

Making Excellence Stick

WHAT'S *Right* IN HEALTH CARE®

Maximizing Outcomes in a Transparent World

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About Studer Group



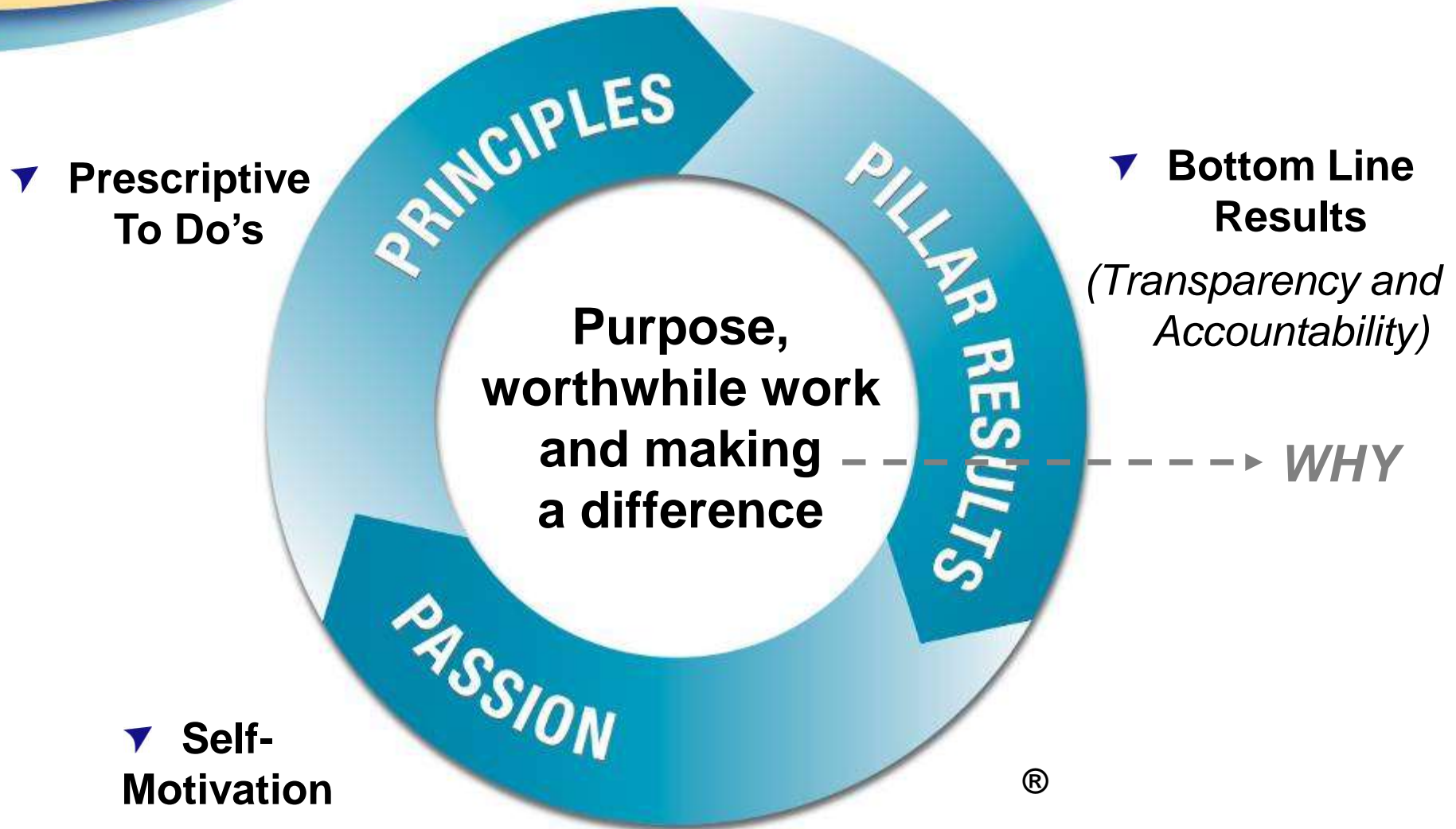
- ▶ Execution company focused on achieving and sustaining exceptional clinical, operational and financial outcomes
- ▶ Work with nearly 800 healthcare organizations in the US and beyond
- ▶ > 50 Coaches and National Speakers
- ▶ Educational Resources – Books, Training Videos, Webinars and Institutes
- ▶ Web based software solutions for operational alignment and process efficiency/ improvement
- ▶ Evidenced Based tactics that produce:
 - Accelerated rate of improvement and efficiency in clinical quality (core measures, hospital acquired conditions, and readmissions)
 - Favorable HCAHPS results
 - Maximized reimbursement
 - Increased physician loyalty
 - Improved ED flow, operational metrics and patient experience

