



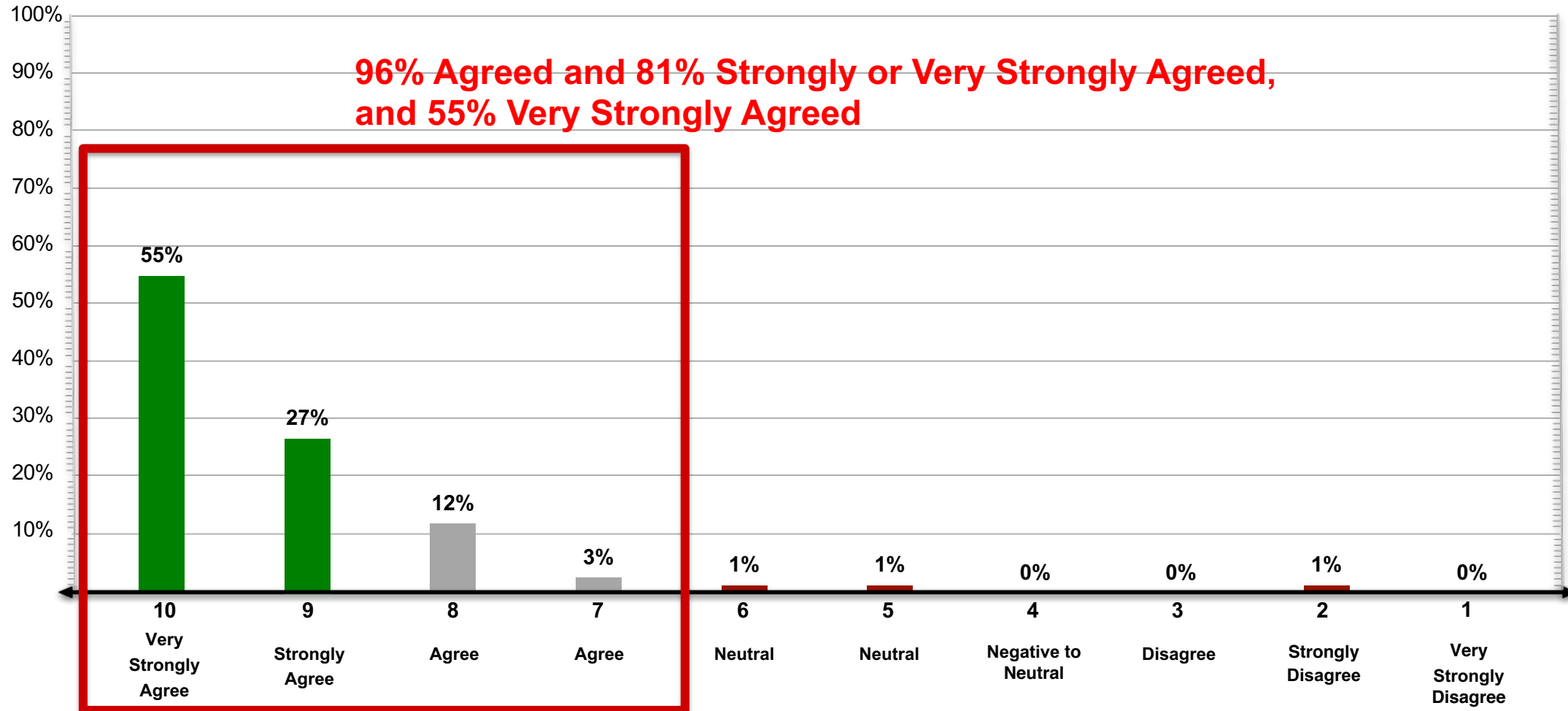
# *Leadership Tools, Performance Improvement, and 100 Day Plans*

November 21, 2019  
Webinar Month 132

For resource downloads go to:  
**[www.safetyleaders.org](http://www.safetyleaders.org)**

