We focus on value, so you can focus on care.

Vision to Value

V2V MANAGEMENT SOLUTIONS

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.

$$\textit{Value} = \frac{\text{Satisfaction of Needs}}{\text{Use of Resources}}$$

Workflow & Process

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

ADEPT℠ Advantage

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

Application	Distinction	Effectiveness	Profitability	Talent
Technology	Brand/Market	Operations	Finance	Education
Data	Patient Experience	Best Practices	Contracting	Performance
Digital Workflows	Quality	Continuous Improvement	Partnerships	Recruiting/ Succession

The Five Pillars of Value Management

The **ADEPT**(SM) *Advantage*(SM)

Application

Distinction

Effectiveness

Profitability

Talent

Effectiveness: the heart of the matter

- Communication
- **Workflow**
  - Process

Dealing with Difficulty

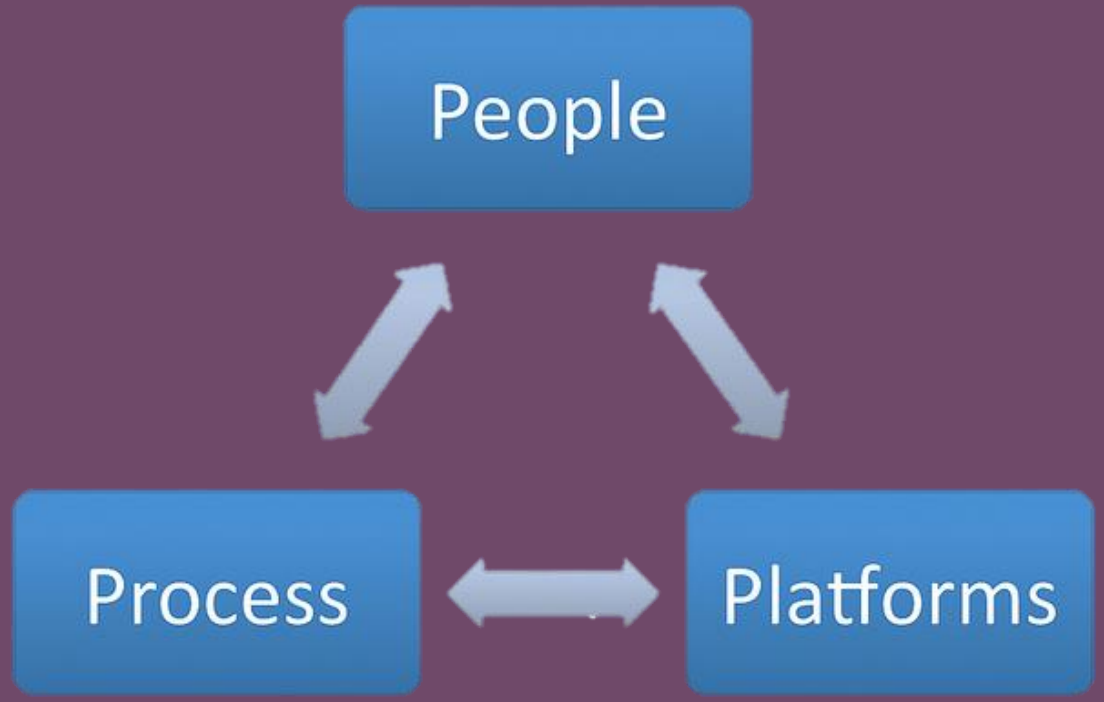
- Be Present
- Be Persistent
- Be Positive

