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# Aligning Leadership on the Rural Road to Value

Blueprint for Performance Excellence  
Key Success Factors

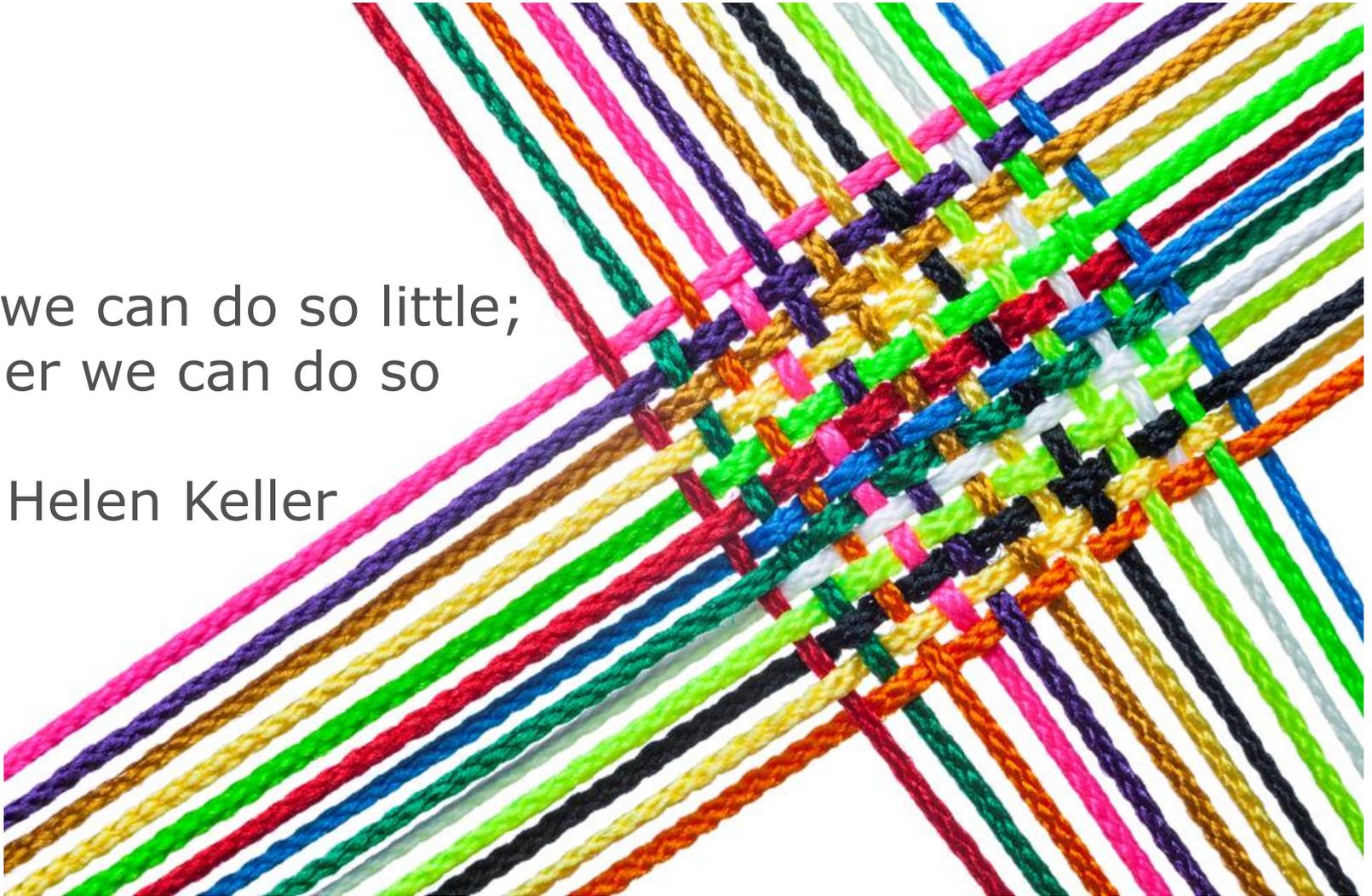


**Arlene Anderson**

Leadership Consultant

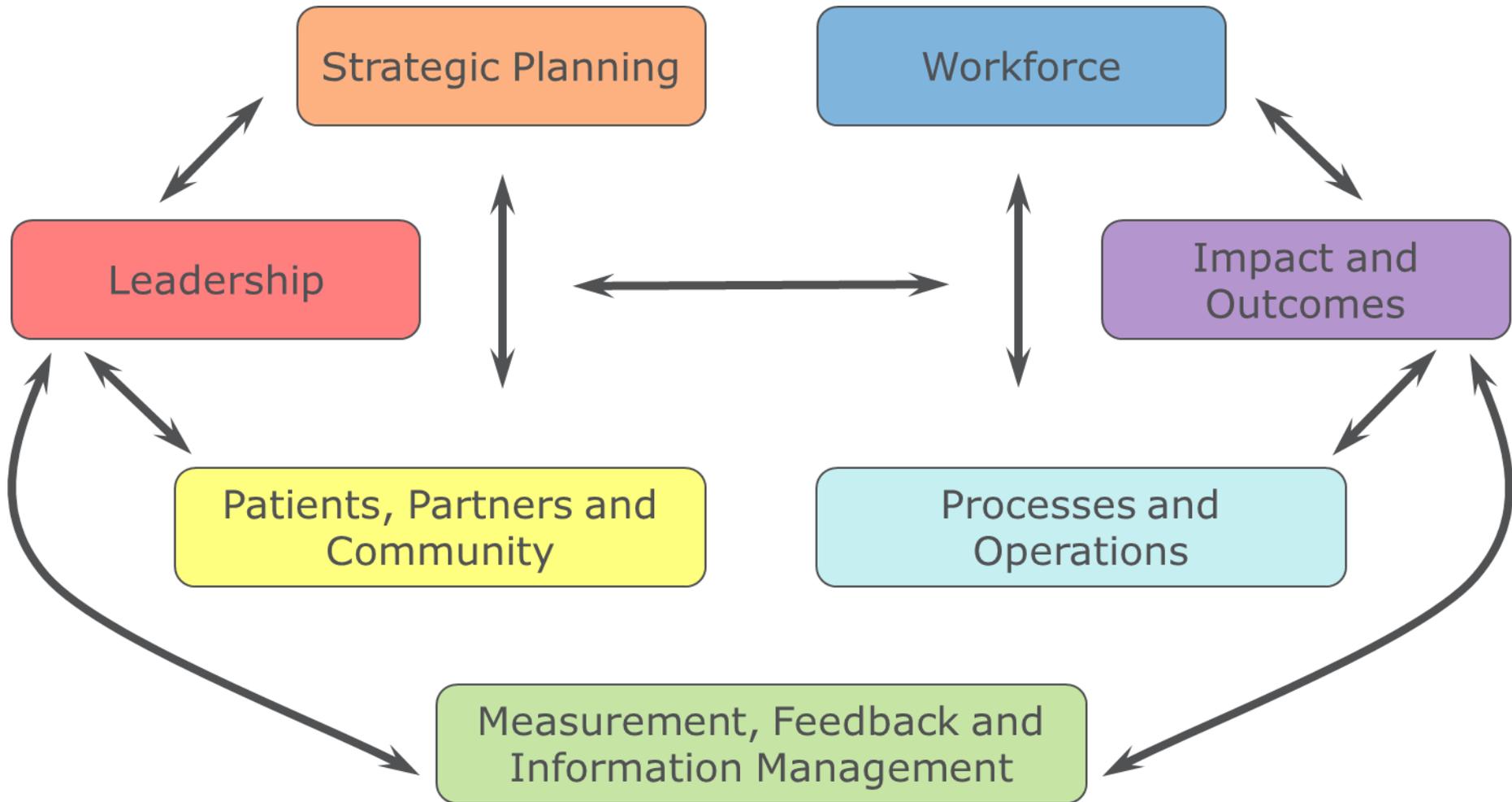
Alone we can do so little;  
together we can do so  
much.

