

Eight Key Behaviors for Executives and Senior Leaders

Develop your ability to purposefully contribute to bringing order, removing barriers, and empowering your teams to design processes that improve operational effectiveness and efficiencies, even during challenging situations.

1. Become a Problem Framer

Identify the right problem to fix, without having all the answers or solutions – let the workers who do the work generate ideas.

2. Create a Sense of Urgency

Harness urgency and tension for change. But be aware that too much may cause more harm than good.

3. Challenge the Status Quo

“That’s the way we’ve always done it” may not be working any longer. Create a safe environment to identify wasteful work.

4. Remove Barriers

Focus on enabling your team to perform by removing barriers in the way of their work.

5. Inspire a Shared Vision

Focus your team around the patient and your organization’s goals. A vision of the future state will challenge your team to think strategically, systematically and across department silos.

6. Ensure Implementation Accountability

Create leader routines and standards such as walking the department to discuss implementation progress. Routines help sustain change.

7. Reassess the Impact of Improvement Projects

Review baseline metrics and set stretch targets to be remeasured at 30, 60 and 90 days until the new processes are embedded in everyday workflows. Use data to help drive decisions.

8. Stay Informed

Request weekly or bi-weekly updates from leaders and staff to keep them moving the work forward. Get out of the conference room and walk the floor with department leaders.

About Virginia Mason Institute

Virginia Mason Institute is a mission-driven nonprofit education and training organization that helps organizations worldwide create cultures of continuous improvement.

At Virginia Mason Institute we partner with organizations and executive leadership teams to develop and adopt a patient-centered management system to dramatically improve quality, safety and efficiency – with the goal of enabling and supporting the creation and evolution of a sustainable culture of continuous improvement. We seek to help organizations dramatically elevate the patient experience, eliminate waste, and sustain excellence long-term.

Our “sensei” experts are here to help coach you through solving complex problems you’re facing across healthcare.

We invite you to request a complimentary 30-minute session with a member of our expert team to discuss a current challenge and the solutions that will help you move forward and prepare for what comes next.

Set up your free coaching call

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