

**7 ish
Tips, Tricks and
Tools You Haven't
Heard Anywhere
Else....**

**Greg Paris
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*Never Underestimate
the Difference You Can
Make*

~ Quint Studer ~

Objectives

- ▼ Find ONE tip, tool or trick in this presentation that you will take back and use.

- ▼ Have some fun.

1. If you are brand new and just finding your way, play offense...



If You're Brand New...

- ▼ Don't call it Studer.
- ▼ Use employee names, pictures and stories in presentations.
- ▼ Find a way to say "Yes!"

2. If You're the CEO, You Don't Get to hand this to Someone Else...



If You're the CEO...

- ▶ Role model: Put some trash in your pocket.
- ▶ Be visible with purpose: Sr team rounds to departments. 5 questions (mission, name badge, standards, etc.). If right, name goes in drawing.
- ▶ Write the thank you notes yourself.
- ▶ Take a physician to supper...

3. If You're Having a Tough Time Getting Traction, Increase Transparency, Accountability, and WHY...



If You're Having a Tough Time Getting Traction, Increase Transparency, Accountability and WHY...

- ▶ Standards signed poster in front lobby.
- ▶ Report cards outside each department.
- ▶ Physician satisfaction results posted publicly in ER.
- ▶ CEO signed pledge with home phone number.

If You're Having a Tough Time Getting Traction, Increase Transparency, Accountability and WHY...

