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MOST HIGHLY REGULATED STATE IN THE NATION
 FAXTON - ST LUKE'S HEALTHCARE



GETTING TO GREAT ENGAGING THE ENTIRE ORGANIZATION

9 HOSPITALS became 3

If you're in Healthcare
 you're in Whitewater
 Staff uneasy during merger



Clarity of PURPOSE
 Appreciate the Unique Story of Every Patient

GOOD IS NOT GOOD ENOUGH!

- Need to create a structure to get there

Strategic Imperative
 @ Passionate
 @ Best in the World
 @ Drives your economic engine

BEGIN WHERE YOU ARE!

- Accept your Current Reality - Look in the Mirror
- COMPELLING REASON for Change
- Getting the Right people involved - WITH PASSION - THOSE WHO LISTEN

GOOD TO GREAT

Quality PEOPLE	GROWTH MESSAGE FROM CEO
SERVICE	
FINANCE	



DEVELOPED OUR MODEL

LEADERS - Needed Development

- ▲ 360's with Coaches - all Leaders an investment
- ▲ (LEO) Leading an Empowered Org
- ▲ RBC practicum 6 Waves - created a Tsunami!

ATTENDED 5-DAY CONFERENCE

Reigniting the Spirit of Caring

- Reconnected to Joy, Meaning & Purpose
- Caring for Self, Colleagues & Patients
- Recognizing Importance of MIND, BODY, SPIRIT

RECOGNITION

- ★ Spirit of Caring Awards \$500 - for 50 people each year!
- ★ Carrying the Flame

- ★ Commitment to Co-Workers
- ★ RBC COORDINATOR - FT position - Keeps all in the Air - Shares 'cascaded' messages to share all at levels

Starfish Stories
 20-30 mins each week

- ♥ Developed Standards of Performance that linked to our Care Standards CARE = Changing ATTITUDES Redefining Excellence
- ♥ Celebrate Moments of Excellence
- ♥ Restructure of Results Council and Wave Check-ins to meet the needs of the evolving organization

Einsteins
 "Every Thing That matters can't be COUNTED"

AWAKENING The Corporate Soul will reignite the spirit that can increase everyone's commitment To do the right Thing and do the Best Ken Blanchard

RESOURCES for "non-productive time"

- \$ Patient Delivery is Priority - Every Time
- \$ Staff involved in decision-making
- \$ Senior leadership invest significantly

EMPLOYEE SATISFACTION IS ON THE WAY UP!
 IT'S WORTH IT!



Team work

- ★ every employee is a LEADER
- ★ Every Voice Matters
- ★ Only 2 Job Descriptions
 - Those who care for patients
 - Those who support those who care
- ★ Teamwork is most statistically Significant Predictor of Quality

Period of UNREST - "It feels like The SOUL has left The Hospital..." The SOUL is BACK at FAXTON - ST Luke Hosp.

HEDGE HOG IS SYMBOLIC of our Sweet Spot' Relationship-Based CARE

ALL you HAVE TO DO IS JUMP!
 The chasm is not as wide as you think!

Unifying VISION

- ★ Dream the Possibilities
- ★ Relationship-Based Care
- ★ Unity & Strength
- ★ Eliminate Silos

Arken's Story



RBeC The Hedgehog

Our Hedgehog IS Relationship-BASED CARE

POWER of The IMAGE to COMMUNICATE RBC TO ALL STAFF

OPEN UP TO OUR STAFF - Their IDEAS were IMPORTANT

"Seek a laylay"
 IT IS A BLESSING TO BE TOGETHER