



LEADERSHIP EXCELLENCE ACADEMY

Second Wind Leadership Workforce Well Being

**October 20-21, 2022
Clinical Care Conference**

LEADERSHIP EXCELLENCE ACADEMY

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Finance
KPI's

IT
Management

Practice
Analytics

Data
Authenticity

Value-Based
Care

Business
Intelligence

Meaningful
Data

Medication
Management

Information
Technology
Influence

Quality
Outcomes

Patient
Experience

CLINICAL LEADERSHIP
LANDSCAPE DISRUPTION

Telemedicine

Evidence-
Based Practice

Governance Regulatory
Standards

**COVID
Pandemic**

**Workforce
Shortages**

**Workforce
Burnout**

EHR

Care Coordination

Dashboards

**Workplace
Safety**

New Diseases

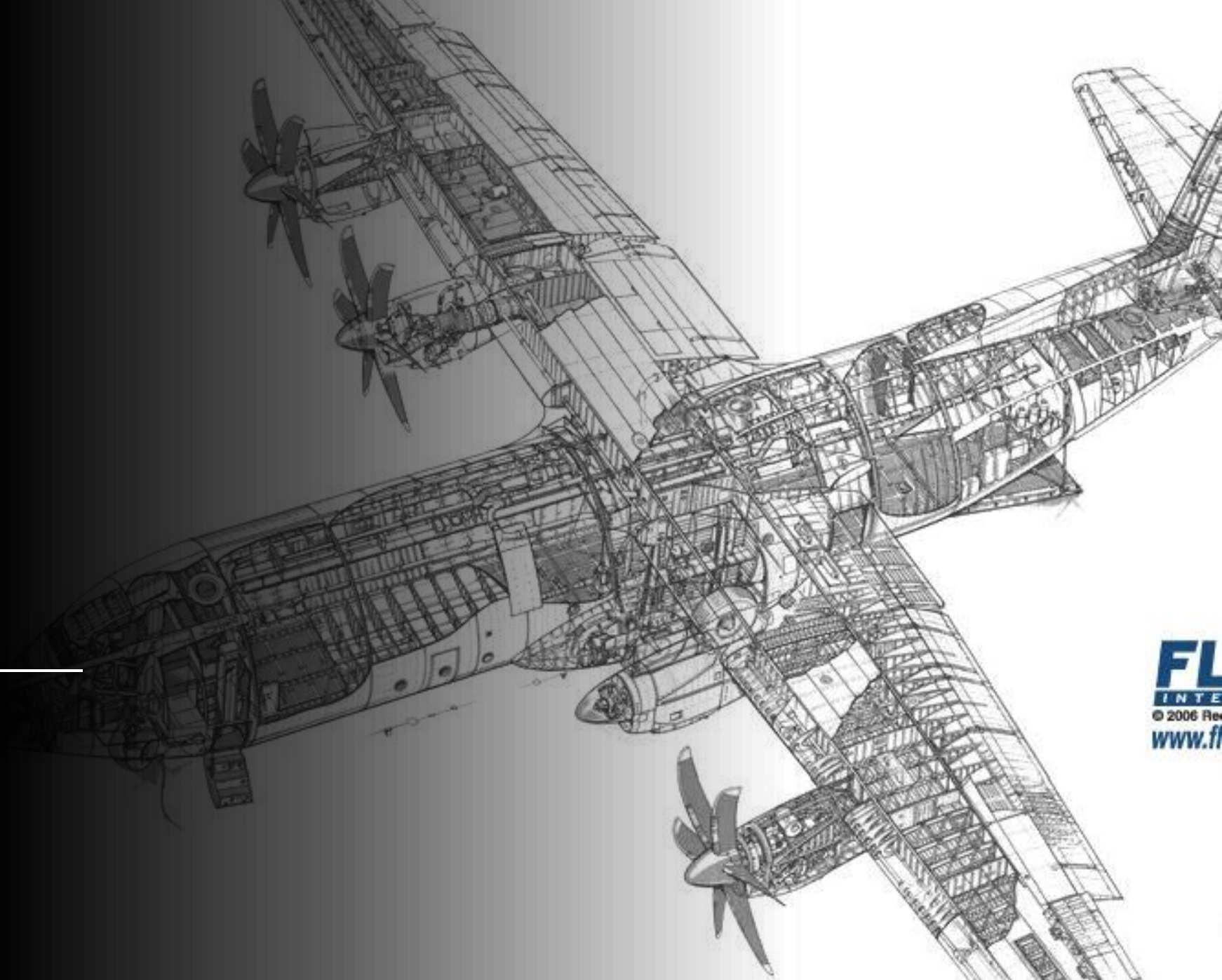
Workforce Exit



If I knew then what I know now, what would I do differently as a new Clinical Director?



