

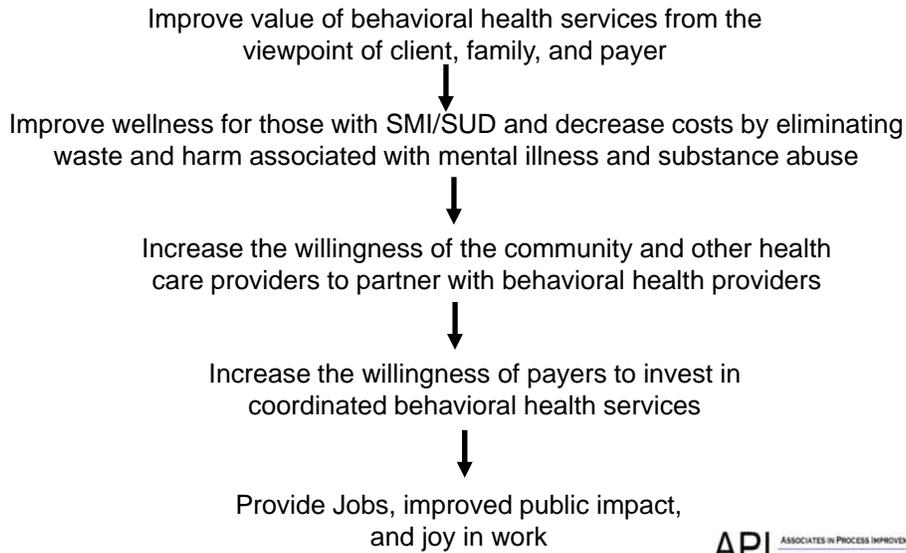
CCC
Leadership Breakout

February 26, 2014
CCC Learning Session 1

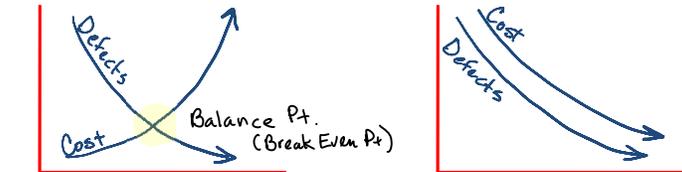
**FUNDAMENTAL PRINCIPLE
OF IMPROVEMENT**

Every system is perfectly
designed to produce the
results that it produces

Deming's Chain Reaction Adapted to Behavioral Health



Quality Control/Assurance Quality Improvement



Inspection Based



Four Ways to Improve

1. Redesign existing process, product, service
2. Design New process, product, service
3. Improve system as a whole
4. Spread a known improvement



**Leadership Preparation
for
Designing the Business Case**

Dale Jarvis
DJ Consulting

**High Impact Leadership
in the Changing
Health Care Environment**

Jerry Langley
API

High Impact Leadership

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New Mental Models

- How leaders think about challenges and solutions

Leadership Behaviors

- What leaders do to make a difference

Leadership Framework

- Where leaders need to focus efforts

High Impact Leadership Mental Models

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High-impact leadership requires leaders to adopt four new mental models:

1. individuals and families are partners in their care;
2. compete on value, with continuous reduction in operating cost;
3. reorganize services to align with new payment systems; and
4. everyone is an improver.

High Impact Leadership Mental Models

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5 High Impact Leadership Behaviors

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- **Person-centeredness:** Be consistently person-centered in word and deed
- **Front Line Engagement:** Be a regular, authentic presence at the front line and a visible champion of improvement
- **Relentless Focus:** Remain focused on the vision and strategy
- **Transparency:** Require transparency about results, progress, aims, and defects
- **Boundarilessness:** Encourage systems thinking and collaboration across boundaries