# Anonymous Survey Questions

## I would like another webinar on PERFORMANCE IMPROVEMENT PLANS & TOOLS



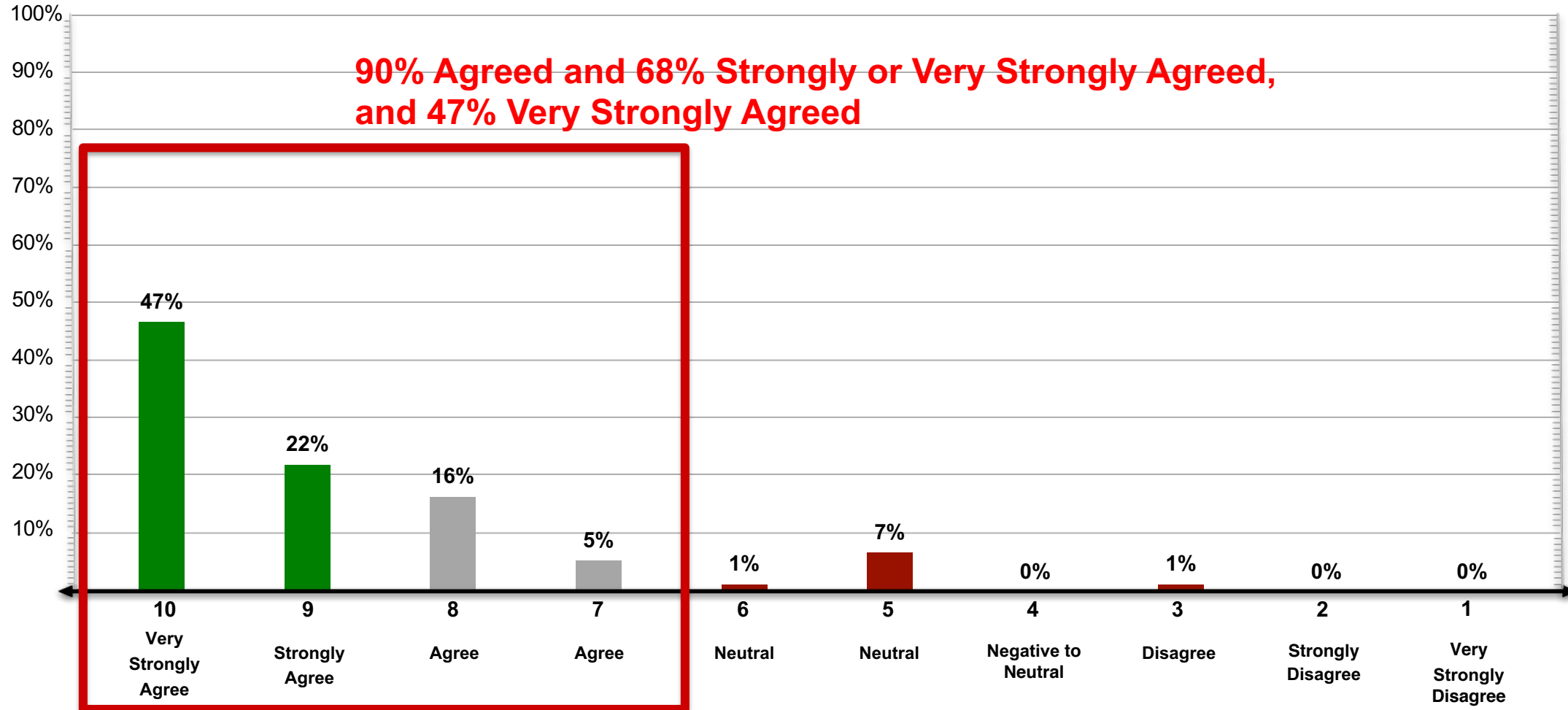
Source: TMIT High Performer Webinar Series; Leadership Tools, Performance Improvement, and 100 Day Plans – November 21, 2019

# The topics I wish to have covered in a webinar on PERFORMANCE IMPROVEMENT PLANS & TOOLS

- A detailed storyboard type presentation on the 100-day workout. I'm really interested in adopting that process at my facility.
- Accountability, spread and adoption and sustainability with improvement plans with rcas
- Any topic that promotes high reliability
- Cause analysis, sustaining results
- Common sense plans vs. Formal use of PI tools (i.e. Fishbone)
- Connecting improvements to the strategic plan in a way frontline employees understand.
- Culture, staff engagement
- Data analysis; planning tools
- Data validity
- EHR workload, EHR dashboards & reporting for PI
- Engaging staff, helping staff understand it is not "extra" work but the way of work.
- Engaging staff; mid level buy in
- FMEA, process mapping, RCA
- Focusing on the tools
- Getting physicians on board with peer review process
- How to encourage employees to participate and to sustain the changes/improvement made.
- Human communication skills/tools
- Leading from the unit level up--"grass roots driven"
- Maintaining the change
- Managers understanding causes of variation in the data and how to identify contributing factors
- Medication safety - high alert medications
- Metrics used to measure success
- Open to any. Loved this
- Other process improvement and performance improvement tools that can be used.
- Overarching structures /processes to move entire organization (hospital/physicians, across continuum of care)
- Patient safety.
- Performance improvement tools; best way to show data
- Physician engagement
- Piloting/innovating safely in healthcare
- Project management
- Reducing resistance to change
- Retention tools for senior leaders
- Sharing of new tools
- Simple PI tools that work for front-line clinicians
- Strategies for handling negativity - naysayers
- Sustainability
- Sustaining gains
- Sustainment
- Teamwork
- Tips on how to engage physicians in change
- Training programs for middle mgmt., 5S implementation in healthcare, beating the cultural obstacle of "bring in the lean specialist" vs emphasizing cultural transformation within your own organization
- Utilization of performance improvement plans and tools to improve operations.
- What are the variety of tools available, and what scenario are they best used for?

# Anonymous Survey Questions

I would like another webinar on  
**ENGAGING SENIOR LEADERS IN PATIENT SAFETY**



Source: TMIT High Performer Webinar Series; Leadership Tools, Performance Improvement, and 100 Day Plans – November 21, 2019

# The topics I wish to have covered in a webinar on ENGAGING SENIOR LEADERS IN PATIENT SAFETY

- Getting an understanding of why it is important to them and the impact for them.
- Helping them to recognize benefits of rounding (intentional rounding), not just saying hello to everyone.
- Helping them with time management to accomplish. My organization has very poor adoption of senior leader rounding.
- Collaboration
- Communication
- Dealing with potentially competing priorities coming from various senior leader sources (health system vs local site-level executive leaders)
- Empowering teams to make just in time decision. I.E. Giving away power to the teams
- Engaging physicians & overcoming their resistant
- Essential training for leader - what should execs invest in for their leaders?
- Governance; systematized implementation; why budget-neutral projects?
- How does it fit into patient experience/how does one not transcend the other
- How to get senior leadership to improve staff interactions
- Leader rounding; recognizing improvements
- Making patient experience (quality/safety/pt sat) the same priority as financial.
- No comment
- Quality is not costly; the cost of motivation and engagement is minimal compared to the payoff.
- ROI
- Roles and responsibilities
- Roles of senior leaders in PI. How can they bring change in organization by getting involved in PI
- Staff engagement
- Utilization of performance improvement plans and tools to improve operations.
- Value of long-range plan
- What types of organization safety goals to other sites have aside from HAIs, HACs, readmissions, etc. To avoid unintended consequences to culture
- Who & how