Aiming for Impact
Using a Systems Framework
Network Development Grantee Webinar

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Agenda

Considering a Systems Framework While Aiming for Impact

• What is a systems approach?
• Why use a framework?
• Management tools
  o Baldrige Performance Excellence
  o Studer
What is a Systems Approach

A way to consider the whole organization AND the interactions between the parts.
“Even small health care institutions are complex, barely manageable places. Large health care organizations may be the most complex organizations in human history.”

- Peter Drucker
Strengths of a Framework

A management tool that:

1. Supports a change-ready culture
2. Focuses on outcomes
3. Regularly evaluates for improvement
4. Responds to customer’s needs
5. Integrates strategy within operational areas
Two Frameworks to Consider

• Baldrige Performance Excellence Framework
  o Brian Lassiter, President, Performance Excellence Network
  o Tina Shoemaker, Network Quality Consultant, Washington Rural Health Collaborative

• Studer Fly-Wheel and Principles
  o Greg Paris, Rural Service Line Leader, Studer Group
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