

The 8 Crucial Commitments For Healthcare Leaders

A Risk Resource Seminar

Presented by



PROASSURANCE®

Treated Fairly

The 8 Crucial Commitments For Healthcare Leaders

Tracy Spears
Founder - Exceptional Leaders Lab





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1. Know Your Numbers

- Do my Key Performance Indicators (KPIs) *really* drive my teams performance?
- When was the last time I made a change?
- Are they telling me what I need to know?

1, 2, 3



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Metrics vs. KPIs – A Comparison	
Metrics provide information that can be digested.	KPIs offer comparative insights that guide future actions.
Metrics are extracted and organized by activity or process.	KPIs are initiated by high-level decision makers.
Metrics can be viewed historically, but do not identify future action.	KPIs incorporate Goals and Objectives.
Metrics are static, and once extracted do not change.	KPIs can be evaluated and reset over time using the SMART methodology.

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Let's Objectively Evaluate Your KPIs

The 5 Question KPI Test:

- 1) Do they answer a key question about performance?
- 2) Do they provide information needed to make better decisions?
- 3) Do they actually measure what is intended?
- 4) Are they visible to everyone involved?
- 5) Do they clearly connect to specific roles?



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● = Where you are now



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2. Inspire a Shared Vision

- Is my vision clear, inspirational and understood by all?
- Does it mean something to everyone?
- Can everyone contribute?
- Is it transparent to our patients?



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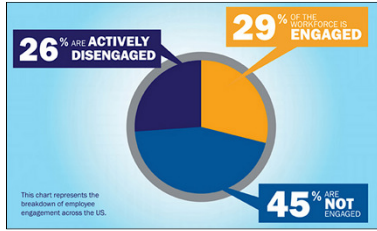
3. Get the Right People on the Bus

- Am I good at getting "the wrong people off the bus"?
- Are you accumulating talent?
- Are people improving over time?
- Are people really engaged?



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The Current Numbers on Employee Engagement



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Defining Employee Engagement: "The Trash Test"

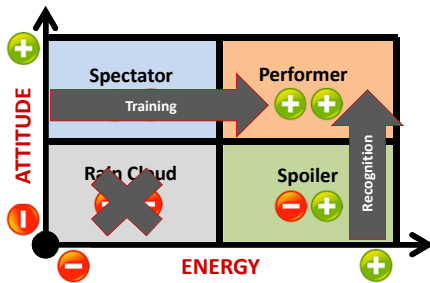


- 29% are Engaged
→ They pick up the piece of trash
- 45% are Not Engaged
→ They walk by the piece of trash
- 26% are Actively Disengaged
→ They dropped the trash

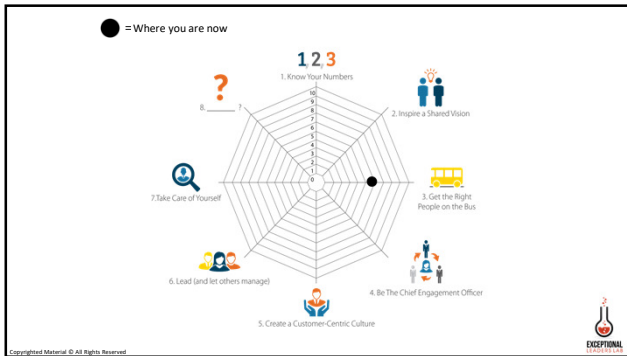
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The Engagement Matrix®



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4. Be the Chief Engagement Officer

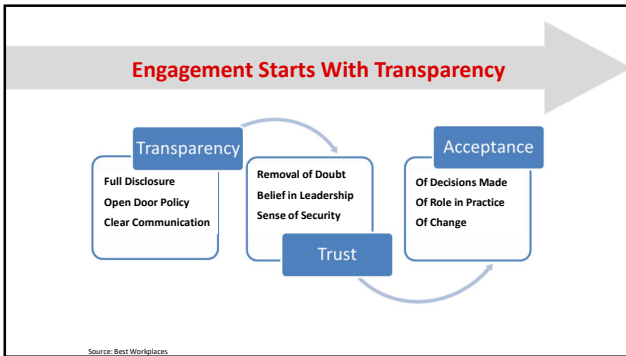
- Do I know what really motivates my team?
- Do I know what really *demotivates* my team?
- Am I considering generational differences?
- What does my retention and turnover say about our engagement?

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**Here are the Top 5 Reasons
People Quit Jobs:**

- ① They don't want to work with their Boss/Manager
- ② They want more opportunity for advancement
- ③ They want a better work/life balance
- ④ They want to earn more money
- ⑤ They are unsatisfied with the work environment

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5. Create a Patient-Centric Culture

- Is every interaction with my customers a positive one?
- Where are our broken links?
- Have we self-scouted effectively?

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Let's Make Sure We're Asking The Right Questions

Do we have the right people in the right roles?

What service level do we want to achieve?

What are a few easy improvements we can make right away?

How are we evaluating the patient experience at our practice?

