



# Leading Renewal: The Key to Sustainable Success

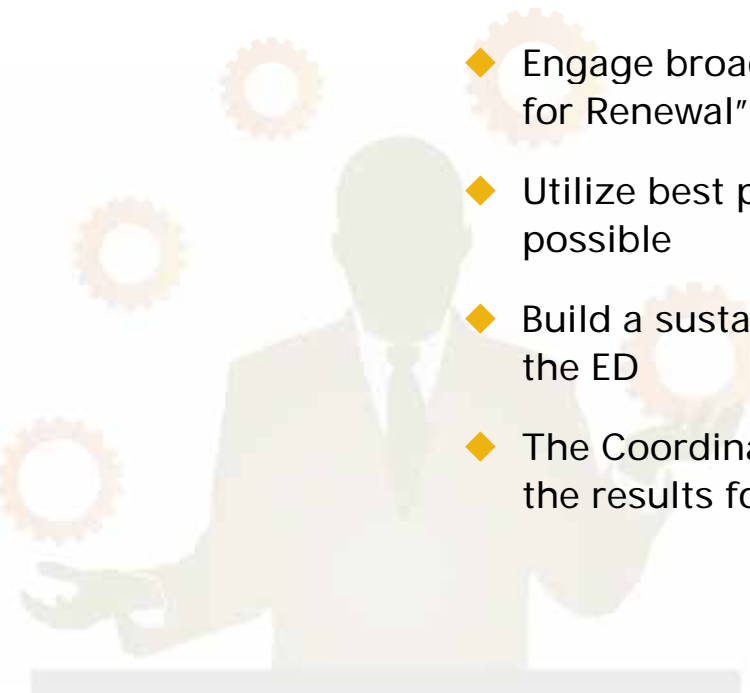
Overview Deck

**ABC Medical Center**

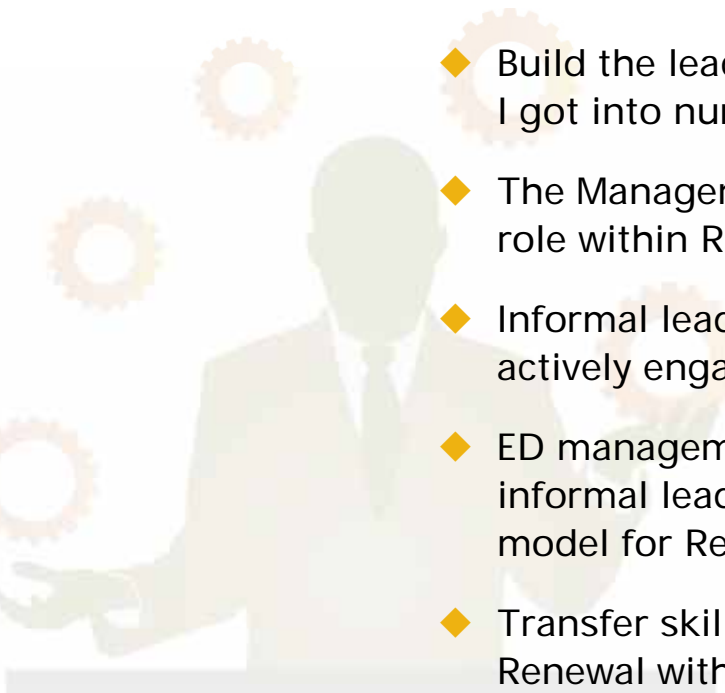




# Our Philosophy

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- A faint background graphic shows a silhouette of a person in a suit, surrounded by several interlocking gears of various sizes, symbolizing industry and leadership.
- ◆ Engage broad array of leaders to create “irresistible force for Renewal”
  - ◆ Utilize best practices to “raise the ambition” for what is possible
  - ◆ Build a sustainable Renewal leadership capability within the ED
  - ◆ The Coordinators are the “universal joint” that will drive the results for our patients and staff

