



Reducing Friction. Restoring Joy at Work.

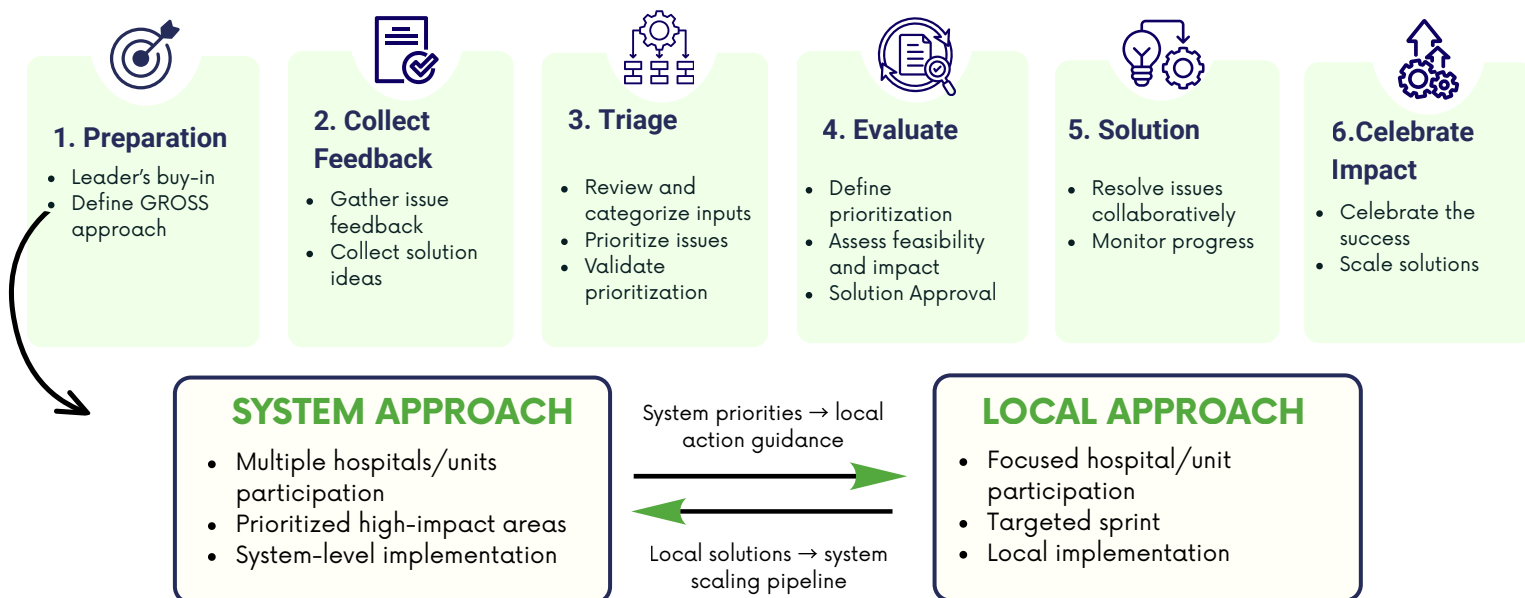
About GROSS

GROSS is a **People-Centered** improvement process that helps teams identify and resolve workplace frustrations that contribute to inefficiency, burnout, and disconnection. By empowering employees to **Own It, Lead Change**, and work together as **One Emory**, GROSS creates better workdays, stronger engagement, and greater professional fulfillment.



HOW GROSS WORKS

Each GROSS cycle is built around priority-aligned areas to drive systemic impact through targeted workplace improvements.



*All submissions are reviewed and prioritized based on impact, reach, importance, and ease of solution. Not all issues may be addressed, and actions taken will vary based on feasibility, resources, and priorities.



Roles & Responsibilities

EmWELL

- Provide communication tools
- Collect & analyze feedback
- Identify priority areas
- Track progress & share insights
- Facilitate issue resolution
- Drive solution scaling

Local Areas Who Opt In

- Support communication & engagement
- Encourage employee participation
- Validate assessments
- Collaborate on issue resolutions
- Own local implementation
- Support solution scaling

Solution Partners

- Contribute feasibility insights and solution ideas
- Collaborate with EmWELL and hospitals/units to resolve issues requiring cross-departmental support.