

# JUMPSTARTING OUR JOURNEY TO EXCELLENCE

July 15, 2020

- Welcome from Dr. Patel, CEO
- How we will support you in the Journey to Excellence
- What is the Pillars of Excellence Method?
- Why Our Journey to Excellence Matters
- Our Commitment to You
- Open Forum (Q&A)



Growth without structure



Growth with structure  
90 day plans

## Welcome!

We are jumpstarting our journey to excellence and we need your help to:

- Identify and implement process improvements
- Support our organization's re-structure
- Build bench strength and performance excellence
- Meet growth targets
- Share your feedback & ask "How can we support each other?"

The outcome for all: **Experiential Excellence**

## OUR MISSION:

We are a dynamic organization committed to providing the highest quality, comprehensive, personalized, value-driven healthcare to our patients.

## OUR VISION:

To be the premier comprehensive healthcare partner of the Bay Area.



## THE 7 CARE VALUES:

- Support the Mission
- One Epic Care
- Display an Attitude of C.A.R.E
- Accountability
- Exercise Empowerment
- Build Relationship
- Leave a Lasting Impression

## The Pillar Process:

1. Establish at least one operational goal for each pillar
2. Develop action items for each of your goals
3. Once complete, submit your 90-Day plan for review to your "One-up Leader"
4. Implement your action items and check-in monthly with your Journey to Excellence Champion and One-up leader to assess progress and adjust as needs warrant
5. At the end of 90-days, submit outcomes to your leader and repeat



# How We'll Support You in the Journey to Excellence

- **Provide a method (Pillars of Excellence)** for moving the organization forward using the wisdom and skills of all leaders to improve the way we work,
- **Create a tool (90-Day Plan)** to think through, plan and track the improvements identified
- **Open a pathway** to provide the resources for your teams and recognize staff for their hard work
- **Increase communication** to align the efforts of your leaders with your feedback
- **One Epic Care.** All leaders **(from Leads to Chiefs) will adopt** the Pillars of Excellence method to help the organization face the challenges of today and strengthen us for the future

- A dedicated Journey to Excellence Champion
- 1:1 coaching available to support you through this process
- Training sessions to help you better understand the Pillars of Excellence method and the 90-day plan template
- Access to resources to help you design measurable action plans to achieve your goals

| Date                  | Activity  |
|-----------------------|---|
| July 20 – 24          | Process and planning training provided to all leaders (SMART Goals, Action Planning)            |
| July 27 – 31          | 90-Day plans developed and forwarded to “One-up” leaders for review and discussion              |
| Aug 3 - 11            | 90-Day plans forwarded to senior leaders for input and approval                                 |
|                       | Plans collected and reviewed for alignment with Enterprise needs, expected level of achievement |
|                       | Collated 90-day plan to Dr. Patel for approval  |
| August 12 –<br>Nov 10 | 90-Day Plan Implementation  |
|                       | Ongoing coaching and support and formal progress meetings with one-up leader                    |
| Nov 16 – 18           | Celebration of successes, sharing stories, reboot   |



