

## Improvement Projects



- Focus on flow: find reliable processes
- Use Model for Improvement
  - Aim Statements/SMART goals
  - Build the right project team
  - Frequent measurement
  - Frontline staff innovate
  - Test changes first with PDSAs
- Stakeholder analysis
- Root cause analysis (fishbone diagram)
- Process maps

## Leadership Communication

- “Attention is currency of leadership.”
- Kotter’s 8 Steps for Leading Change
- Elephant/Rider
- Clarity dissolves resistance.
- Improve yourself, model the change

# Culture of Quality virtuous cycle



## Culture of Quality

- Improvement not judgment
- Process fixes versus bad actors
- Inquiry and experimentation
- Testing before implementation
- Frequent measurement
- Data-based decision making
- Management system (MFI, Lean)
- Build on each project success

## Management Habits

- Crucial conversations
- Meeting management
- Time mgt: 3 Most Important Things
- Time mgt: Zen to Done
- Delegation, incl. “Who’s Got the Monkey?”
- Staff development plans, incl goals