- Helen Keller



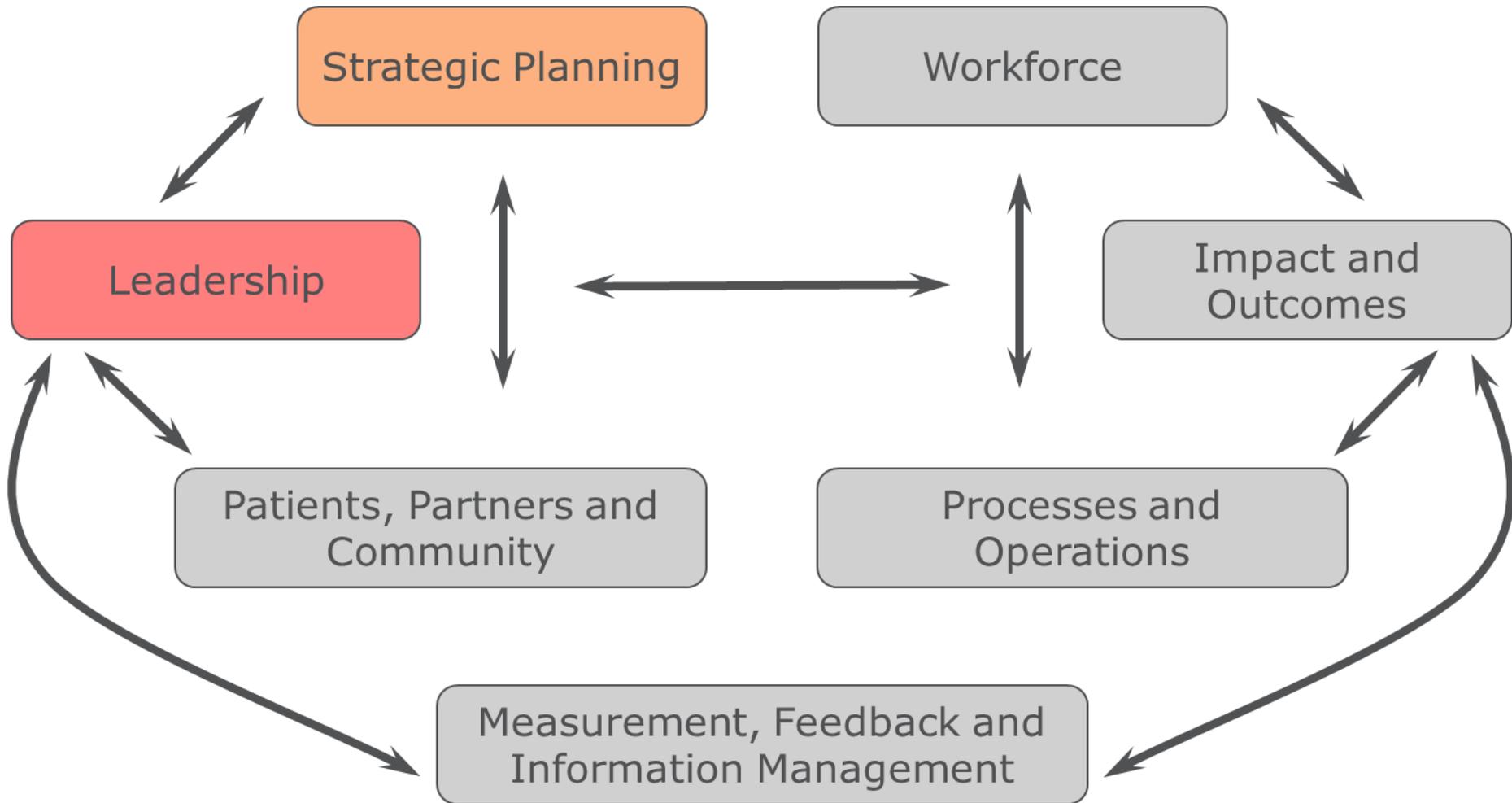
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# Performance Excellence Framework



Modified from Baldrige Performance Excellence Framework

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# Strategic Planning and Leadership

Responsibility: Board, Administration and Physicians



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- Align key leaders (board members, administration and physicians)



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Responsibility: Board, Administration and Physicians

- Align key leaders (board members, administration and physicians)
- Develop a shared vision and path to get there