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

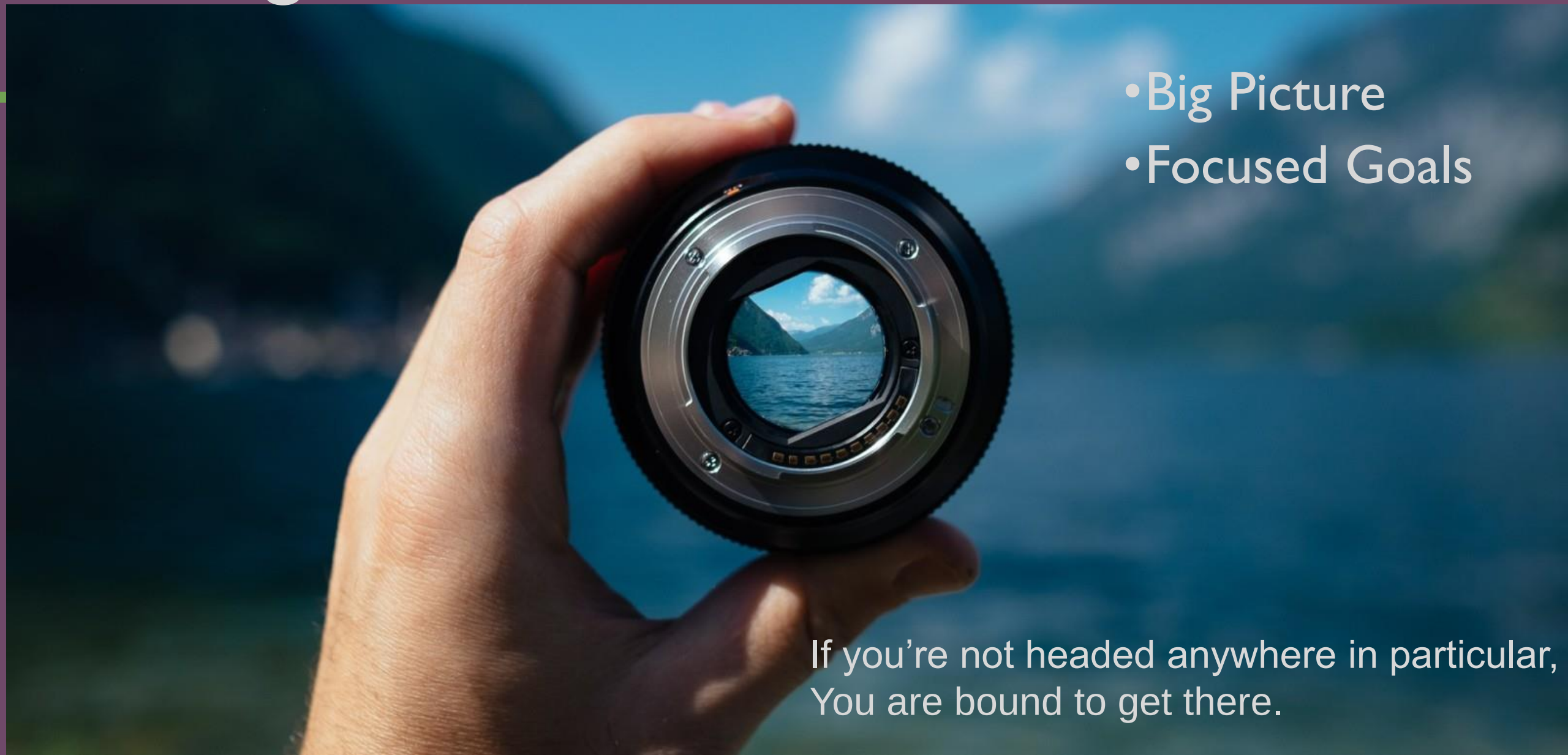
Inventory Management

- 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

Mission Facilitators International; missionfacilitators.com. “Statistics about Strategic Planning”

Strategic Planning

“Vison without execution is **hallucination**”

