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
Performance Excellence Framework

- Leadership
- Strategic Planning
- Workforce
- Impact and Outcomes
- Patients, Partners and Community
- Processes and Operations
- Measurement, Feedback and Information Management

Modified from Baldrige Performance Excellence Framework
Responsibility: Board, Administration and Physicians
Responsibility: Board, Administration and Physicians

• Align key leaders (board members, administration and physicians)
Responsibility: Board, Administration and Physicians

• Align key leaders (board members, administration and physicians)
• Develop a shared vision and path to get there
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
Performance Excellence Framework

- Strategic Planning
- Workforce
- Leadership
- Impact and Outcomes
- Patients, Partners and Community
- Processes and Operations
- Measurement, Feedback and Information Management

Modified from Baldrige Performance Excellence Framework
Patients, Partners and Community

Responsibility: Board, Administration and Physicians
Responsibility: Board, Administration and Physicians

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

Modified from Baldrige Performance Excellence Framework
Performance Excellence Framework

Strategic Planning

Leadership

Workforce

Impact and Outcomes

Processes and Operations

Patients, Partners and Community

Measurement, Feedback and Information Management

Modified from Baldrige Performance Excellence Framework
Responsibility: Administration and Physicians
Responsibility: Administration and Physicians

- Develop a change-ready, customer-focused staff culture
Responsibility: Administration and Physicians

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

- Leadership
- Strategic Planning
- Workforce
- Impact and Outcomes
- Patients, Partners and Community
- Processes and Operations
- Measurement, Feedback and Information Management

Modified from Baldrige Performance Excellence Framework
Processes and Operations

Responsibility: Administration and Physicians
Responsibility: Administration and Physicians

• Maximize the effective use of information and telehealth technology
Responsibility: Administration and Physicians

• Maximize the effective use of information and telehealth technology
• Use an improvement methodology like Lean or TeamSTEPPS
Performance Excellence Framework

- Strategic Planning
- Workforce
- Leadership
- Impact and Outcomes
- Patients, Partners and Community
- Processes and Operations
- Measurement, Feedback and Information Management

Modified from Baldrige Performance Excellence Framework
Performance Excellence Framework

- Leadership
- Strategic Planning
- Workforce
- Impact and Outcomes
- Patients, Partners and Community
- Processes and Operations

Measurement, Feedback and Information Management

Modified from Baldrige Performance Excellence Framework
Responsibility: Administration and Physicians
Responsibility: Administration and Physicians

• Generate, analyze and use actionable data
Responsibility: Administration and Physicians

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

1. Leadership
2. Strategic Planning
3. Workforce
4. Impact and Outcomes
5. Patients, Partners and Community
6. Processes and Operations
7. Measurement, Feedback and Information Management

Modified from Baldrige Performance Excellence Framework
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
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
Success will never be a big step in the future. Success is a small step taken just now.
- Jonatan Mårtensson
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.
National Rural Health Resource Center
Technical Assistance and Services Center
(218) 727-9390
tasc@ruralcenter.org

http://www.ruralcenter.org

Get to know us better:

@RHRC