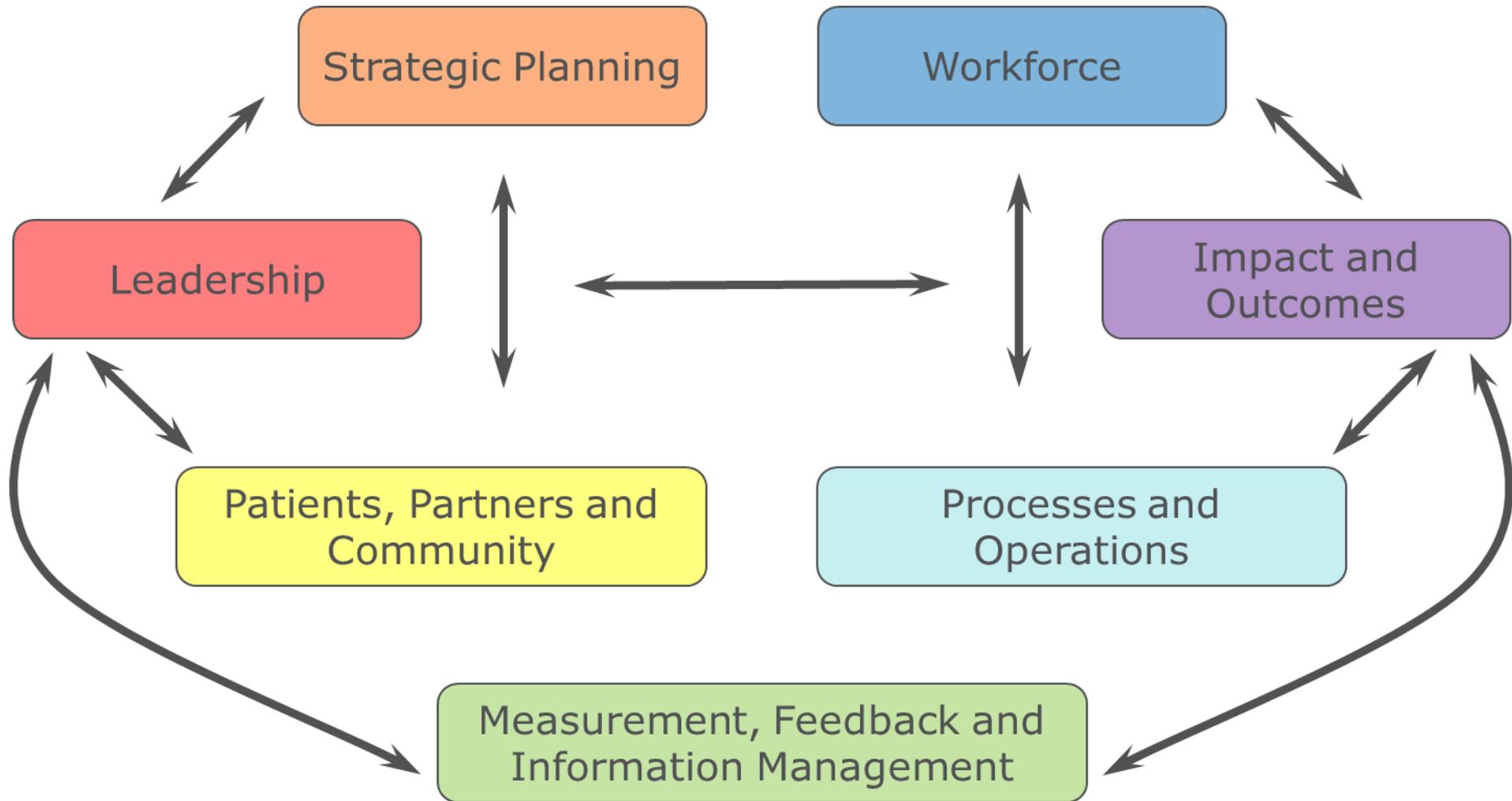
# Strategic Planning and Leadership

Responsibility: Board, Administration and Physicians

- Align key leaders (board members, administration and physicians)
- Develop a shared vision and path to get there
- Use a systems-based approach for planning

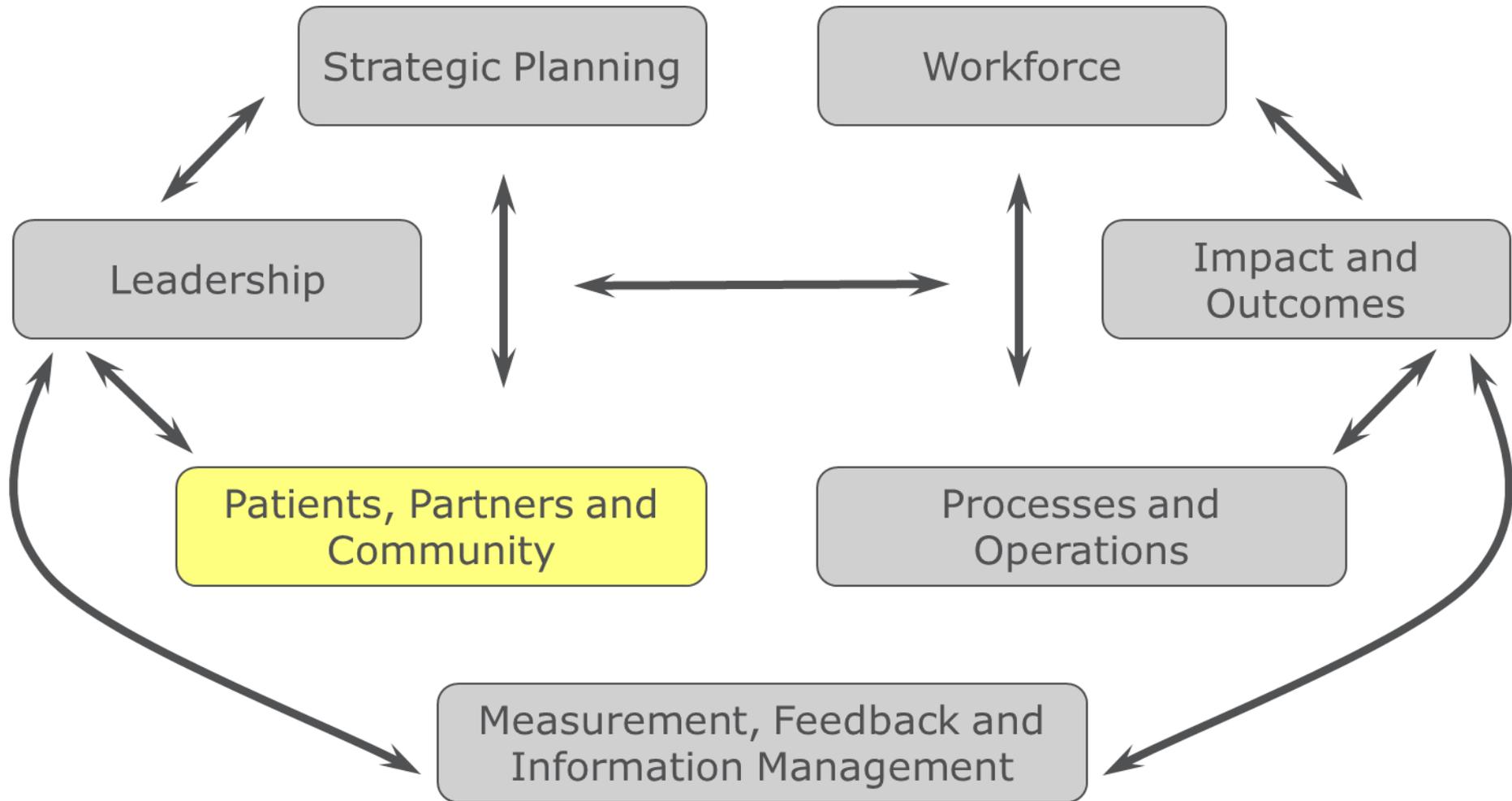


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# Patients, Partners and Community

