

HOW TO

Thrive in the Next Normal



Tim Durkin CSP



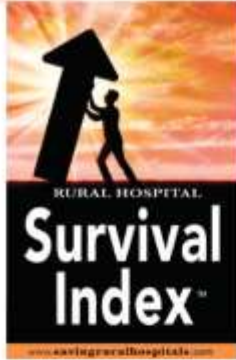
Bruce Lee
Director
Service Development

Tools for Agile Leaders to Proactively Plan and Succeed



DO IT Recommendations (Daily Ongoing Implementation Tactics)

- 1. **Debrief**
with your team and short list at least one or more tools to proactively plan.
- 2. **Survival Index**
Invest 10 minutes to complete this online tool at <https://savingruralhospitals.com> and receive a benchmarked reply (page 2).
- 3. **Be Janusian**
Utilize the “Reverse Moments of Truth” Planning Form to reignite a 5 Star patient experience focus (page 3).
- 4. **SWOT Brainstorm Model**
Apply the SWOT Brainstorm model as a foundation for your **When/Then** Scenario Planning (page 4).
- 5. **When/Then Scenario Plan**
Implement scenarios for future options by completing the When/Then Scenario Plan (page 5).
- 6. **Uplift Your Caregiver Heroes™**
Subscribe to our gift of inspiration video series via [Everyone’s a Caregiver®](#) App or [YouTube](#) (page 6).
- 7. **Educate Your Leaders to Inspire your Caregiver Heroes Everyday**
Schedule Brian Lee’s one-hour live streaming presentation (page 7).
- 8. **Conduct a Premortem**
Play the “Premortem Game” as a creative tool for stress testing the future (page 8).
- 9. **The 5 Why’s**
Utilize the LEAN “5 *Why’s*” tool as a means of getting to the real root of problems (page 9).
- 10. **Lessons Learned**
To facilitate critical thinking debrief with your team to gain innovative insights for the future, by systematically evaluating the recent past (page 10-11).



Gain an objective insight into your rural hospital's sustainability

www.savingruralhospitals.com

The Threat:

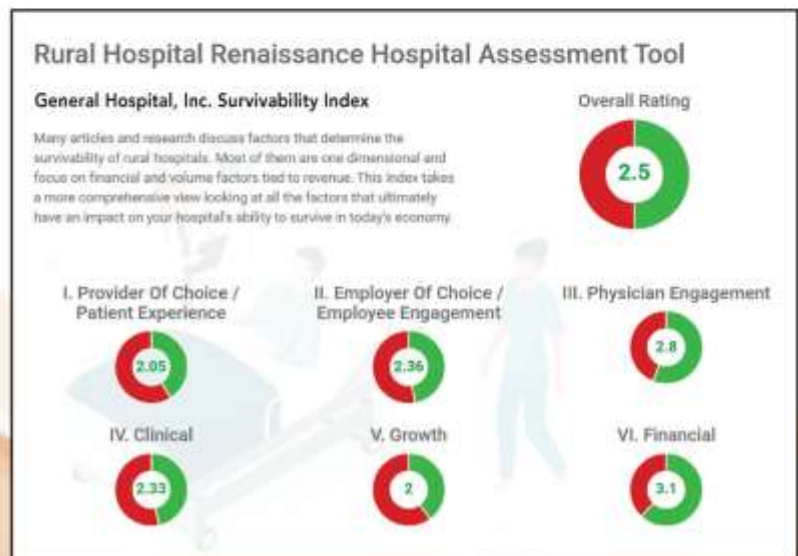
The threat to Rural America is that a fifth of the nation's rural hospitals are nearing collapse, according to North Carolina's Sheps Center for Health Services Research, and 2019 set a record for the highest number of closings ever. With rural hospital closures at a crisis point, finding the pathway back to growth has never been more urgent. The COVID-19 pandemic has only made it worse.

The Answer:

A Baseline Assessment of Your Hospital's Leading Survival Indicators

Included in the Rural Hospital Renaissance™ book, author Brian Lee, CSP and has introduced the **Survival Index** tool to help hospitals gauge their risk and potential.

Conventional research focuses on lagging indicators such as financial and volume factors tied to revenue. The Survival Index takes a proactive and comprehensive view by examining all six leading quality indicators that ultimately impact a hospital's ability to survive in today's uncertain times.



THRIVE

SWOT Brainstorm Form

Strengths:
potential positive internal factors

- _____
- _____
- _____
- _____
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Weaknesses:
potentially negative internal factors

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Opportunities:
potentially positive external factors

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Threats:
potentially negative external factors

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Caregiver Heroes

FREE Micro-Webinar Series

Our STARS honor your HEROES



Our Mission

Providing caregivers with practical, positive, inspirational support in uncertain times.

Our brilliant volunteer faculty of acclaimed speakers have recorded two series of Micro-Webinars with a positive, uplifting message of hope and support sent weekly to your team.

- We honor the heroism of caregivers, nurses, physicians, RTs, housekeepers, and first responders at every level of healthcare.
- They care for our families and friends with exceptional skill, kindness, personal sacrifice, and generosity of spirit – all while risking their own safety for the good of our community.

