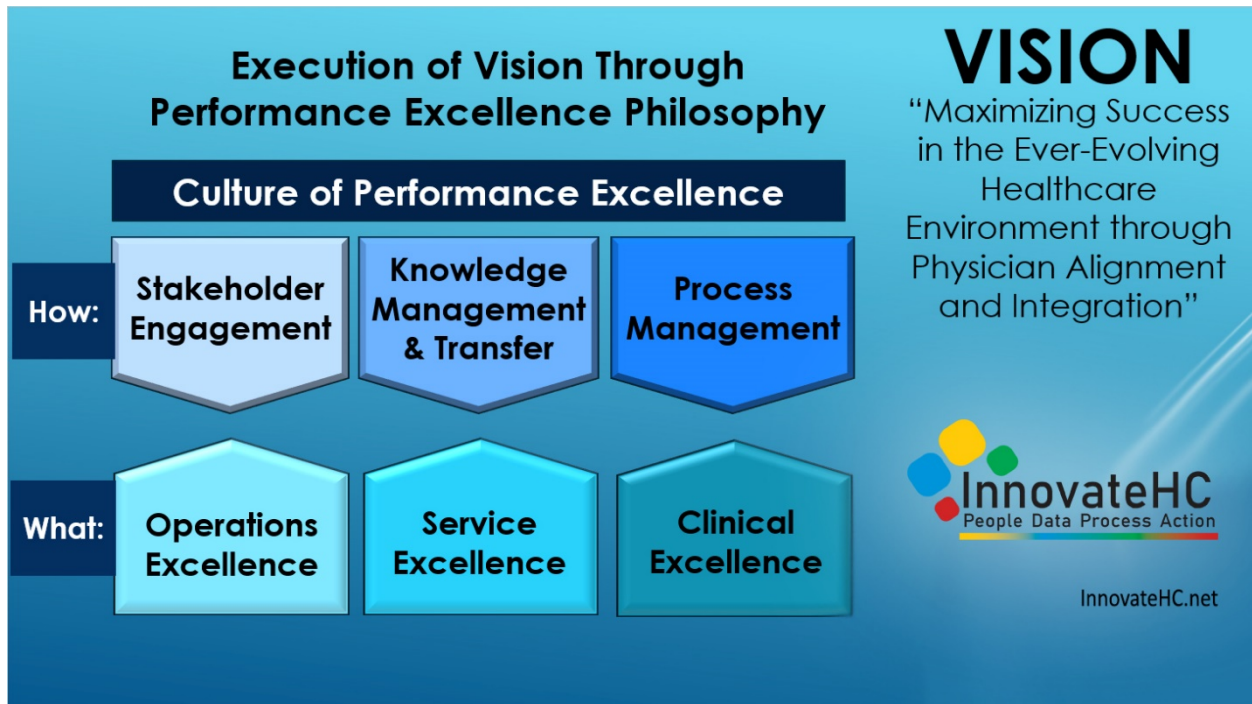




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Systematic Approach To Develop your Culture of Performance Excellence



Next Steps:

1. You have taken your organization’s self-assessment and submitted your responses.
2. Consider distributing the self-assessment to additional key stakeholders in your organization to evaluate their responses.
3. Schedule a complimentary 30 minute phone consultation with Mike Jones of *InnovateHC*.
4. Prioritize your strategies and action plans to achieve measurable results.

The healthcare industry is at a crossroads. Consumerism, regulatory requirements, payer requirements, employer demands and other factors are driving forces for change in service delivery. Now is the time to get it right. We need to reduce cost, control utilization, streamline delivery of care, deliver care in a manner that exceeds patient expectations at all times, manage the health status of the communities we serve and demonstrate continuous improvement in achieving best in class clinical outcomes.

The industry, as a whole, needs to focus on the “*Triple Aim*” (low cost, service oriented and high quality). In doing so, we cannot neglect that we can only navigate the course to achieving value based results with a high performing team of leadership representatives, management representatives, physicians, other clinical providers and staff, thus achieving the “*Quadruple Aim*.”

We must *engage and empower* our clinical and non-clinical workforce to maintain professional satisfaction and reduce the risk of burn-out from expecting more without addressing resource requirements. It is not easy, but it can be framed in a simplified philosophy of Performance Excellence. **Performance Excellence** (*Operations, Service and Clinical*) is the gold standard by which healthcare teams will be measured.

“Every job is a self-portrait of the person who did it. Autograph your work with EXCELLENCE.”

- Jessica Guidobono

Is your physician enterprise designed to allow every member of your organization to autograph their work with excellence?

High Performing Physician Enterprise:

There is no doubt that healthcare service delivery is evolving. The hospital industry has traditionally focused on “sick care delivery.” When patients and families are most vulnerable, communities need to have access to short-term diagnostics and treatment services, as well as long-term care options, focused on exceeding expectations. Physicians and other providers are key to leading teams of care providers in acute care, home care and long term care service delivery. The healthcare industry, as a whole, needs to demonstrate high performance in service delivery within the full continuum of care, especially in settings outside the hospital industry where the majority of community members seek care and preventive services:

- physician practice settings and
- outpatient services.

Central to all service delivery are physicians and other providers of care. Physician integration, alignment, engagement and empowerment across all venues of care are essential to achieve value in communities served. Unfortunately, many healthcare organizations face competing priorities and have not excelled in integrating and aligning physicians. Fostering a culture of *Performance Excellence* is a leadership approach to engage, inspire and empower care providers to achieve *Operational, Service and Clinical Results*. It is a “flawless approach” to meet the needs of all *Key Stakeholders*, especially those directly involved in care delivery:

- Develop a *Shared Vision*,
- Recognize the need for *High Performing Physician Enterprise Organizations*,
- Assess and develop your *Leadership and Management* structure,
- Assess and develop your *Governance* structure,
- Assess and develop your key measures of performance (*Knowledge Management/Transfer*)
- Assess and develop your *Process Management Methodology* to streamline operations and improve workflow, and
- Assess and develop your *Results* to validate that you are meeting and exceeding stakeholder requirements.

Performance Excellence Simplified Achieve Value Based Results

High performing leaders in healthcare organizations of today are challenged with the uncertainty of healthcare delivery in the future. Many hospitals face a challenge among key stakeholders. That challenge is a brand/reputation shift toward value based care. Mission, Vision and Values typically reflect claims of high quality and customer service, but key stakeholders (physicians, patients, families, employers, payers and regulatory bodies) are not buying the slogans of the past. In today's world, healthcare providers must demonstrate that they are living up to the value based equation (low cost, seamless, patient-centric, high quality care). Stakeholder demand and regulatory requirements drive organizations to demonstrate measurable results in cost, service and quality. The standard brand/reputation is no longer enough. Creating a performance excellence environment is a highly successful leadership approach to navigate the ever-evolving imperatives of service delivery. Value based results will be achieved through a leadership philosophy of performance excellence:



People

Engage your people: Develop Governance, Leadership and Management structures to engage your key players, especially physicians and other clinical thought leaders to lead the effort. *Create a shared Vision of Achieving Value Based Results.* Now it's time to *execute your shared Vision.*



Data

Evaluate your data; identify best practice: Engage all key players in identifying essential metrics to understand your current performance and identify opportunities for improvement in Operational/Financial, Service and Clinical performance.



Process

Know your process and design your process (es): Utilize advanced process management methodologies to identify current processes that yield current results. Establish consistency in your process improvement methodology. Identify best practices. Design your processes to achieve results.



Action

Hardwire/Standardize best practice, process design to ACHIEVE



Results