Leading with Purpose

Building Culture, Quality, Finance, and Governance from Within

Corporate Transcendence

Workforce Culture Transformation

Agenda

- *Introduction to LEOS*
- *State of the Workforce (Healthcare)*
- *Best Practice Demonstration*

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Introduction
LEOS

- **L**eadership **E**xcellence **O**perational **S**ystem
- Four Pillars:
  - Culture (People)
  - Quality (Systems)
  - Finance (Resources)
  - Governance (Accountability)

Why LEOS Matters

- Sustainable Leadership model
- Creates operational alignment
- Empowers workforce growth
- Anchors leadership in systems

★Culture (People) 30%

Goal:
To be the provider of choice and employer of choice.

Key Outcomes:

- Provider of Choice
  - Patient engagement / satisfaction surveys
  - Marketshare (Unique Patients)
- Employer of Choice
  - Colleague and provider engagement surveys
  - Leadership development / internal promotions

Culture Excellence Operation System (CEOS)

CEOS drives leadership and colleague engagement to foster a dynamic culture, aligned with the mission, vision, and values, ensuring sustained improvement and delivering consistent, predictable outcomes.

LEOS

Quality (Systems) 30%

Commitment to best practice models of care in a safe environment.

Key Outcomes:

- Quality Improvements/Increases
- Supports Patient-Centered, Integrated Care Model
- Patient Clinical Outcomes
- Continuous Process Improvement
- Best Practices paradigm
- Robust Process Improvements/Workflow Design

Quality Excellence Operation System (QEOS)

QEOS focuses on improving care in a safe environment through quality initiatives, process design, and strong workflow management, ensuring sustained improvement through regular evaluation and education, delivering consistent and predictable outcomes.

LEOS

Finance Excellence Operation System (FEOS)

FEOS drives strategic financial management through data-driven decision-making, financial dashboards, and ongoing oversight. Supported by business intelligence and data validation, the system ensures effective financial stewardship, delivering consistent and predictable outcomes.

Finance (Resources) 30%

Goal:
To maintain unmatched stewardship of community resources.

Key Outcomes:

- Benchmark Dashboards
  - FQHC Financial Data
  - Banking Industry Data
  - Productivity
  - Revenue Cycle Management
  - Unique Patients
  - Value-Based Care
  - Grant Data

Governance Excellence Operation System (GEOS)

The Governance Excellence Operations System provides continuous leadership and board oversight in financial planning, compliance, and organizational strategy, driving accountability that ensures sustained improvement through regular evaluations and education, delivering consistent and predictable outcomes.

Governance (Accountability) 10%

Goal:
Ensures compliance with regulatory, certification and accrediting bodies; knowledgeable and engaged Board that is representative of communities and populations served.

Key Outcomes:

- Strategic Planning Model (SOAR)
- Accrediting, Regulatory, and Certification compliance
- Key Operational Dashboards (CQFG)
- Board Evaluation

LEOS

Workforce Ecosystem
Culture (People) Comes First!

“Not everything that is faced can be changed, but nothing can be changed until it is faced.”

- James Baldwin
  No Name in the Street

Workforce Snapshot

± 7.2 million

7.2 million

50% 46% / 44%

The Workforce Landscape

Shrinking Workforce

Changing Attitude

Power of Choice

Core Beliefs About People

Desire to Feel Valued
Trustworthy / Integrity
Eager to Work
Responsible
Accountable
Grow Personally and Professionally

Prevailing Beliefs About Frontline Workers

Interchangeable

Not Strategic

Different “Class”

Not “Knowledgeable”

Respond to Penalties

Require Micromanagement

People in the Workforce

45%

Declining

Surviving

Growing

Thriving

Being Valued

Meaningful Work

Workforce Snapshot

160 million

50%

39%

The State of Employee Experience in Healthcare: Strengthening Workforce Engagement and Retention in 2025

PressGaney

Findings

- Engagement is declining
- Turnover
- Advanced Practice Provider and Physicians
- Safety Concerns
- Teamwork Perceptions
- Gen Z / Millennials Perceptions
- Retention

Cost of Turnover - The Financial Case for Culture Transformation

6-9 months
1-2x
213%

If you don’t address this challenge the challenge will define you and your organization.

Corporate Transcendence Team

There’s More To Me Than What You See.
The Picture Perfect You.

Envision a workforce that hears, AND believes, this message.

Questions and Conversation

Thank you!

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