- ▼ Daily Update

- ▼ 5 Minute Daily Administration Huddle

- * *Wins*

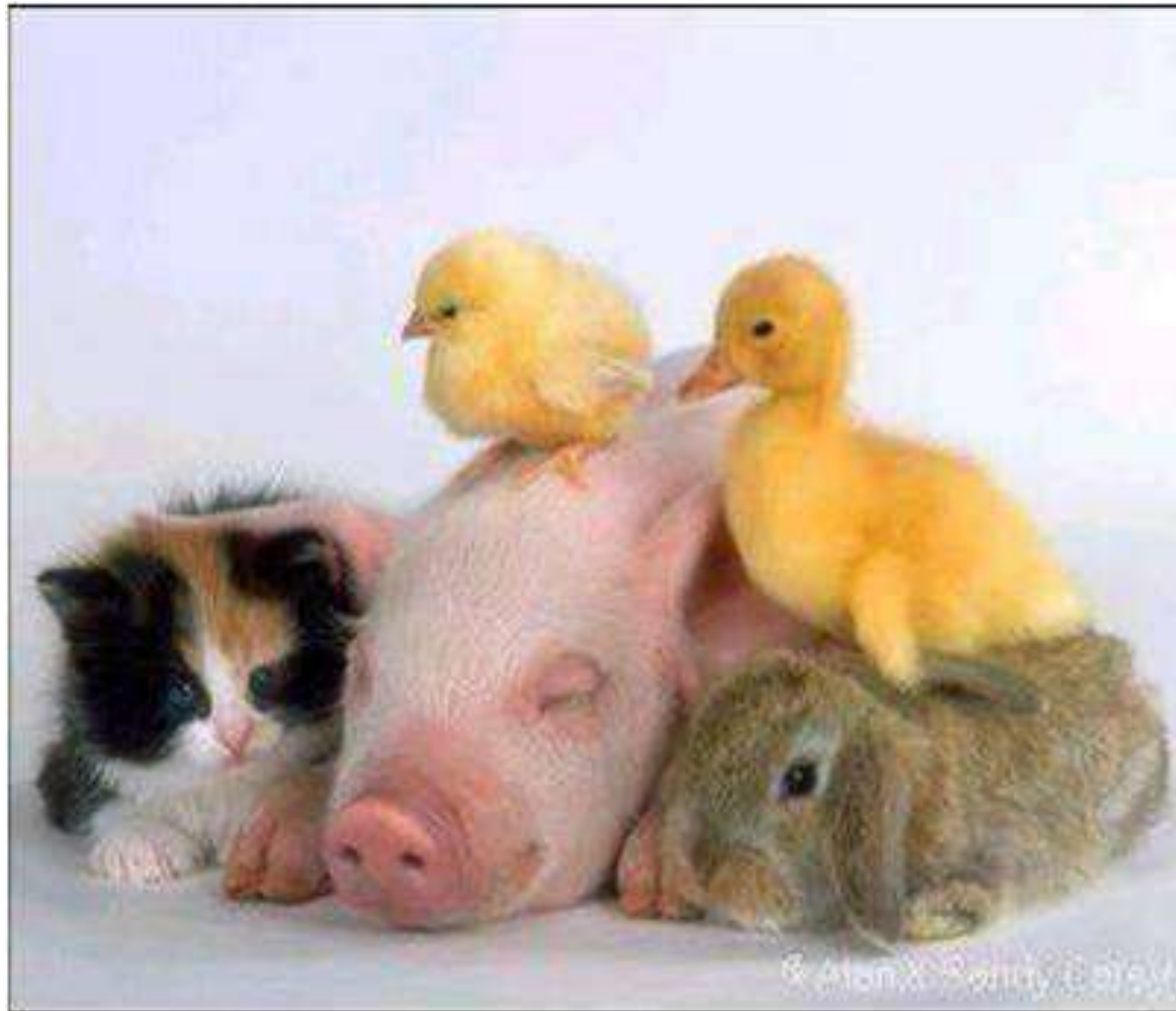
- * *Who's hurting?*

- * *Anything we should know so we don't get blindsided?*

If You're Having a Tough Time Getting Traction, Increase Transparency, Accountability and WHY...

- ▶ New employee welcome cards and internal e-mail
- ▶ Pre-Post LDI emails
- ▶ Capital purchase communication

4. If You Manage People, Relationships Matter...



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- ▼ A recipe box full of kids names, hobbies, vacations, etc.
- ▼ Manage up others in front of others...
- ▼ Birthday cards to kids.
- ▼ Thank you notes to pets.

5. Growing Your People Makes Your Job Easier...



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- ▼ What would you do if you were me?

What would you do if you DID know?

- ▼ Don't own. "What did they say when you talked to him?" 3 step process.

6. Tell Low Performers to Knock it Off!”



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- Follow up is what we miss most often. “We’re going to meet weekly until your performance improves or you no longer work here.”
- “I’m not the only one doing this. What about the other people?”
- **If you have an unresolved employee problem, you really don’t have an employee problem. You have a leadership problem.**

7. Be Enthusiastic & Never Forget to Have Fun and Celebrate...



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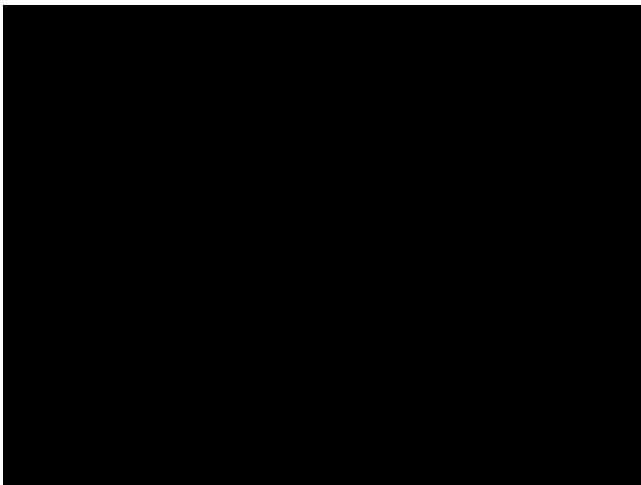
- ▼ There's nothing in the Medicare Regulations that says you can't put a goat in your Lab Manager's office on his birthday...
- ▼ Find your "outside the box" thinkers and ask them to schedule fun. Frozen Chihuahua bowling, human foosball, tricycle races, Drive-in movies...



Be Enthusiastic & Never Forget to Have Fun and Celebrate...

- ▼ 90 Day for new employees.
- ▼ Quality Day.
- ▼ Flame Awards at LDI.
- ▼ Celebration Day.

An extra tip: Never again say “I had a bad day...”



You see, there are no bad days in healthcare



It is not about
4's and 5's
but saving lives



It's about running a great hospital



“Culture outperforms strategy every time,
and culture with strategy is
unbeatable!”

- Quint Studer

Thank You!

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Purpose

Worthwhile Work

Making a
Difference