

Leading Quality Improvement Important Management Framework

Tim Rice. CEO

&

**Laurie Bach. Division Director Acute Care Services
Lakewood Health System
Staples Minnesota**



Objectives

- 1. Describe how leadership impacts organizational quality**
- 2. Identify KEY characteristics of success**
- 3. Discuss LEAN as a tool for Quality**



Commitment to Quality by the Leadership Team

PATIENCE and PERSISTENCE

Physician Engagement

- *Creating a mindset to address quality issues

 - *BE CRITICAL

 - *Tell the story of what we do

- *Quality-Physician preferences-closed doors



Role of Medical Director

TRUST

- *Diligence in creating an atmosphere of Trust at all levels of the organization**
- *Adequately HANDLE the issues**
- *Incorporate quality and safety into Section meetings**



CEO and SENIOR LEADERSHIP

Demonstrate and Role Model a commitment to quality

Gain employee engagement

CEO leadership with Partners in Action (PIA)

BOARD Engagement



Performance Improvement (LEAN)

EDUCATION at all levels of the Organization
LEAN as a toolkit for improvement

Retain a Director of Performance Improvement
Support for project teams
Develop structure



HARDWIRING STUDER INITIATIVES

Education is KEY
Persistence and Patience

Clear STRUCTURE, PROCESS to drive
OUTCOMES

Execution achieved by ACCOUNTABILITY



DO THE RIGHT THING!

Keep the Focus on the Patient

Patience and Persistence

Engagement of BOARD, PHYSICIANS



Thank you

timrice@lakewoodhealthsystem.com

Tim Rice

CEO

Lakewood Health System

218.894.8610

lauriebach@lakewoodhealthsystem.com

Laurie Bach

Division Director Acute Care Services

Lakewood Health System

218.894.8611