# Objectives

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- A faint background graphic shows a silhouette of a person in a suit and tie, surrounded by several interlocking gears of various sizes, symbolizing industry and management.
- ◆ Build the leadership for an ED that has us experience “why I got into nursing” every day
  - ◆ The Management team successfully fulfills its leadership role within Renewal
  - ◆ Informal leaders become models and ambassadors, actively engaging their teammates to succeed
  - ◆ ED management team, including Coordinators and informal leaders, works together to have the ED be the model for Renewal
  - ◆ Transfer skills to the ED staff to sustain the leadership of Renewal without consultant support

# Learning What Is Possible

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## Site visit to John Muir or Spa trip:

- ◆ Coordinators
- ◆ Selected Physicians
- ◆ Informal Leaders
- ◆ Claire/Janet/Vicki

## Debrief:

Key learnings and implications. Include how you will tell the story back home.

# Session One: Overview

Length:  
**1.5 days**

Timing:  
**March**

## Objectives: Team Is Ready for Next Level of Renewal

- ◆ Define and build on successes since January workshops
- ◆ Clarify the role of the Coordinators in Renewal
- ◆ Coordinators prepared to be coaches in managing performance
- ◆ Informal leaders meaningfully engaged and committed to support Renewal
- ◆ Coordinator, Manager and Director perform more effectively as a team
  - ◆ Decision making
  - ◆ Unit accountability
  - ◆ Building positive recognition
- ◆ Agree how to utilize existing forums for recognition

# Session Two: Overview

Length:  
**1.5 days**

Timing:  
**April/May**

## Objectives: Taking Responsibility for My Performance

- ◆ Coordinators actively working on their own development
  - ◆ Feedback
  - ◆ Personal development plan
  - ◆ Making a positive difference
- ◆ Begin implementing key behaviors (plan to phase in)
  - ◆ Rounding
  - ◆ ?
- ◆ Coordinators demonstrating more use of positive recognition
- ◆ Expanded team assesses how we are doing as a team and commits to how we will improve over the next 30 days
  - ◆ Cool stories and voice of the ED
  - ◆ Key behaviors to impact
  - ◆ Building recognition
- ◆ Commit to track our progress



# Session Three: Overview

Length:  
**1.5 days**

Timing:  
**July**

## Objectives: Demonstrating Our Leadership

- ◆ Coordinators taking action to enhance specific areas of the ED's performance in Renewal
- ◆ Coordinators begin a coaching relationship to support each other in reaching our goals
- ◆ Expanded team assesses how we are doing as a team and commits to how we will improve of the next 30 days
  - ◆ Cool stories and voice of the ED
  - ◆ Key behaviors to impact
  - ◆ Building recognition
- ◆ Progress is tracked

# Session Four: Overview

Length:  
**1 day**

Timing:  
**September**

Facilitation:  
**ABC  
Medical  
Center  
ED Staff/  
VEA**

## Objectives: Take the Reins for renewal

- ◆ Wins are recognized
- ◆ Expanded team assesses our success as a team and commits to how we will improve over the next 30 days
  - ◆ Cool stories and voice of the ED
  - ◆ Key behaviors to impact
  - ◆ Building recognition
- ◆ Commit to track our progress



# Session Five: Overview

Length:  
**1.5 days**

Timing:  
**December**

Facilitation:  
**ABC  
Medical  
Center  
ED Staff/  
VEA**

## Objectives: Create Renewal the ED Way

- ◆ Expanded team assesses how we are doing as a team and commits to how we will improve of the next 30 days
  - ◆ Wins are recognized
  - ◆ People are recognized
  - ◆ Reference what worked well and define how to leverage what we do well
- ◆ Goals\* for 2010 are set, including defining how we will work together
- ◆ Communication plan to staff is defined

\*Staff and Partnership Council provide input and key areas to improve. Use as input by leaders.