

the Leadership Accountability *Initiative*



MISSION:

Mobilize, educate and empower managers to create and sustain exceptional employee engagement and retention and become the Employer of Choice.

YOU WILL LEARN HOW TO:

- ▶ Implement prioritized, proven best practices that will create a long-term sustainable competitive advantage
- ▶ Create high-impact performance improvement teamwork
- ▶ Customize and implement your very own Strategic Retention & Loyalty Plan
- ▶ Create a culture that your people will never want to leave
- ▶ Overcome resistance to change and gain active, enthusiastic management and frontline buy-in and ownership to improve the patient experience
- ▶ Improve employee morale as a necessary first step to providing world-class customer satisfaction with the goal of reducing controllable staff turnover by 50% in three years
- ▶ Understand the hidden link between employee, patient and physician satisfaction and how to improve all 3 simultaneously.

EMPOWERED LEADERS SAY IT BEST:

“This program has helped me become a better leader and communicator. It has been rewarding to see the changes in the organization that improves patient care and perceptions of care.”
— *Rudy Redfield, Case Management, Unity Health Center*

“An avenue to implement excellent work ethics, accountability, and interpersonal relationship skills and model the same to colleagues.”
— *Brinda McKinney, Esp Coordinator, Arkansas Methodist Medical Center*

“I love this stuff! I have never felt so happy with a career or place of employment. This process has changed my life personally and professionally. Everything I have learned I pass on!”
— *Billie Owens, Pathology, Sky Lakes Medical Center*

“This has given a structure for me to get my arms around issues – not just customer service. Structure can be applicable to professional areas. Personally it has opened up insight into myself.”
— *LeeAnn Jones, Patient Care Services, Herrin Hospital*

The Leadership Accountability Initiative

		Event	Attendance	Focus
1	Preparing for the Journey	Month 1 Program Leadership College™	<ul style="list-style-type: none"> Executive Team Program Director 1 Day, Off-site 	<ul style="list-style-type: none"> Schedule and plan the process, clarify goals, and train on the how to's of successfully leading the Leadership Accountability Initiative™
2	Getting Leadership on Board	Month 2 Leadership Launch™	<ul style="list-style-type: none"> Executive & Management Teams (Administrators, Directors, Managers, Supervisors) 4 hours 	<ul style="list-style-type: none"> Gain a buy-in from all management levels, educate them on their role and prepare them to lead the process Launch of Bellwether Early Warning Reporting System for Employee Engagement and Leadership Empowerment Surveys
		Month 2 Service Excellence Council Orientation™	<ul style="list-style-type: none"> Service Excellence Council 2 hours 	<ul style="list-style-type: none"> Introduce the Service Excellence Council Charter and orient members on their leadership roles and responsibilities
		Month 2 Physician Leadership Briefing™	<ul style="list-style-type: none"> Physician Leadership 1 - 2 hours* 	<ul style="list-style-type: none"> Brief Physician leaders about the Leadership Accountability Initiative™ and how to have a positive impact on employee morale Launch of Bellwether™ Physician Empowerment Survey
		Month 2 Leadership Accountability Workshops™	<ul style="list-style-type: none"> Executive & Management Teams 4 hours 	<ul style="list-style-type: none"> Create ownership for the best practice goals and individual leader accountability agreements
3	Leadership Training	Month 3 OASIS Team Leader & Assistant Team Leader Orientation Briefing™	<ul style="list-style-type: none"> OASIS Team Leader & Assistant Team Leader OASIS Super Coaches 1 ½ hours 	<ul style="list-style-type: none"> Provide OASIS (Performance Improvement) Team leaders with team leadership skills to successfully implement priority best practices
		Month 3 Project Leadership and OASIS Team Launch™	<ul style="list-style-type: none"> Executive & Management Teams 1 day 	<ul style="list-style-type: none"> Implement high-impact employee morale best practices through total management engagement and accountability Successfully launch OASIS performance improvement teams for the purpose of hardwiring priority best practices
		Month 4 Performance Management™	<ul style="list-style-type: none"> Executive & Management Teams 1 day 	<ul style="list-style-type: none"> Teach managers advanced leadership coaching, performance & conflict resolution skills necessary to successfully nurture and grow employee satisfaction
		Month 5 Process Improvement & DO IT Launch™	<ul style="list-style-type: none"> Executive Management Teams ½ day 	<ul style="list-style-type: none"> Equip leaders with the necessary skills to facilitate monthly departmental DO IT meetings to implement training from the workshops and to systematically eliminate customer dissatisfiers
		Month 6 Leadership Advance™ & Service Summit™ #I	<ul style="list-style-type: none"> Executive & Management Teams Nurse Leadership 1 day 	<ul style="list-style-type: none"> Energize and strengthen leader's commitment to hardwire integration of tools, skills and accountabilities A systematic sharing of OASIS team challenges and progress for the purpose of sustaining a sense of urgency and focus
5	Evaluating the Journey	Month 8 Initiative Progress Audit™	<ul style="list-style-type: none"> Focus Groups by phone 	<ul style="list-style-type: none"> Progress Audit to evaluate progress and make course corrections necessary for successful outcomes
6	Celebration/Recognition	Month 10 Service Summit™ #II	<ul style="list-style-type: none"> Executive & Management Teams 1-2 hours 	<ul style="list-style-type: none"> OASIS Teams educate and showcase their completed Employer of Choice best practices Recognize DO IT Teams for successfully eliminating external and internal customer dissatisfiers
		January HealthCare Service Excellence Conference™	<ul style="list-style-type: none"> Selected Leaders 	<ul style="list-style-type: none"> Educational/Inspirational 3 day conference focused on sharing leading edge employee and patient satisfaction outcomes