

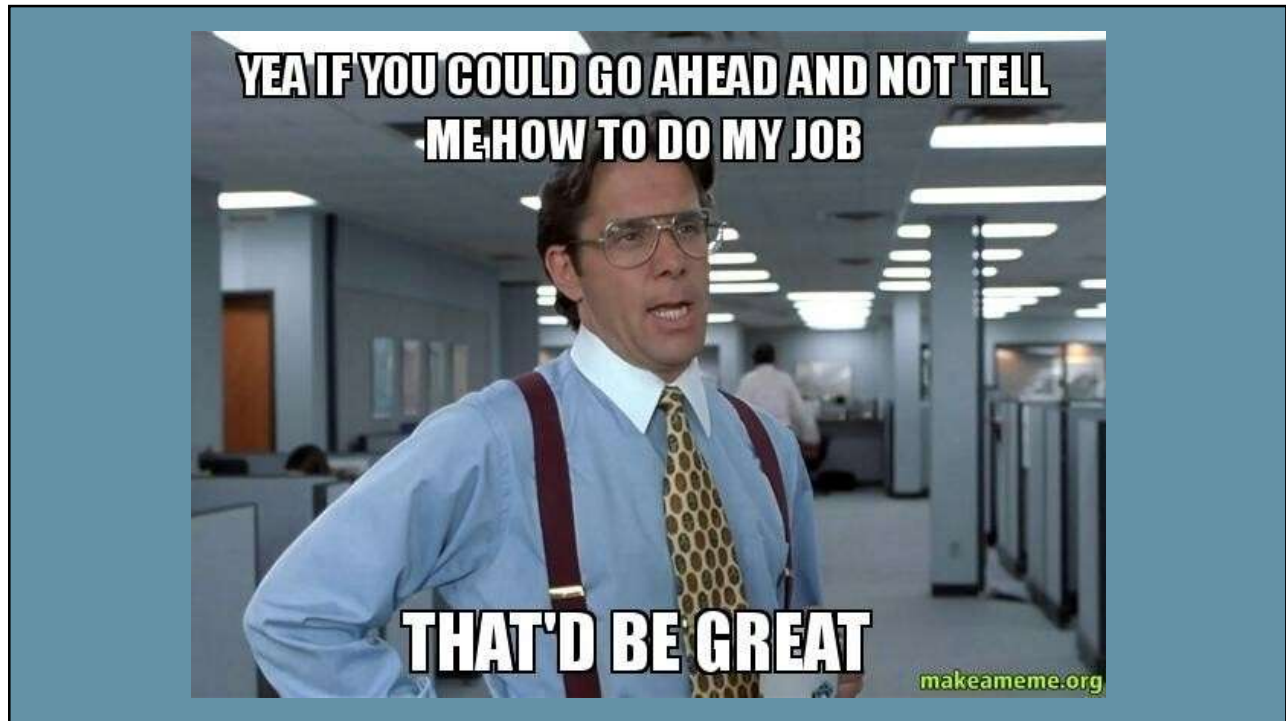
Rowing Together

How to Rally Your Team to Achieve Practice Goals

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At the end of the day..

Everything we experience is the perfect outcome of our current system.

Don't like the result?

Change the system.

4

What does culture mean?

“The set of shared attitudes, values, goals, and practices that characterize an organization.”



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What does culture *really* mean?

It's the underlying reason your best employees either look forward to—or dread—coming to work on Monday.

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What Signs of Poor Culture Do You See?

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The risks of an unhealthy culture

- The loss of a great employee**
- Failed new hires**
- It sabotages all attempted business optimizations**

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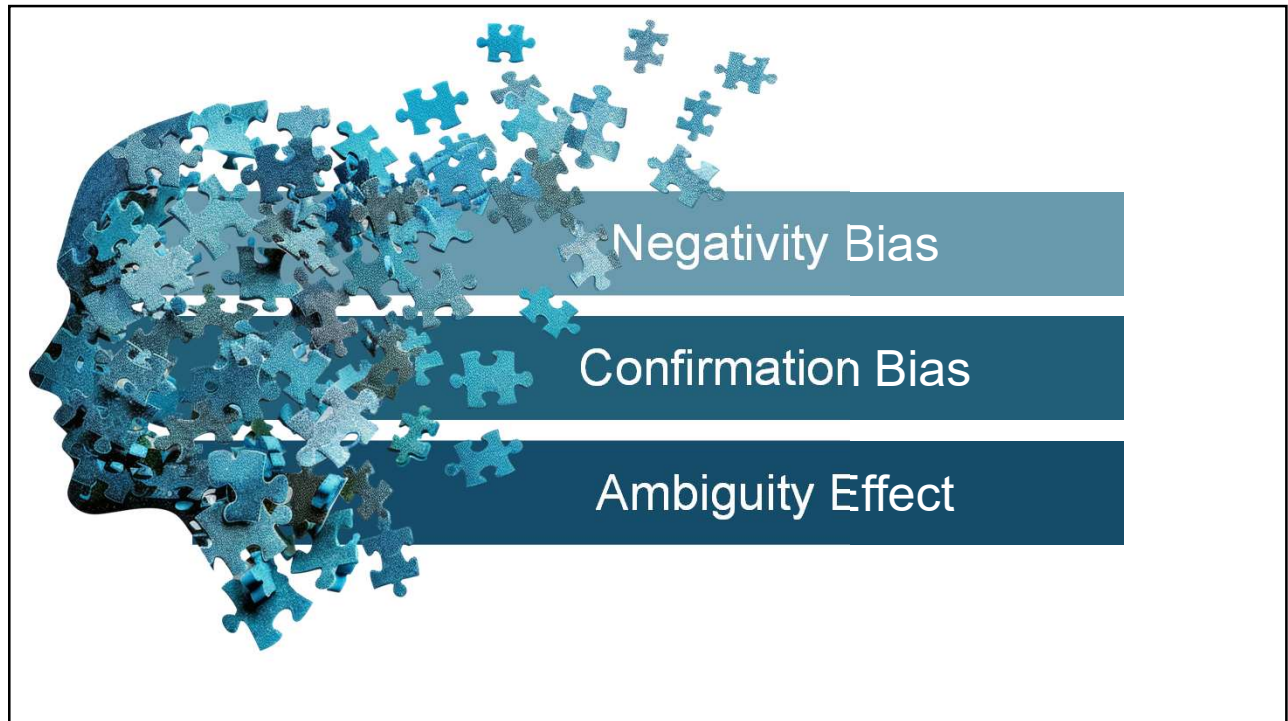
**Thousands of
years ago...**

