Sustainable Quality Excellence

- Leadership and Culture
- Continuity
- Commitment
National Priorities Partnership
6 Priority Areas

• Engage PT and families in managing health and decisions about care
• Improve health of the population
• Improve safety/reliability of HC system
• Ensure PTs receive well-coordinated care within and across boundaries
• Guarantee appropriate end-of-life care
• Eliminate overuse while ensuring delivery of appropriate care
Leadership Requires Continuity and Commitment

Level of Proficiency

Experience and Training

Apprentice

Journeyman

Master
In a Post-HCR World, Quality Excellence Will Demand:

- Interact with environment
- Receiving new inputs constantly and responding as if normal
- Interdependent
- Adaptive and Flexible
- Disequilibrium the norm
Conclusion

• Different Leadership Skills essential
• Continuity and Commitment of Leadership is vital
• Culture trumps strategy every time
• Work to change culture with essential management tools that embrace “change as status quo”