ADEPT™ Workflow: The Five Pillars of Practice Performance

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Value management is dedicated to *motivating* people, *developing* skills, and *promoting* synergy and innovation, with the aim of *maximizing* the overall performance of an organization.

\[
\text{Value} = \text{Satisfaction of Needs} \div \text{Use of Resources}
\]
Workflow & Process

..the sequence of industrial, administrative, or other processes through which a piece of work passes from initiation to completion.
The Five Pillars of Value Management

- **Application**
  - Technology
  - Data
  - Digital Workflows

- **Distinction**
  - Brand/Market
  - Patient Experience
  - Quality

- **Effectiveness**
  - Operations
  - Best Practices
  - Continuous Improvement

- **Profitability**
  - Finance
  - Contracting
  - Partnerships

- **Talent**
  - Education
  - Performance
  - Recruiting/Succession

An expert, especially "one who is skilled or proficient in something."

ADEPT™ Advantage
The ADEPT\textsuperscript{SM} Advantage\textsuperscript{SM}

- Application
- Distinction
- Effectiveness
- Profitability
- Talent
Effectiveness: the heart of the matter

- Communication
- Workflow
- Process

Effectiveness
Dealing with Difficulty

• Be Present
• Be Persistent
• Be Positive
Effective & Efficient = $$$$$$

- COST of customization
- COST of clutter
- COST of dis-communication
- COST of stagnation
Application

- Technology Optimized
- Inventory Management
Technology Optimized

• Software
  • Customization
  • Training
  • Updates and Upgrades
• Hardware
  • Standardization
  • Security
Inventory Management

- Group Purchasing Options
- Pharmacy Reps
- Staff Responsibility
- Spring Cleaning
Distinction

• Strategic Process
• Patient Engagement
Strategic Process

- Big Picture
- Focused Goals

If you’re not headed anywhere in particular, you are bound to get there.
Why Plan?

• Determine who, what, when, where, why and how of a venture

• Understand factors impacting success or failure (systems approach)

• Build ownership (unity) of Mission, Vision, Values and Strategies among constituents

• Distinguish between opportunities & “temptations” (“He who chases two rabbits…”)

• More efficiently use limited resources (people, money, equipment, time, etc.)

• Standard against which to measure performance

*Failure to Plan is Planning to Fail*
Businesses using strategic plans are 12% more profitable.

60% of organizations don't link strategy and budgeting

“Vision without execution is hallucination”
- Thomas Edison
Patient Engagement

• Compliance
• Consumerism
• Patients as Partners
  • Surveys and Portals
• Outcomes and Quality Metrics
Profitability

• Data
• Budget
✓ Identify KPI & Pay Attention
✓ Use Your EMR & the Data It Provides
✓ Use Benchmarks for Best Practice Comparisons
✓ Monitor External Data Sources
Budgets

- Provides Accountability
- You Know When You Achieve the Goal
- Financial Data Analysis

Guide or Roadmap

- Historical Perspective
- Modeling of Desired Outcomes
- Defines Target

Income and Expense + Key Stats
Talent

• Culture
• Critical Thinking
Morale:
The Discipline, Confidence, and Enthusiasm, of a Person or Group at a Particular Time.
Critical Thinking

...is a deliberative thought process.
Critical Thinking 101:
“Nothing in all the world is more dangerous than sincere ignorance and conscientious stupidity” — M. L. King, Jr.

Assess Yourself:
Are You a Critical Thinker?

Jumping to Delusions: Barriers to Critical Thinking

- Lack of Relevant Background Information
- Poor Reading Skills
- Biases
- Prejudice
- Superstition
- Peer Pressure
- Resistance to Change
- Rationalization
- Stereotyping
- Wishful Thinking
- Unwarranted Assumptions
Critical Thinking Requires

• Suspending judgment
• Multiple perspectives
• Examining implications & consequences
• Using reason & evidence
• Re-evaluating in light of new information

What Does **NOT** Thinking Critically Look Like?

Blindly…

…reproducing old learned reactions

…accepting face value all justifications of organizations & leaders

…believe TV commercials, Facebook, Twitter, LinkedIn, Instagram…

…accept and say that if the organization does it, it must be right

…accept that if it is in Wikipedia, it must be true

…if a speaker says it, it must be legitimate
Building a Culture of Critical Thinking

Do you…
... behave as you expect others to behave; are you joyful about it?
... foster questions?
... promote trial periods?
... ask for clarity?
... check for understanding?
... celebrate change or improvement?
... start with what is right?
... use data to make a decision?
... play to strengths and manage weaknesses?
Strategies that Promote Critical Thinking

- Open Ended Assignments
- Case Studies
- Reflection
- Daily Dose
  - Brainy Quotes
  - Ponderables
  - Stories
- Discussion
- Critical Thinking Question of the Week
- Lunch and Learn
- Book Club

Know Your Team
ADEPT\textsuperscript{SM} Advantage

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Thank You For Your Time