My Passion





Healthcare Flywheel[®]



Execution Framework

Evidence-Based LeadershipSM

Rev 4.8.11

Foundation

Breakthrough

STUDER GROUP®:



Aligned Goals

- ▼ Implement an organization-wide staff/leadership evaluation system to hardwire objective accountability (Must Haves®)
- ▼ Create process to assist leaders in developing skills and leadership competencies necessary to attain desired results

Aligned Behavior

- ▼ Agreed upon tactics and behaviors to achieve goals
- ▼ Re-recruit high and middle performers
- ▼ Move low performers up or out

Aligned Process

- ▼ Processes that are consistent and standardized
- ▼ Software
- ▼ Process Improvement
 - ▼ PDCA
 - ▼ Lean
 - ▼ Six Sigma
 - ▼ Baldrige Framework

Ten questions to ask yourself if you are getting inconsistent results and behavior is not hardwired

1. Have you set clear and high targets?
2. Was education provided to all involved as to what the expected behavior is and have we over-communicated the WHY?
3. Has leadership made it clear that the behavior is mandatory, not optional?
4. Is the behavior being role-modeled by leadership?
5. Has the new behavior been practiced using role-play? Have we checked competency?

Ten questions to ask yourself if you are getting inconsistent results and behavior is not hardwired

6. Are we measuring for success? Verify.
7. Are results of the verification being reported transparently?
8. Are leaders giving positive feedback when they see the behavior being done correctly?
9. Are we correcting poor performance quickly and on the spot if necessary?
10. Are there consequences for non-compliance up to and including termination?

Have you set clear and high targets?



Was education provided to all involved as to what the expected behavior is and have we over-communicated the WHY?

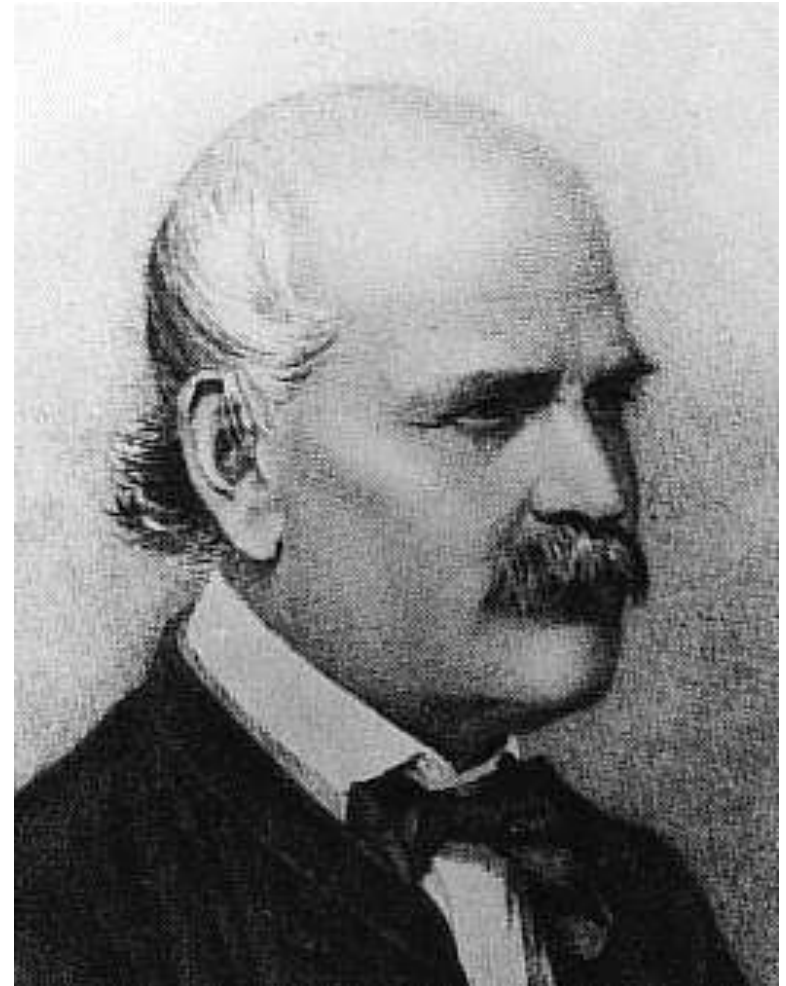


Has leadership made it clear that the behavior is mandatory, not optional?

