

The Accountability Protocol™

MISSION:

To Hardwire for Successful Service
Culture Transformation.

YOU WILL LEARN HOW TO:

- ▶ Gain a meaningful commitment from leaders at every level for an annually-negotiated goal for patient satisfaction and associate retention.
- ▶ Create individual accountability agreements that hardwire sustainable leader focus on annual strategic goals.
- ▶ Lead and facilitate a quarterly “CEO’s Service Support Roundtable” and follow-up “Service Improvement Plans” that ensure continuous leadership improvement of patient care outcomes.
- ▶ Personally demonstrate and model the inspiring and empowering leadership that earns loyalty and support for improved patient and employee loyalty.
- ▶ Create standard operating procedures at every level to ensure personal enthusiasm for the vision of world-class patient satisfaction.
- ▶ Leverage onsite training as a means of inspiring leadership to focus on both the tangibles and intangibles of service transformation and cultural change.

SEMINAR ATTENDEES SAY IT BEST:

“Outstanding strategies to hold middle managers accountable.”

– Gerald Barbini, CEO, Allegan General Hospital, Allegan, MI

“Exceptional grasp and understanding of creating and maintaining a culture of service excellence.”

– Kenny Boyd, CEO, Girard Medical Center, Girard, KS

