

Seizing the Healthcare Safety Opportunity: Using the “Playbook” of Paul O’Neill

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Value Capture Webinar
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More Resources:

www.ValueCaptureLLC.com/playbookwebinar



Post Webinar Survey and Polling

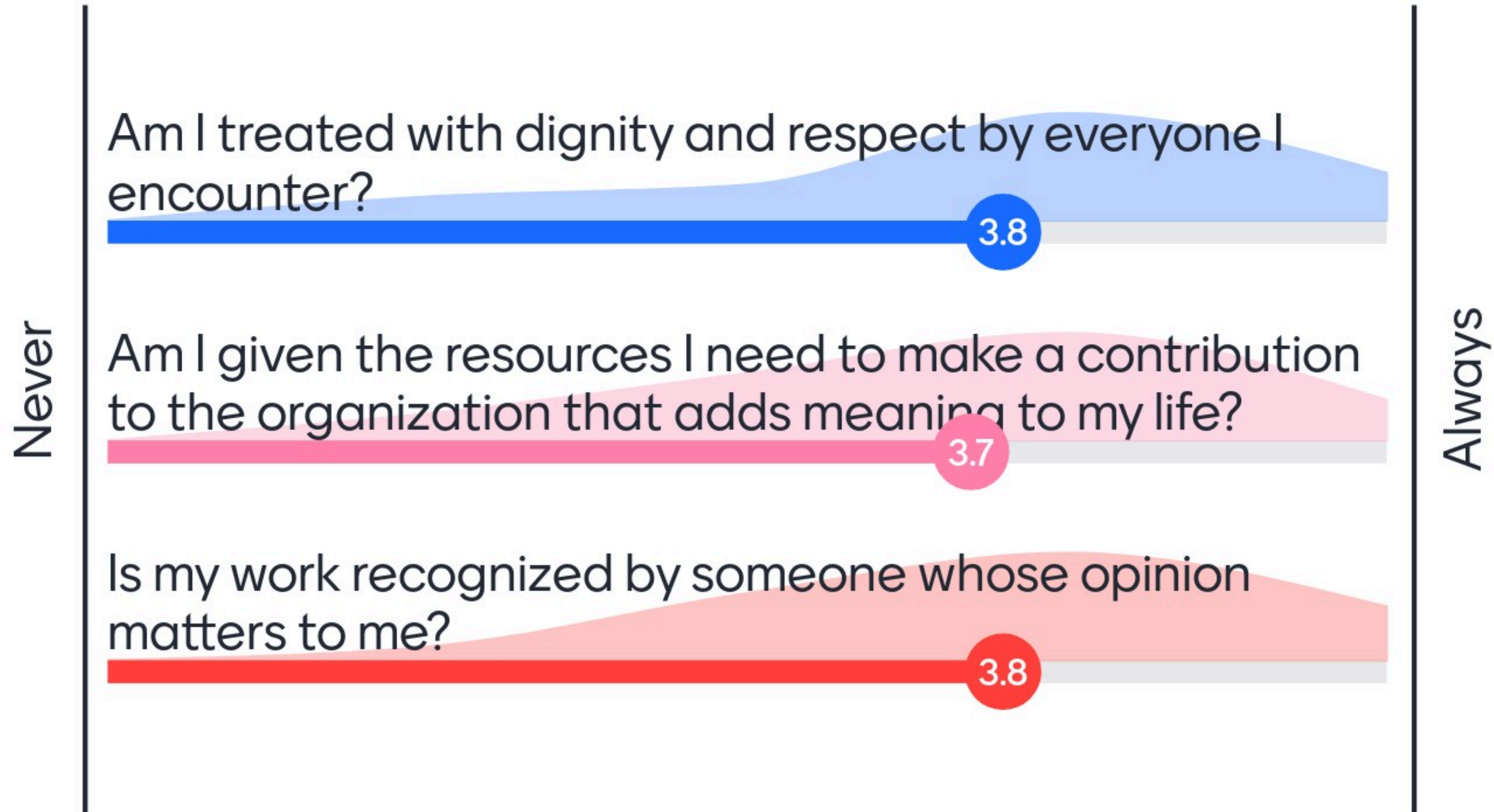
Responses are anonymous.