Responsibility: Board, Administration and  
Physicians



# Patients, Partners and Community

Responsibility: Board, Administration and Physicians

- Explore partnerships with larger systems or be part of a rural health network



# Patients, Partners and Community

Responsibility: Board, Administration and Physicians

- Explore partnerships with larger systems or be part of a rural health network
- Share resources for care coordination and chronic disease management



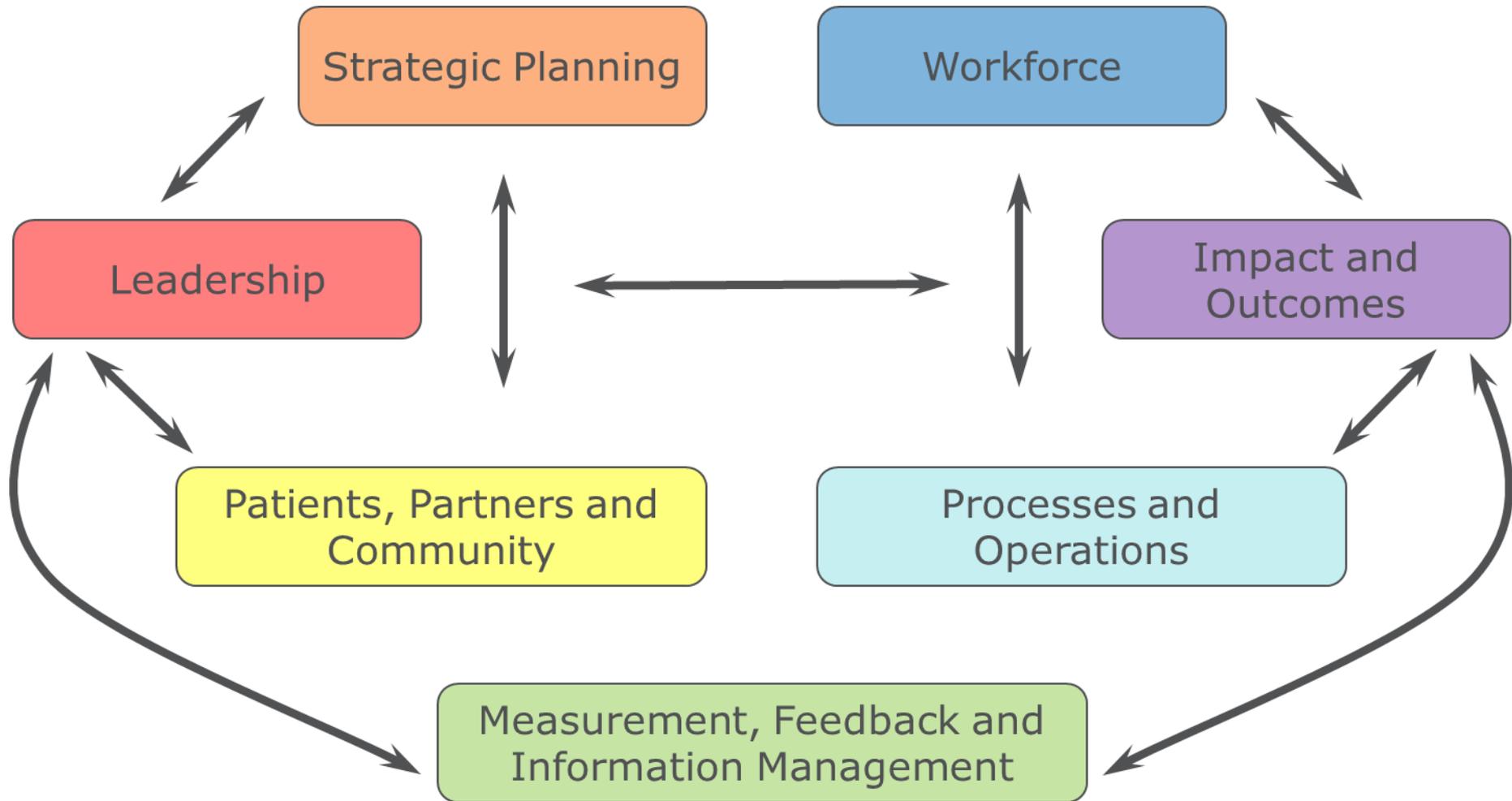
# Patients, Partners and Community

## Responsibility: Board, Administration and Physicians

- Explore partnerships with larger systems or be part of a rural health network
- Share resources for care coordination and chronic disease management
- Encourage use of local health services