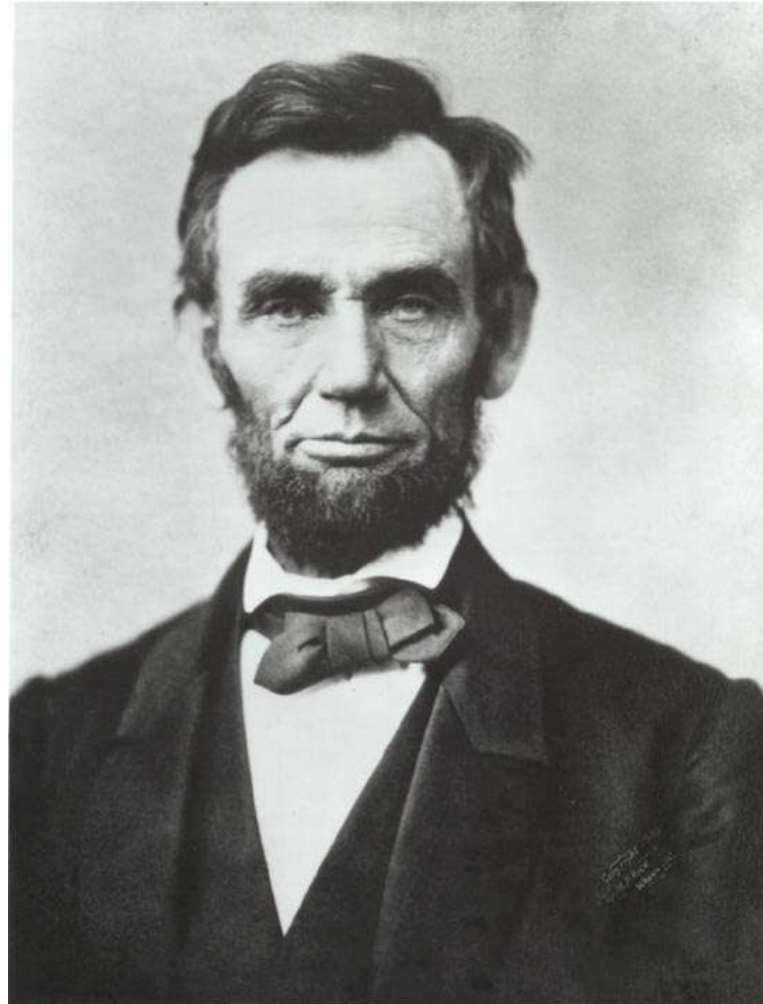


Father of Handwashing

- ▼ Ignaz Semmelweis
 - ▼ July 1818-August 1865
 - ▼ Hungarian physician who discovered in 1847 that the incidence of puerperal fever could be drastically reduced by the implementation of hand washing in obstetrical patients



Is the behavior being role-modeled by leadership?



Has the new behavior been practiced using role-play? Have we checked competency?



Are we measuring for success? Verify.