When you're done, you can see the results from previous respondents plus yourself. We'll share the FULL results with all webinar attendees after the polling has closed.

At the end, there are two questions about what you liked and what could be improved about the webinar. Thanks for your feedback.



I Can Answer "Yes" to These Questions How Often?



What's an "excuse" you hear for why your organization is not improving more quickly?

Finances and competing priorities

Budget/Money

It's the other team's fault. We blame other people, without owning our part of the situation.

Too busy with pandemic, with major events

Highly regulated government

Short staffed No one wants to work anymore I am tired

There is no budget for this

It's a large org and my primary role is not in improvement - stay in your lane. I'm a health plan medical director and am pushing process improvements.

There is too much going on and not enough time.

What's an "excuse" you hear for why your organization is not improving more quickly?

Healthcare is complicated. Change is slow. We want to get it right (perfect?) before trying more.

Not enough time , staffing

Staff shortages

It's just the way it's always been. It's too slow. It's will take too long. On the other hand: "We're excited that people are listening and learning". "Need to see what people "do" not just what they say.

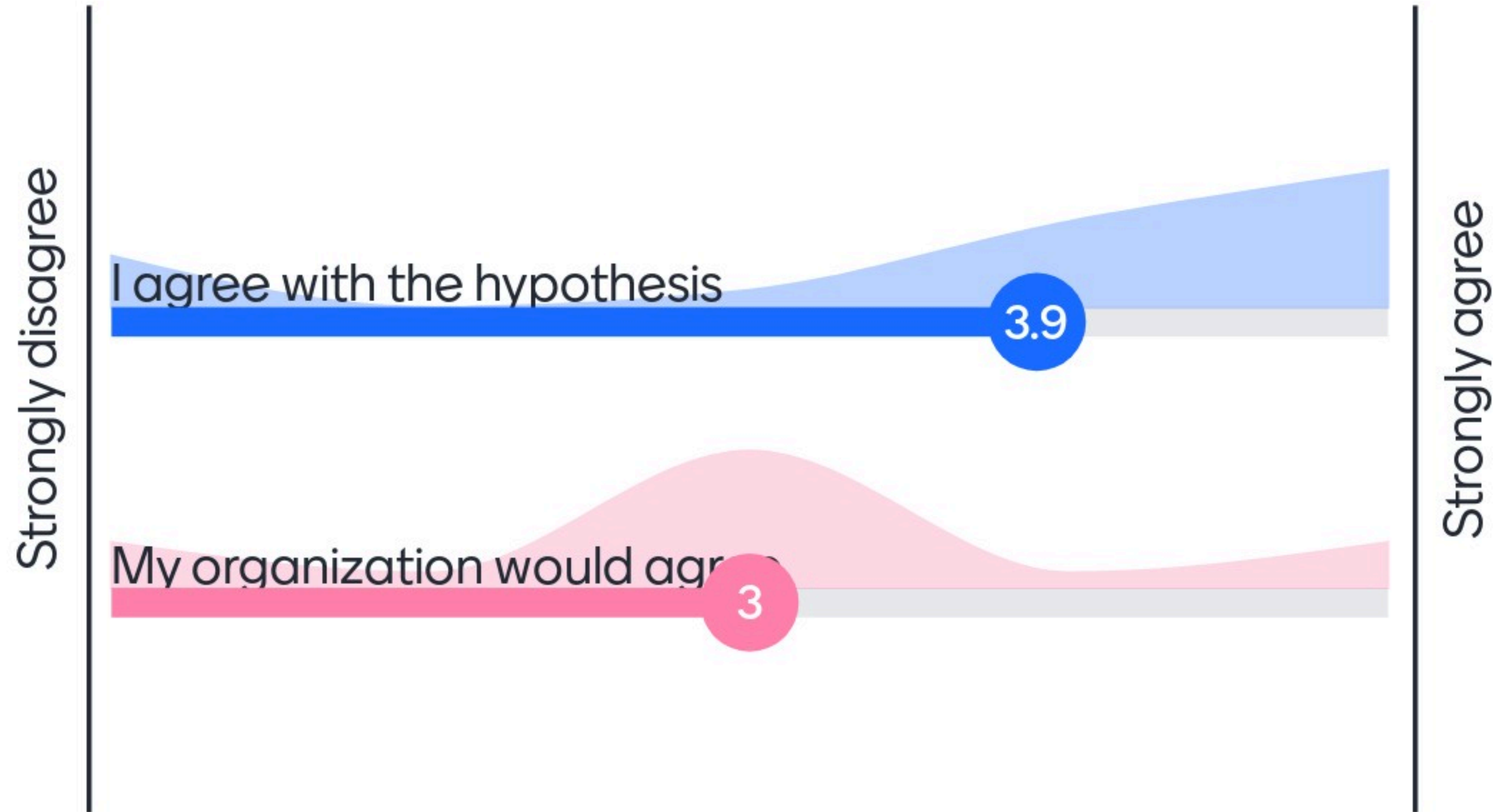
Too much turnover in leadership.

