Leading Quality Improvement
Important Management Framework

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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 PERSITENCE

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

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