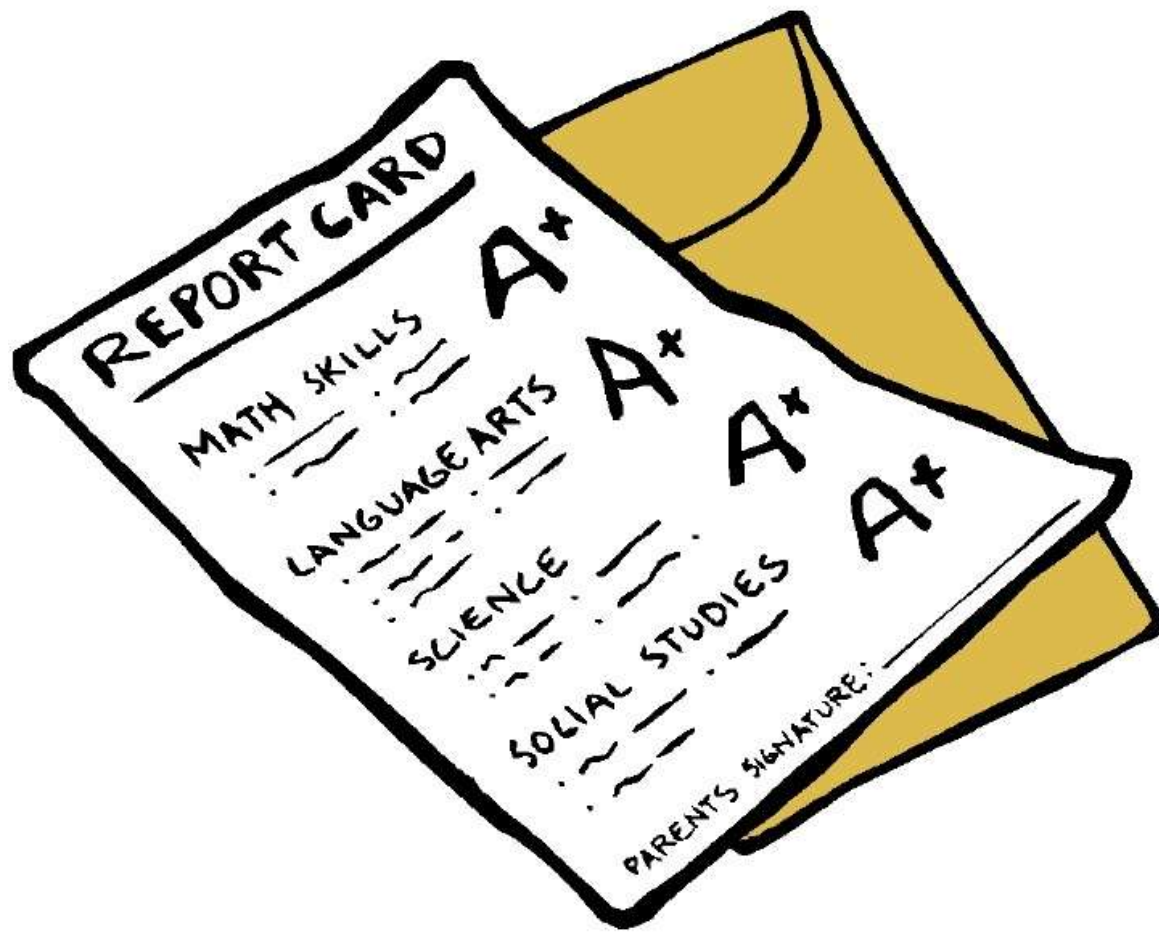
Must - Have Matrix

Individual Leader Template

FY 2011

Must - Have Metrics	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL
Monthly Meeting Model (MMM)	100	100	100	100	100	100	100	100	100	100	100	100	1200
Monthly Report Cards / LEM Update	100	100	100	100	100	100	100	100	100	100	100	100	1200
90 Day Action Plans Up-to-date	100	100	100	100	100	100	100	100	100	100	100	100	1200
Employee Rounding (will need key)													
a) Total number due	100	100	100	100	100	100	100	100	100	100	100	100	1200
b) Total number completed	100	100	100	100	100	100	100	100	100	100	100	100	1200
c) Percent complete (b/a=c)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of improvements identified	100	100	100	100	100	100	100	100	100	100	100	100	1200
Number of improvements resolved	100	100	100	100	100	100	100	100	100	100	100	100	1200
Number of recognitions received	100	100	100	100	100	100	100	100	100	100	100	100	1200
Number of recognitions delivered	100	100	100	100	100	100	100	100	100	100	100	100	1200
Support Leaders Rounding on Units Served													
a) Total number should round	100	100	100	100	100	100	100	100	100	100	100	100	1200
b) Total number completed	100	100	100	100	100	100	100	100	100	100	100	100	1200
c) Percent complete (b/a=c)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Stop Light Report Completed	100	100	100	100	100	100	100	100	100	100	100	100	1200
Senior Leader Rounding Scouting Report	100	100	100	100	100	100	100	100	100	100	100	100	1200
Leader Rounding on Inpatients													
a) Total number should round	100	100	100	100	100	100	100	100	100	100	100	100	1200
b) Total number completed	100	100	100	100	100	100	100	100	100	100	100	100	1200
c) Percent complete (b/a=c)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Leader Rounding on Outpatients													
a) Total number should round	100	100	100	100	100	100	100	100	100	100	100	100	1200
b) Total number completed	100	100	100	100	100	100	100	100	100	100	100	100	1200
c) Percent complete (b/a=c)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Key Leader Activities (Total for the Month)	100	100	100	100	100	100	100	100	100	100	100	100	1200
Thank You Notes	100	100	100	100	100	100	100	100	100	100	100	100	1200
AIDET Audits	100	100	100	100	100	100	100	100	100	100	100	100	1200
H-M-L Conversations	100	100	100	100	100	100	100	100	100	100	100	100	1200
Discharge Phone Calls	100	100	100	100	100	100	100	100	100	100	100	100	1200
a) Total number attempted	100	100	100	100	100	100	100	100	100	100	100	100	1200
b) Total number connected	100	100	100	100	100	100	100	100	100	100	100	100	1200
c) Percent complete (b/a=c)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Are results of the verification being reported transparently?



Are leaders giving positive feedback when they see the behavior being done correctly?



I am proud of
what I do!!



Are we correcting poor performance quickly and on the spot if necessary?





Are there consequences for non-compliance up to and including termination?





Thank You! Call or Write.

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