

# Mobilizing for Service Success™



## **MISSION:**

A structured coaching process to maximize service excellence program implementation effectiveness

## **DELIVERABLES:**

- ▶ 2 Monthly Coaching calls with Service Excellence Team leaders
- ▶ Post coaching call implementation plan
- ▶ Monthly coaching call with Senior Management Team
- ▶ GoalMaster™ Leadership Accountability software implementation tool
- ▶ Progress evaluation briefing
- ▶ 2 HealthCare Service Excellence Conference Registrations

## **YOU WILL LEARN HOW TO:**

- ▶ Charter an effective Service Excellence Council and performance improvement implementation teams
- ▶ Stay disciplined and focused on measures and targets that positively impact patient satisfaction scores
- ▶ Overcome the 12 biggest mistakes hospitals make improving patient and employee satisfaction
- ▶ Create a system of accountability that keeps everyone moving towards increased patient satisfaction
- ▶ Utilize the GoalMaster™ Leadership Accountability software in order to delegate, track and effectively follow through on tactical and strategic service excellence goals
- ▶ Increase the success of service excellence efforts through effective post-coaching implementation plans and follow up

## **EMPOWERED LEADERS SAY IT BEST:**

“Reinforces the necessity of ‘follow-up’ –not to expect or assume it is done.”

– *Barbara D. Nichols, CEO/President, Corry Memorial Hospital, PA*

“Small measures of commitment lead to BIG changes in excellence. I like the way CLS really know what is going on in our system and calls us to excellence.”

– *Sister Patrick Murphy, Mission Director, Avera Holy Family*

“Helpful guidelines and practical information and examples from other hospitals.”

– *Jackie Heim, Clinical RN, Mercy Medical Center*



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Action Responsible Focus

	Action	Responsible	Focus
<b>Coaching</b>	Month 1 <b>Service Excellence Council Orientation™</b>	<ul style="list-style-type: none"> <li>Selected management and front line staff</li> <li>CEO, CNO, CFO</li> </ul>	<ul style="list-style-type: none"> <li>Understand roles and responsibilities of the Service Excellence Council</li> <li>Chartering of performance improvement best practice teams</li> <li>Set achievable goals focused on the successful implementation of a Service Excellence improvement plan</li> </ul>
	Month 1 <b>GoalMaster™ Accountability Software</b>	<ul style="list-style-type: none"> <li>Senior Management Team</li> </ul>	<ul style="list-style-type: none"> <li>1 hour orientation on the use of the GoalMaster™ Leadership Accountability Management Software</li> <li>1 Year License on use of this software</li> </ul>
	Bi-Weekly <b>Service Excellence Council Bi-Weekly Performance Coaching™</b>	<ul style="list-style-type: none"> <li>Service Excellence Council</li> </ul>	<ul style="list-style-type: none"> <li>Two coaching calls per month for 6 months with Service Excellence Team leaders to ensure successful service improvement plan execution</li> </ul>
	Monthly <b>Senior Management Team Accountability Coaching™</b>	<ul style="list-style-type: none"> <li>Senior Management Team</li> </ul>	<ul style="list-style-type: none"> <li>One hour coaching call to provide Senior Management Team with clear direction to ensure the success of this program</li> </ul>
	Last Month <b>Progress Evaluation Briefing</b>	<ul style="list-style-type: none"> <li>Senior Management Team</li> </ul>	<ul style="list-style-type: none"> <li>At the conclusion of this assignment, the CLS performance coach will submit to Sr. Management Team, a comprehensive assessment of progress to date along with recommendations for future action</li> </ul>
<b>Bonus</b>	October <b>HealthCare Service Excellence Conference™</b>	<ul style="list-style-type: none"> <li>2 Selected Leaders</li> </ul>	<ul style="list-style-type: none"> <li>Educational/Inspirational 3 day conference focused on sharing leading edge employee and patient satisfaction outcomes</li> </ul>