- Thomas Edison

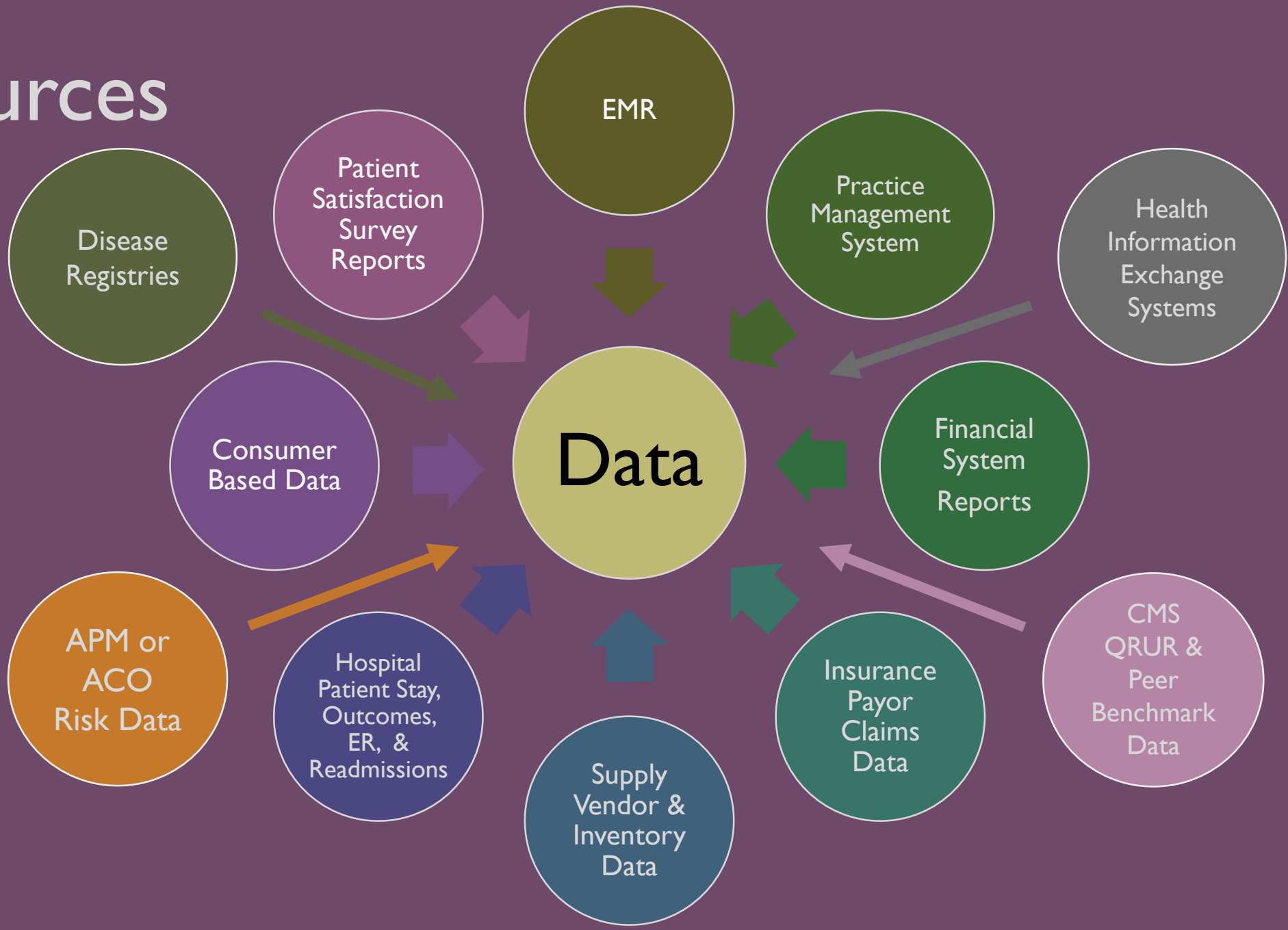
Patient Engagement

- Compliance
- Consumerism
- Patients as Partners
  - Surveys and Portals
- Outcomes and Quality Metrics

Profitability

- Data
- Budget

Sources


EMR
Disease Registries
Patient Satisfaction Survey Reports
Practice Management System
Health Information Exchange Systems
Consumer Based Data
Data
Financial System Reports
APM or ACO Risk Data
Hospital Patient Stay, Outcomes, ER, & Readmissions
Supply Vendor & Inventory Data
Insurance Payor Claims Data
CMS QRUR & Peer Benchmark Data