Caregiver Heroes - Inspiration

Improve kindness care for patients and residents, peer care for each other, and self-care for themselves

Caregiver Heroes - Leadership

Nuggets of wisdom of better ways managers, supervisor and C-Suite professionals can provide practical, inspirational leadership on a daily basis

Everyone's a Caregiver®
Copyright Custom Learning Systems
info@everyonesacaregiver.com



How to Access Caregiver Heroes for FREE

Option 1

Go to everyonesacaregiver.com or download our FREE Everyone's a Caregiver® smartphone app



Sign Up or Register your FREE account

Log in, choose a module in Caregiver Heroes and start watching



3 Ways to Listen & Learn

1. At daily huddles
2. At meetings of every kind
3. Simply let employees choose their own best time and place to listen and learn through the Everyone's a Caregiver® app or website

Option 2



Search YouTube for "Caregiver Heroes"

Hit the **Subscribe** button

Need Help?

Call us 1 (800) 667-7325 extension 206 or email us at info@everyonesacaregiver.com

Help Desk

Health Care Leaders Say It Best

"Get your folks in front of Caregiver Heroes videos to hear invaluable messages of how much they are appreciated. These inspirational mini webinars strengthen the resolve of our front line and gives them hope and are needed and timely."

"These mini-videos are practical, positive and electrifying in impact. Every healthcare leader should take advantage of the inspiring Caregiver Heroes series and put them to work for their frontline now."

Mike Patronis
CEO, Springfield Medical Center

Angie Charlet
Director of Quality & Educational Services,
Illinois Critical Access Network



A Free One-Hour Webinar for Leaders

MISSION

The 10 Imperatives of Caregiver Hero Inspiration



www.everyonesacaregiver.com

YOU WILL LEARN HOW TO...

- Empower and create continuous supportive teamwork
- Honor frontline heroes, fully empowered to take personal ownership of the patient experience
- Voice an ideal that captures your peoples' imagination and stirs the soul
- Leverage the engagement/service link between improving employee morale and patient experience
- Ensure frequent, two-way, authentic communication at every level
- Unleash the power of enthusiasm... the "Priceless quality that makes everything different."
– Norman Vincent Peale
- Avoid caregiver burn-out by treating every employee as if he/she were the only employee
- Transform staff morale and foster an appreciation and recognition culture
- Model personal resilience "Every adversity, heartbreak or setback carries with it the seed of equivalent or greater benefits." – Napoleon Hill
- Be re-inspired to fully realize your own potential in service to others



ATTENDEES SAY IT BEST

"Just when I think of giving up, I have been inspired to try a little harder."
– Jason Hollis, Lift Team Coordinator, Tri-City Medical Center

"Brian inspires and leads others to be the best they can be and to recognize and go beyond their potential."
– Jennifer Houlde, Chief Flight Nurse, Medflight Ltd.

Brian Lee, CSP
Healthcare's Engagement Expert

Insert Time and Date
Zoom Link



800.667.7325

The 5 WHY's



Problem Statement:

Is Data?	Yes/No	Customer Impact: Major / Minor	Frequency: 1 st Time / Regular / Monthly / Weekly
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Why is this happening / has it happened?

1		People	
		Process	
		Product	

Why is that?

2		People	
		Process	
		Product	

Why is that?

3		People	
		Process	
		Product	

Why is that?

4		People	
		Process	
		Product	

Why is that?

5		People	
		Process	
		Product	

Next Steps

Sample Lessons Learned Forms (cont'd)

Project Name (Project Name)		Lessons Learned Report (Date)		
Lessons Learned Report				
Project Name	Enter the Project Name	Date	Enter the Date (mm/dd/yy) Lessons Learned are recorded	
Project Information				
Project Category	<input type="checkbox"/> C-Suite Leadership <input type="checkbox"/> Emergency Response <input type="checkbox"/> Compliance <input type="checkbox"/> Financial Reports <input type="checkbox"/> Billing <input type="checkbox"/> Clinics <input type="checkbox"/> Nursing <input type="checkbox"/> Surgical Services	<input type="checkbox"/> Medical Staff <input type="checkbox"/> Infection Control <input type="checkbox"/> Security <input type="checkbox"/> Dietary <input type="checkbox"/> Lab <input type="checkbox"/> Imaging <input type="checkbox"/> Patient Engagement <input type="checkbox"/> Staff Engagement	<input type="checkbox"/> Community Relation/Social Media <input type="checkbox"/> Information Technology (IT) <input type="checkbox"/> Health Information Management (HIM) <input type="checkbox"/> Therapy <input type="checkbox"/> Access <input type="checkbox"/> Core Management <input type="checkbox"/> Other	
Knowledge Area	Lesson Learned That Worked	What Worked Well Recommendation	Lesson Learned That Didn't Work	What Didn't Work Well Recommendation
Scope	1. Describe the lesson learned that worked so that a novice would understand. Add/Delete numbers as needed for each knowledge area. 2. 3.	1. Provide a recommendation for continued use for each lesson learned that worked well. Add/Delete numbers as needed for each knowledge area. 2. 3.	1. Describe the lesson learned that didn't work so that a novice would understand. Add/Delete numbers as needed for each knowledge area. 2. 3.	1. Provide a recommendation for improvement for each lesson learned that didn't work well. Include details such as 1. Role/Position of who needs to make the change; 2. Include the details for required medication; 3. Describe steps for follow through; 4. Provide due date for the change. Add/Delete numbers as needed for each knowledge area.
Time	1.	1.	1.	1.