Overwhelmingly it is staffing challenges.

It's too big and/or we are too busy

Work overload. Too much personnel turnover.

Do you agree with our hypotheses about how organizations that would follow this playbook would perform far better?



Which are the top 3 gaps to you from this list (choose up to 3 then submit)



What from the O'Neil playbook gives you the most energy as a leader?

To share this with others, so I'm not alone. Others have to be on board too or it feels like I'm fighting alone.

We can take on challenges. It's okay to be committed to safety, even if it's not popular or common.

The constancy of purpose. The idea that it is a journey.

Pragmatic and practical

With Leadership, anything is possible. Without it, nothing is possible.

too many take aways to list.

Driving zero harm and accountability

Humanizing improvement work. Improvements serve people - patients, staff, shareholders

It is critical for the Leader to lead. We are not a healthcare organization, we are a governmental entity and have a precious few years to embed this as a way to work and hopefully any new leader will adopt the practices as well. I believe!!

What from the O'Neil playbook gives you the most energy as a leader?

The 3 principles respect, meaningful work and recognition

Aim for zero or 100%

The fact that it actually worked.

RCA in 24 hrs

Being accessible to any member in the organisation

Love the ideas of "asking questions like a 3rd grader". Also, the challenge of solving problems in real time.

When you think about going deeper with these ideas in your organization, what are the biggest barriers to overcome are on your mind?

Getting others on board.

Everybody is too busy, resistance to change

Getting to root cause for improvements

Transparency, leadership commitment

Helping others see the value in this thinking.

Leadership focuses on bottom line \$ every month and this work is seen as possibly upsetting the status quo and threatening short term \$ even though doing things correctly will make a bigger long term difference

Getting the right people at the table.

Investment of time, freeing up front line colleagues to work on root cause and countermeasures to the root causes.

"Cut & paste" over building capability

When you think about going deeper with these ideas in your organization, what are the biggest barriers to overcome are on your mind?

Getting executive organizational buy and commitment in in a period of organizational change

Leader turnover and interim leaders. Some are good and some are seat warmers.

Own time limitations. And limited line resources.

No culture of performance improvement

Culture

Those people who just want to "maintain" what they are doing now. In their minds it is good enough and comfortable.

What are your next steps? What actions would you take?

Share this webinar/book with others.
Change focus/phrasing in my own projects so finance isn't the goal, improvement is, etc.

Share this message! It's not new, but it is revolutionary.

Meet with one of my CNO's and share the webinar when it becomes available.

Review framework. Define actions

Create an action plan including a next step within 2 weeks

Model the behaviors. Coach leaders.
Practice the principles.

Start modeling through my coaching and interactions.

Sharing this information with our engaged improvement group to continue with our under the radar improvement work.

I'm talking to the CEO

What are your next steps? What actions would you take?

Share the playbook with my one-up leader.

I will set the new path and tone
Focus on zero and stop excuses

Push (again) for full transparency on workplace safety indicators.

Read more about Paul o'neil

Looking at every process and individual through the lens of safety

To re-inspire my leadership team with the Playbook concepts from Paul O'Neil.