Let's Make Sure We're Asking The Right Questions

Can we see our customer service efforts reflected in new patient referrals, Yelp reviews, patient comments, etc.?

Are we talking about the patient experience often enough as a team?

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6. Lead... and Let Others Manage

- How effective am I at delegating and coaching others to succeed?
- Am I giving people the authority to go along with their responsibility?
- Dependence & Independence
- Am I a team development bottleneck?



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The Magic Word for Leaders Who Want To Preserve Their Time & Energy

It is crucial that Leaders know how and when to say No



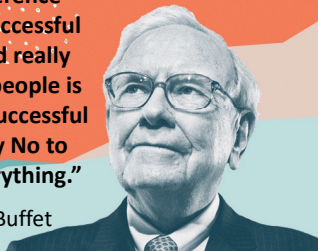
What happens to Leaders who can't or won't say No?



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"The difference between successful people and really successful people is that really successful people say No to almost everything."

-Warren Buffet



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No-pportunities

8 Refusal Statements to Start Using Right Away




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“I can do this for you this time, but I can’t do it every time.”

“May I take 24 hours to get back to you?”

“I have another priority I need to focus on at this time.”



“I can’t, but here’s another option for you.”

“Please take me off of this thread.”

“My availability this month/quarter/year is going to be limited.”

“I’m going to ask you to own this one. Keep me in the loop.”

“I’m sorry, but No.” (Yes, this is a full sentence)

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7. Take Care of Yourself

- Do I engage regularly in activities that develop me personally and professionally?
- Who is holding me accountable?
- Are my habits sustainable... or do I need to make a few changes?



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Guess which book is a bigger seller?



It sells 10X more copies.

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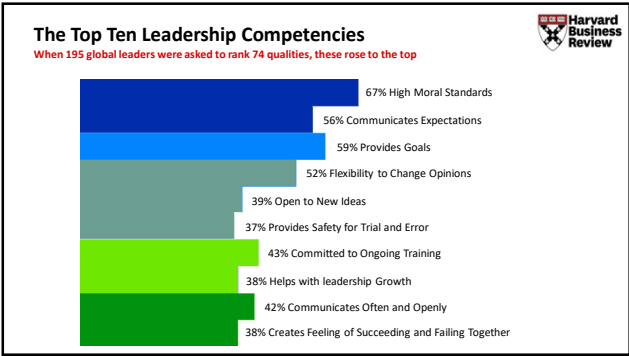
Character Soft Skills

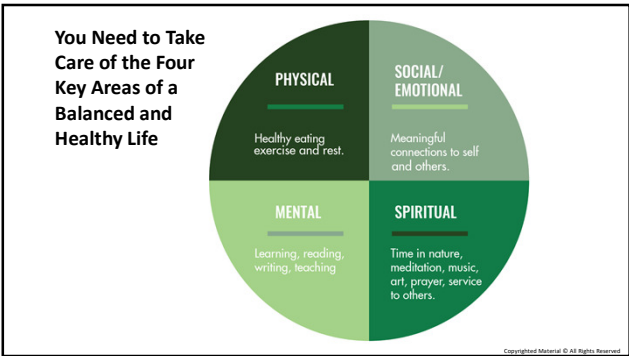
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Competence Hard Skills

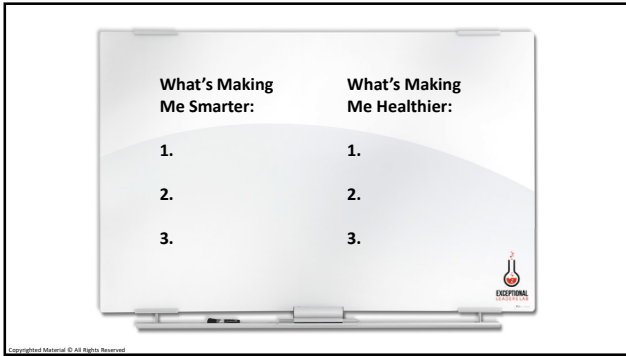
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- The Top 10 Tips for Preserving Personal Energy**
- ① Start your day early – Lean in to the day
 - ② Conduct a meeting audit
 - ③ Build in meeting buffers & recovery time
 - ④ Have two different web browsers – work & personal
 - ⑤ Begin your day with something other than email
 - ⑥ Answer some messages with a call
 - ⑦ Eat healthy snacks & drink water through the day
 - ⑧ Learn to say No
 - ⑨ Block your schedule for developmental time
 - ⑩ Start with your ONE Thing





8. Stay Connected to your Why?

- What is it outside of my job that's important to me?
- What is this all for?
- Does my team understand that I am a whole person... that I have a personal life?

?

EXCEPTIONAL

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Jim Smith:

VP of Operations

56 Years Old

Nice Wardrobe

Lot's of Experience

Jim Smith:

Big Brother for 6 Years

Wife Brenda is Cancer Survivor

Tennis Player

Ballroom Dancer

Which Jim is more relatable?

