevibe, CultureAmp, SurveyMonkey, or Google Form) **Important to use a tool such as MentiMeter to get Honest Feedback since the team often will not say out loud the real meaningful information	Measure culture, morale, alignment
Retrospective Template	Guides reflection, documents outcomes
Team Health Dashboard	Visualizes metrics (decision timing, morale, participation)
Quarterly “Wins Wall”	Celebrates contributions across disciplines
RACI + Expectation Tracker	Role clarity and expectation validation

Closing Thought

You cannot have a truly integrated team without clear **measure**, open **reflection**, and shared **commitment**. The best teams don’t avoid tension — they meet it together, aligned by purpose and clarity.

****You cannot run this program without “Ownership” who on your project team is the “IPL – Integrated project Leader,” the person/group responsible for the project team environment? A great environment will not happen naturally; it must be defined, clearly presented, have consistent touches, and impact ALL parties.**