Leadership Framework



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Leadership Framework

Culture (30%)

- People

Quality (30%)

- Systems

Finance (30%)

- Resources

Governance (10%)


- Accountability



3-3-3-1 Principle


Culture (People)

Key Performance Indicators

- Patient Experience
 - Workforce Engagement Survey
 - Provider Engagement Survey
 - Internal Promotions – Succession
 - Turnover Rate (TOR)
 - Diversity, Equity, and Inclusion
- 


Quality (Systems)

Key Performance Indicators

- HRSA Quality Measures
 - Healthy People 2030
 - HEDIS
 - ACO
 - CMS
 - Third-Party Insurance Quality
- 

Finance (Resources)

Key Performance Indicators

- HRSA Financial Measures
 - Grant Requirements
 - Unique Patient Count / Visits
 - Cash Collections
 - Financial Statement Metrics
 - Annual Audit
- 

Governance (Accountability)

Key Performance Indicators

- Workplace Safety
 - Corporate Compliance
 - HRSA OSV - Compliance
 - Joint Commission Accreditation / AAAHC
 - Patient Centered Medical Home (NCQA)
- 

Fundamentals of Building Culture Trees of Transcendence (Pillars)



- Culture is **People**
- Culture is **Quality**
- Culture is **Finance**
- Culture is **Governance**

Culture Comes First

TALONS - PDSA Innovation

P = Plan → T = Team
A = Acknowledge
L = Learn

D = DO → O = Operationalize

S = Study → N = Note

A = Act → S = Sustain



#2 - Circle of Influence



#3 - The 5 Levels
of Leadership
- John Maxwell

JOHN
MAXWELL

PROVEN
STEPS TO
MAXIMIZE
YOUR
POTENTIAL



THE

LEVELS
— OF —
LEADERSHIP

THE 5 LEVELS OF LEADERSHIP

5 PINNACLE

Respect

People follow because of who you are and what you represent.



4 PEOPLE DEVELOPMENT

Reproduction

People follow because of what you have done for them.



3 PRODUCTION

Results

People follow because of what you have done for the organization.



2 PERMISSION

Relationships

People follow because they want to.



1 POSITION

Rights

People follow because they have to.



The Value of
Valuing

—

The HOW is in
the Room



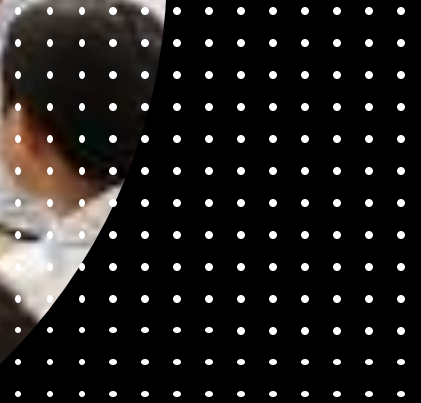
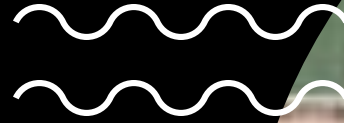
Taught but
Not Caught





Education, Policies/Procedures, Competencies,
and Workflows are My Friends

No One Cares
About How
Much You Know
Until They Know
How Much You
Care



We are Where We
are at Because of
the Way We Think,
so if We do not
Like Where We are
at, then We Need
to Change the Way
We Think



Healthcare Workers are not Superheroes – They are Individuals with a Calling and a Heart to Give (Superheroes are Fictional Characters)



You Cannot Give
What You Do Not
Have



Value Yourself
to Value Others

- O2 Principle



Q & A

**Thank you for your Leadership!
I believe in you!**

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