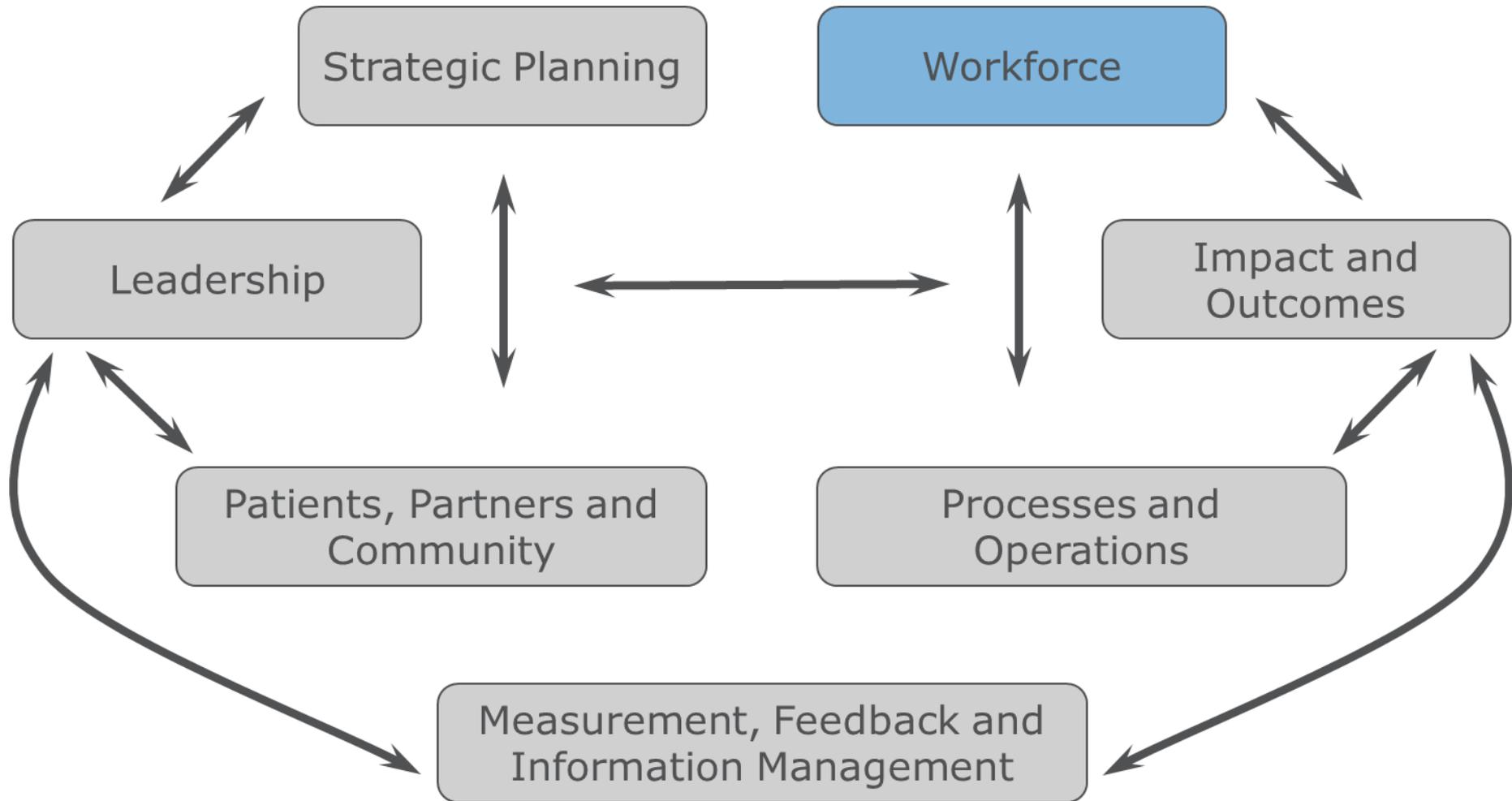


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# Workforce

Responsibility: Administration and Physicians



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# Workforce

Responsibility: Administration and Physicians

- Develop a change-ready, customer-focused staff culture



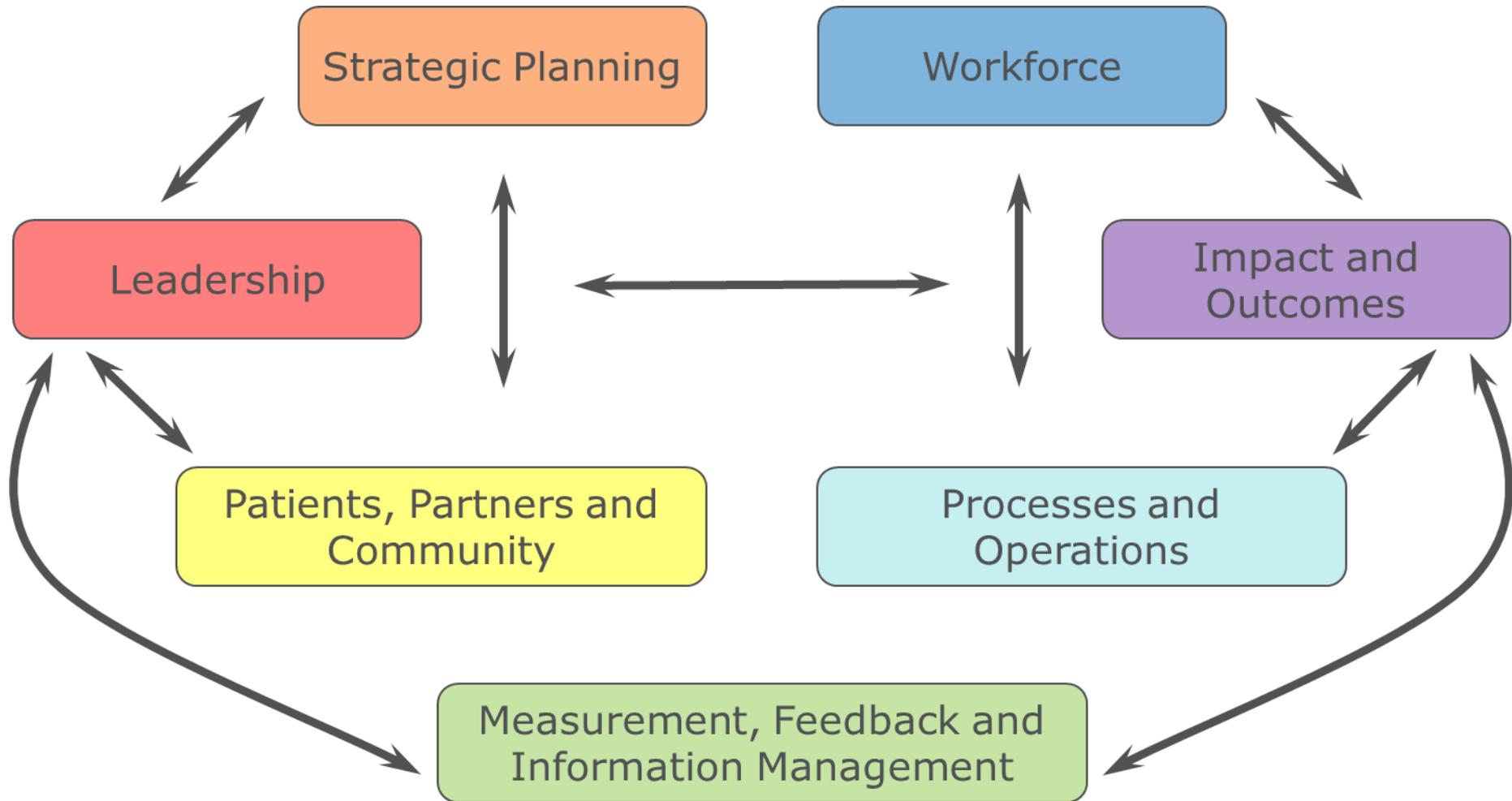
# Workforce

Responsibility: Administration and Physicians

- Develop a change-ready, customer-focused staff culture
- Invest in building leadership skills and care coordination teams