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

Income and Expense + Key Stats

- Historical Perspective
- Modeling of Desired Outcomes
- Defines Target

Budgets

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

Guide or Roadmap

Talent

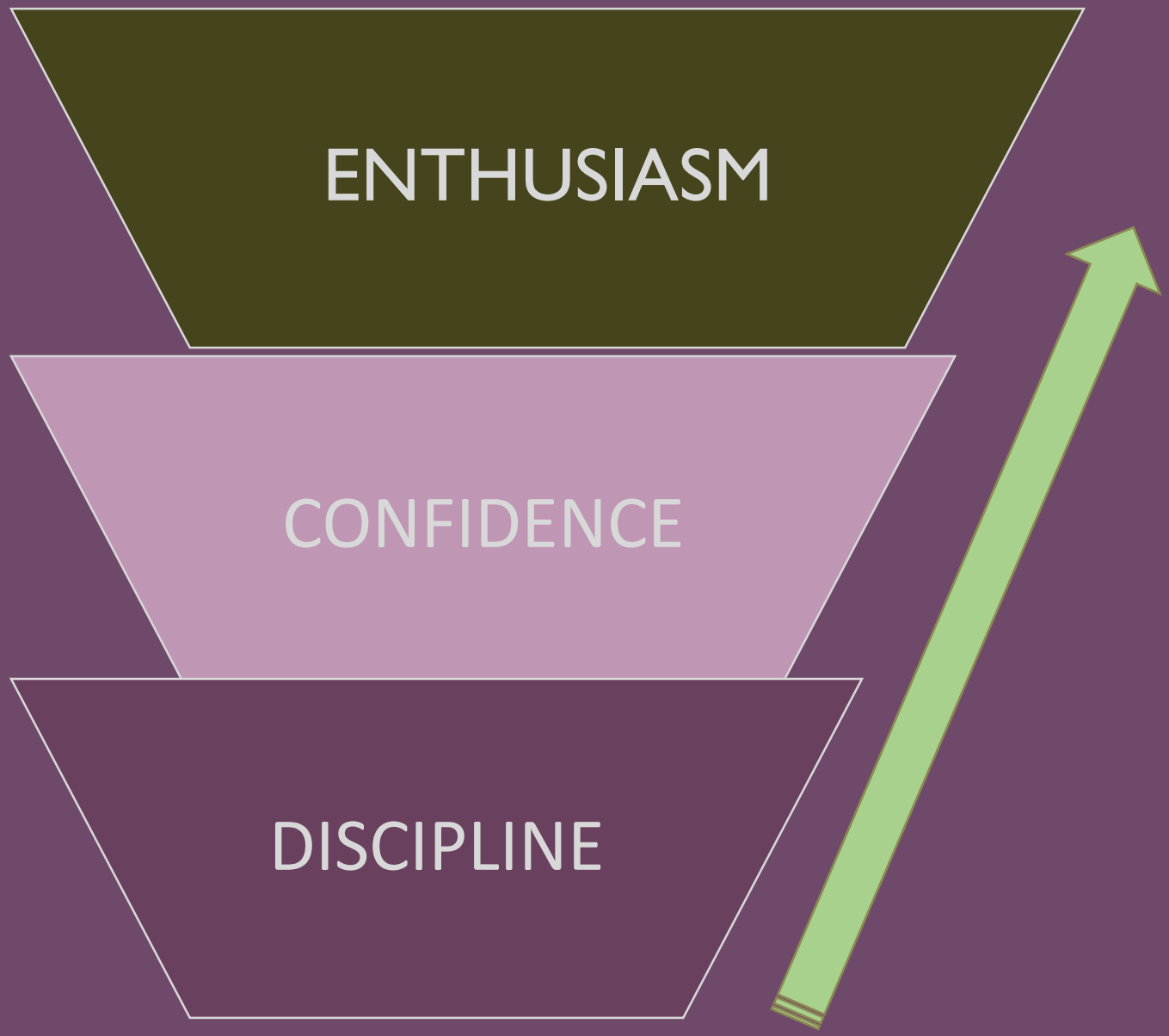
- Culture
- Critical Thinking

Culture Eats Strategy For Breakfast

P. Drucker

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?

Facione, P. A. (2015). Critical Thinking: What It Is and Why It Counts. p.8,14. Hermosa Beach, CA: Measured Reasons, LLC.

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

Reference: Critical Thinking Skills; What are they and how do I get them? by Winston Sieck. November 15, 2015. http://thinkeracademy.com/critical-thinking-skills

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, Linked In, 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

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Thank You For Your Time

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