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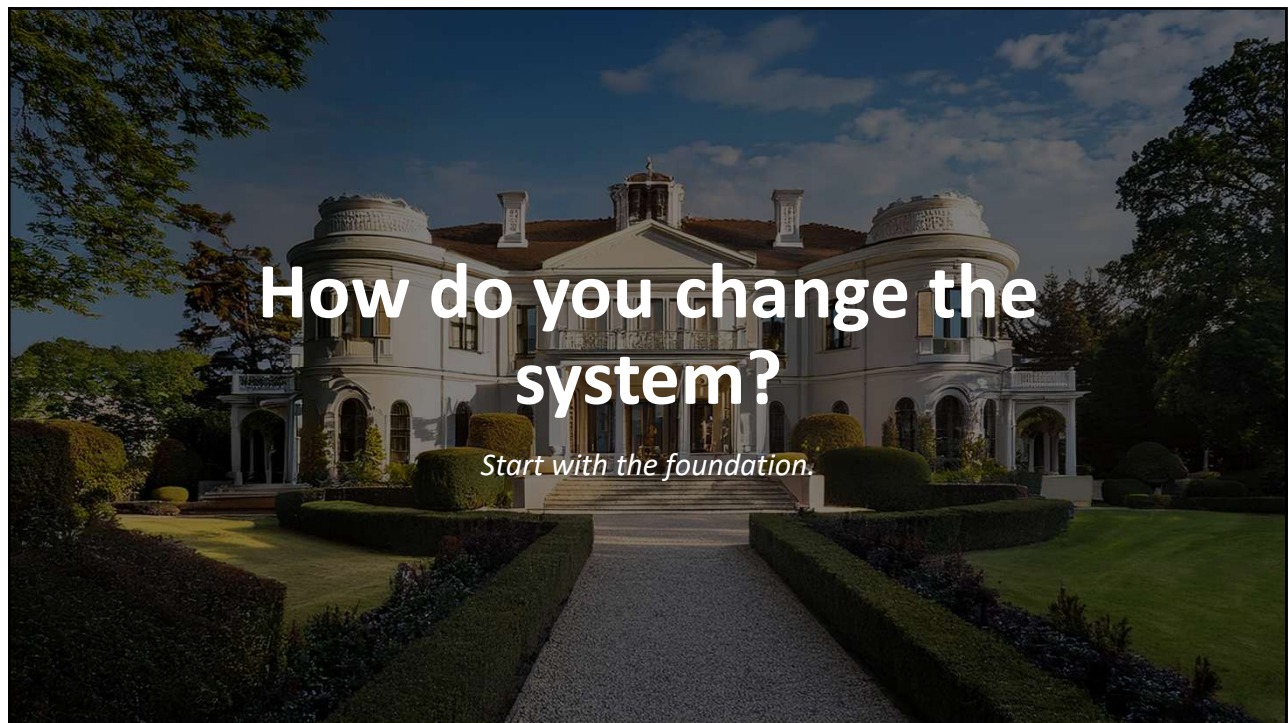


Today...

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What are the behaviors you appreciate?

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What are the behaviors you wish did not exist?

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Your Defined Behavioral Values

- Title to incorporate behaviors
- Defined as what can be seen

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Our Definitions



Be Proactive:

I recognize my responsibility; my behavior is a function of my decisions, not my conditions. I take the initiative and anticipate needs and opportunities. I act...I do not wait to be told.



Relentlessly Execute:

I make and communicate clear commitments. I achieve them reliably and regardless of the daily whirlwind. I problem-solve through obstacles and don't procrastinate. Missed commitments are on me... I will not use excuses or play the blame game.



Raise the Bar:

I expect more of myself and the team, which causes us to all improve. I celebrate our successes with an understanding that I will never settle, and that we will set higher goals.


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Implement – Existing Team

- Internal Meetings
- Recognizing Behavior
- Identify leadership misses
- Constant utilization



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What Problems do you Experience?

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The Power of Designed Failure

- Describe your specific desired future outcome
- List every step to guarantee failure
- Create to dos with measurement and deadlines

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100% of EHR tasks complete by 4pm

How to guarantee failure:

1. Increase number of inbound patient calls
2. Have employees show up late or call out
3. Spend time covering other's responsibilities
4. Misuse our time
5. No response from patient ins

Provider Schedule Full with Patient Visits


How to guarantee failure:

1. Block time for non patient tasks
2. Ignore referrals
3. Leave large gaps on schedule
4. Don't fill Cancellations
5. Don't call patients
6. Never double book
7. Schedule wrong days/times
8. Leave cancellations on schedule
9. Don't define "Full"

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**How can we Design Failure?**

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Design Failure



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- Medical Practice Consulting
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