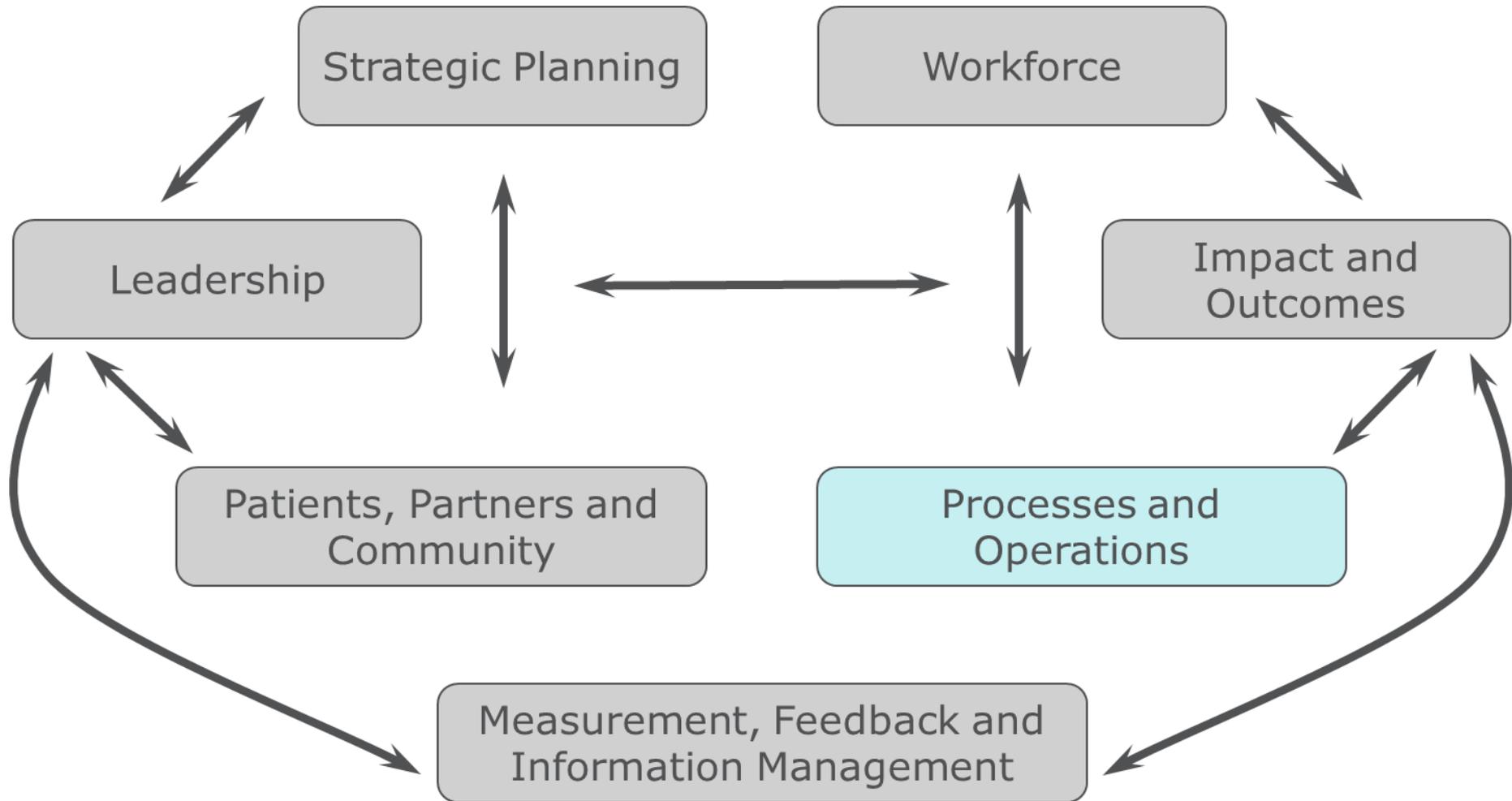


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# Processes and Operations

Responsibility: Administration and Physicians



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# Processes and Operations

Responsibility: Administration and Physicians

- Maximize the effective use of information and telehealth technology



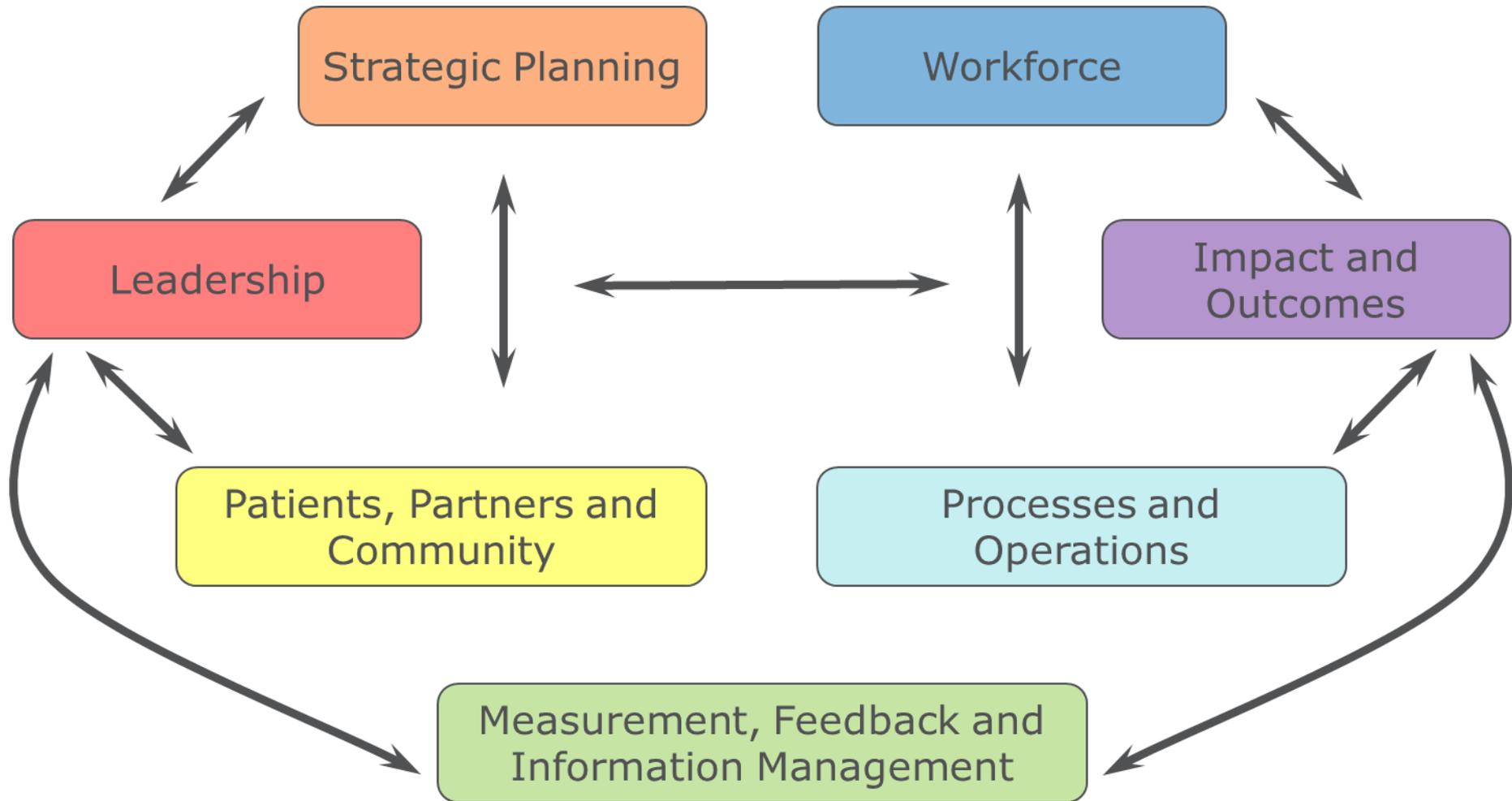
# Processes and Operations

Responsibility: Administration and Physicians

- Maximize the effective use of information and telehealth technology
- Use an improvement methodology like Lean or TeamSTEPPS



