

## Managers: Facilitate Quick Solutions to

- **Teamwork**
- **Problem solving**
- **Process improvement**
- **Crisis management**

**The answer to improving performance lies in your own staff of subject matter experts.** Employee input is crucial to improving processes used to deliver safe care and excellent service because they are constantly interacting with key customers... patients, visitors, physicians, and payers. Invite your natural work teams, cross-functional problem-solving teams, and process improvement teams to learn methods that will clarify and guide objective examination and decision making.

### Outcomes

Participants will learn the skills they need to...

- Take responsibility for and manage their department's outcomes, processes, and costs
- Build and sustain a high-performance work team
- Work collaboratively with other disciplines to:
  - solve recurring problems
  - prevent future problems
  - create more reliable processes and systems
  - meet/exceed clinical and service outcomes
- **Successfully facilitate group process related to:**
  - Continuous process improvement
  - Problem solving and performance improvement
  - Implementing solutions or new systems
- Plan for real life: Integrate, operationalize, and implement improvement opportunities and plans

### Content/Process

**Overview** • Burning issues • Integrating performance improvement and management • Joint Commission update • Indicator homework • Performance improvement action path • Problem-solving and process improvement tools overview

**Project Selection** • Recurring problems • Project sources • Necessary vs. avoidable costs of quality • Brainstorming & prioritizing • Flowcharts and critical paths • Clarifying the issue and setting solution goals • Accountability planning

**Cause Analysis and Evidence** • Deciding what data to collect • Data collection planning • Base-line information • Trend charts • Statistical process control • Analyzing data • Pareto analysis • Presenting data

**Solution Planning and Pilot** • Prioritizing Grid • Success and action plans • Storyboarding • Cost-benefit analysis • Implementation planning

**Check, Adjust, and Standardize** • Indicator development • Measurement and monitoring • Indicator assessment plan • performance improvement

**All about teams and group process** • Why get staff involved • Why managers resist • Reality-based empowerment • Effective discussion • Communication skill building • Adopting a facilitative management style • Characters you'll meet • Making the most of meetings • Implementation planning