# Performance Excellence Framework

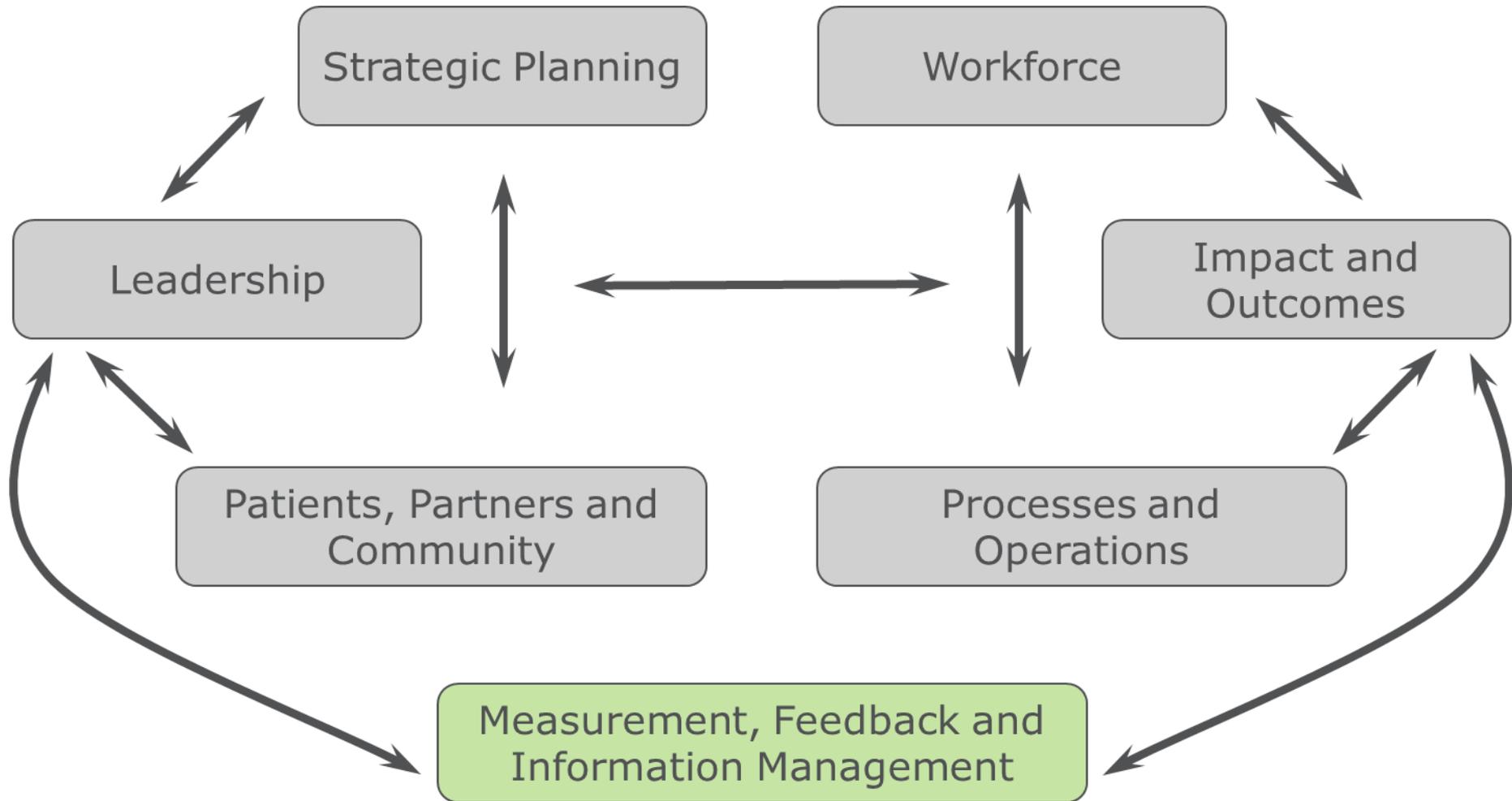


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# Measurement, Feedback and Information Management

Responsibility: Administration and Physicians



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# Measurement, Feedback and Information Management

Responsibility: Administration and Physicians

- Generate, analyze and use actionable data



# Measurement, Feedback and Information Management

Responsibility: Administration and Physicians

- Generate, analyze and use actionable data
- Link goals and targets to overall strategic plan



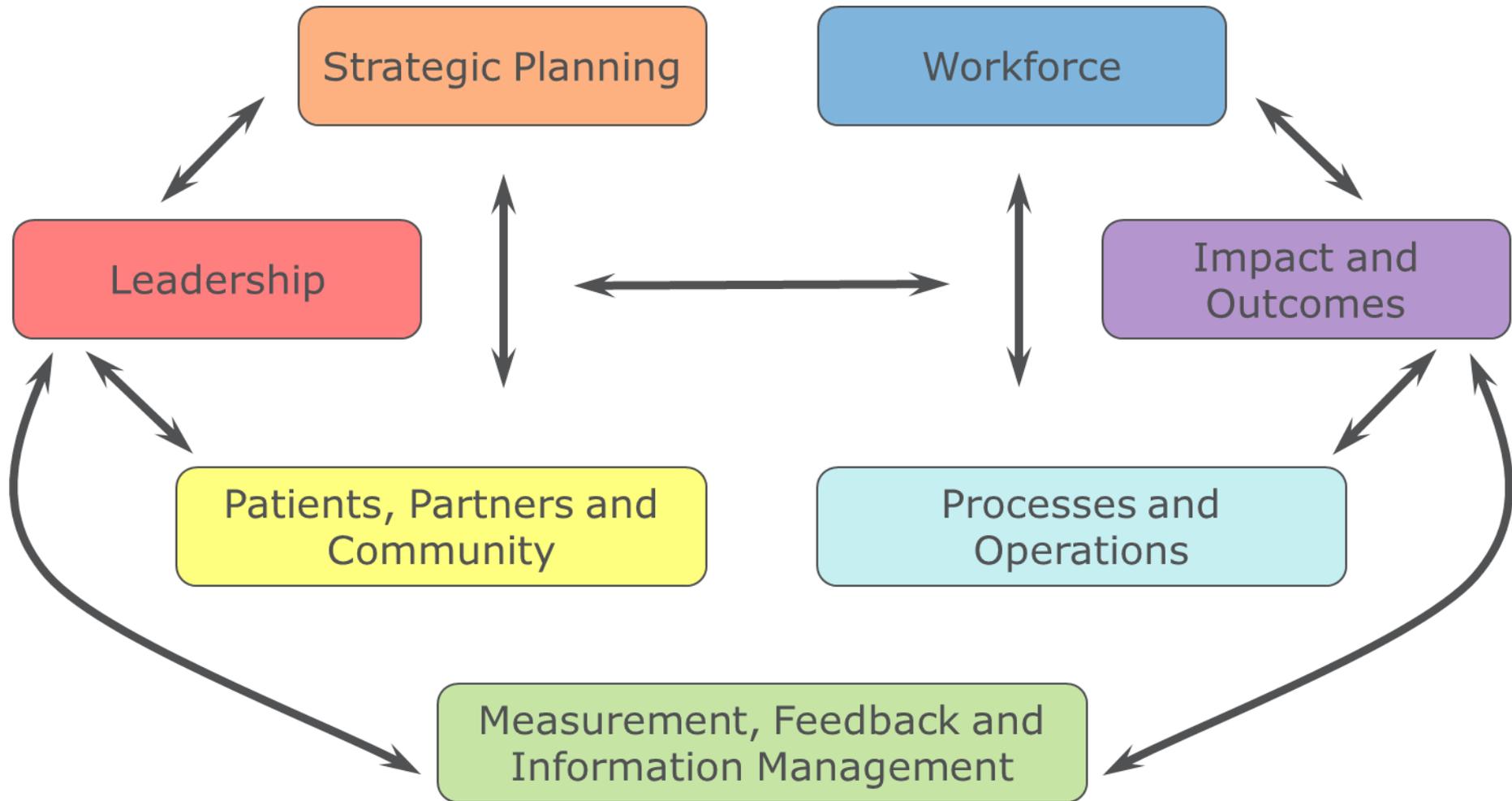
# Measurement, Feedback and Information Management

Responsibility: Administration and Physicians

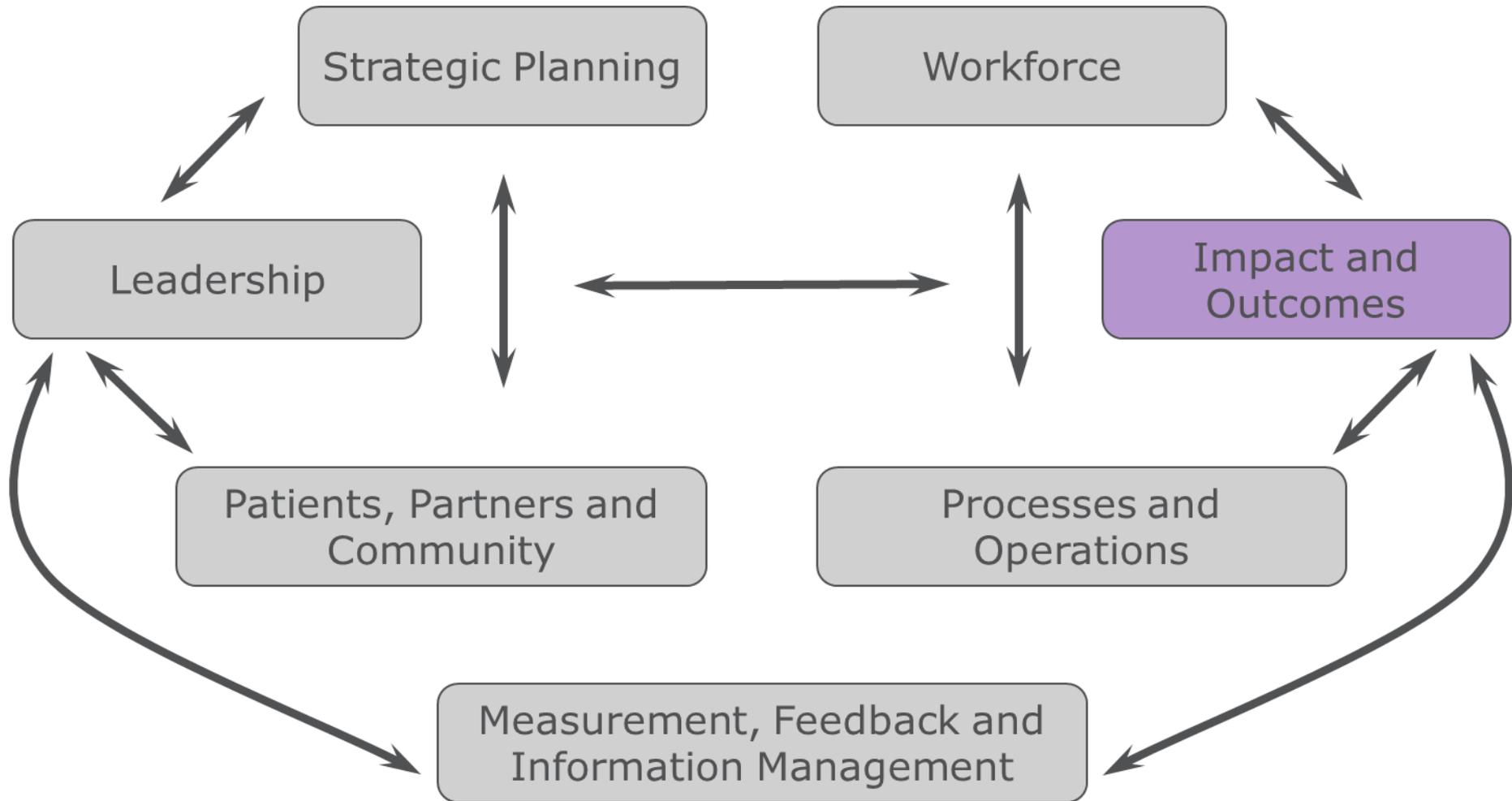
- Generate, analyze and use actionable data
- Link goals and targets to overall strategic plan
- Communicate results organization-wide



# Performance Excellence Framework



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# Impact and Outcomes

Responsibility: Board, Administration and Physicians



# Impact and Outcomes

Responsibility: Board, Administration and Physicians

- Document value in terms of cost, efficiency, quality, satisfaction and population health



# Impact and Outcomes

## Responsibility: Board, Administration and Physicians

- Document value in terms of cost, efficiency, quality, satisfaction and population health
- Report performance information internally and with the community and other health care organizations



A scenic view of a river with a stone path leading through it, surrounded by lush greenery. The path is made of large, flat stones and leads from the foreground into the distance, where it meets a dirt path. The water is calm and reflects the surrounding greenery. The sky is a clear, light blue.

**Success will never be a big  
step in the future.  
Success is a small step  
taken just now.**  
- Jonatan Mårtensson



# Resource

The [Critical Access Hospital Blueprint for Performance Excellence](#) is intended to be a tool for rural hospital leaders to implement a comprehensive systems approach to achieving organizational excellence, and contains:

- An outline of key inter-linked components of the Baldrige Framework;
- Critical success factors relevant to small rural hospitals;
- Challenges and strategies;
- Information on background, survey results, need for organizational frameworks, applications to new value-based health care models and suggestions for dissemination





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# National Rural Health Resource Center Technical Assistance and Services Center

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