HealthTech

Building Management and Leadership Skills in Healthcare:
Where to begin and how to grow in your role.

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People + Process + Technology = Results

Governance & Strategy

- Executive management & leadership development
- Community Health Needs Assessment (CHNA)
- LEAN culture

Finance

- Performance optimization & margin improvement
- Revenue Cycle & Business Office improvement
- AR outsourcing
- Optimum Financial Performance Package

Recruitment

- Executive and Interim recruitment
- CEOs, CFOs, CNOs
- VP and Department Directors

Clinical Care & Operations

- Continuous survey readiness
- Care Coordination
- Swing Bed consulting

Interim executive recruitment

It's more than just a placement!

Experience:

➕ More than 50 years of supporting executives & teams in hospitals and healthcare companies of all sizes

The right executive:

➕ Our experiences and understanding of your healthcare organizations is the key to placing the right executive

Support services:

➕ Our business is managing hospitals more efficiently. We provide comprehensive support services to all interim executives, including a peer network

Immediate response:

➕ Interim needs are typically immediate. Our bench strength allows us to find the right executive quicktly to provide a seamless transition

Interim executive recruitment |

Financial performance technology platform

Optimum Financial Statements

Financial statement, budgeting & benchmarking package

Optimum Productivity

Productivity measurement & monitoring platform

Optimum Supply Chain

Productivity measurement & monitoring platform

Optimum BI

Basic business intelligence package focused on operations, volume & payment rate analytics

Instructions for Today's Webinar

➕ You may type a question in the text box if you have a question during the presentation

➕ We will try to cover all your questions – if we don't get to them during the webinar, we will follow-up with you by e-mail

➕ You may also send questions after the webinar to our team (contact information is included at the end of the presentation)

➕ The webinar will be recorded, and the recording will be available on the HealthTech web site: www.health-tech.us

Presenter

Cheri Benander is a clinical and compliance consultant for HealthTech. She has 30+ years' experience in healthcare including clinical, administrative, compliance, consulting, and educational roles across multiple healthcare settings.
Ms. Benander studied basic nursing education at Fort Scott Community College and earned her bachelor's and master's degrees in nursing from the University of Phoenix. She is a Certified Healthcare Compliance (CHC) and has a graduate certification in Nursing and Healthcare Education from the University of Phoenix.

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Presenter

Faith Jones is the Director of Care Coordination and Lean Consulting for HealthTech. She currently implements care coordination programs for the Medicare population and teaches care coordination and team-based approach to care nationally. Ms. Jones began her healthcare career in the Navy 40+ years ago and her practice has spanned clinical, education, administration, and consulting. She is certified in Advance Care Planning, Lean for Healthcare and as a Nurse Executive Advanced. She is a fellow of the American Nurses Advocacy Institute and the ANA-PAC Leadership Society.

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Objectives

Building Management and Leadership Skills

Upon completion of the webinar, the participant will understand:

1. The essential management and leadership skills needed in healthcare today.

2. How to determine one's own strengths and areas of improvement.

3. What HealthTech's Leadership Course provides – CEUs, Resources, and Networking .

Definitions
Management and Leadership

Management:

Definition: Management involves planning, organizing, coordinating, and controlling resources (such as human, financial, and material) to achieve organizational goals.

It is a set of processes that deal with day-to-day operations and ensure that tasks are carried out efficiently and effectively.

Leadership:

Definition: Leadership involves influencing and motivating people to achieve a common goal.

It goes beyond the scope of management by focusing on vision, inspiration, and the development of people.

Focus

Management and Leadership

Management:

Focus: Managers typically focus on tasks, processes, and systems.

They are concerned with organizing resources, creating schedules, and implementing procedures to achieve specific objectives.

Leadership:

Focus: Leaders typically focus on people, vision, and innovation.

They inspire and guide individuals toward a shared vision and encourage creativity and adaptability.

Role
Management and Leadership

Management:

Role: Managers are responsible for executing plans, solving problems, and ensuring that the organization's resources are used optimally.

They often work within established structures and systems.

Leadership:

Role: Leaders are often seen as visionary figures who inspire others to reach their full potential.

They may challenge the status quo, foster innovation, and create a sense of purpose and direction.

Skills

Management and Leadership

Management:

Skills: Management skills include technical proficiency, organizational skills, and the ability to implement and control processes.

Managers need to be good at planning, coordinating, and problem-solving.

Leadership:

Skills: Leadership skills include the ability to inspire, communicate effectively, and build relationships.

Emotional intelligence, vision, and adaptability are often crucial for effective leadership.

Comparison
Management and Leadership

Focus on Tasks vs. People: Management is more task-oriented, focusing on processes and resources, while leadership is more people-oriented, concentrating on inspiring and motivating individuals.

Planning vs. Vision: Managers are involved in planning, organizing, and controlling to ensure efficiency, while leaders are often associated with creating a compelling vision for the future.

Implementation vs. Innovation: Managers implement established procedures, whereas leaders may challenge the status quo, encourage innovation, and promote change.

Control vs. Inspiration: Managers use control mechanisms to ensure that plans are executed efficiently, while leaders inspire and motivate individuals to go beyond what is expected.

Short-Term vs. Long-Term: Management tends to focus on short-term goals and operational efficiency, while leadership is often associated with long-term vision and strategic thinking.
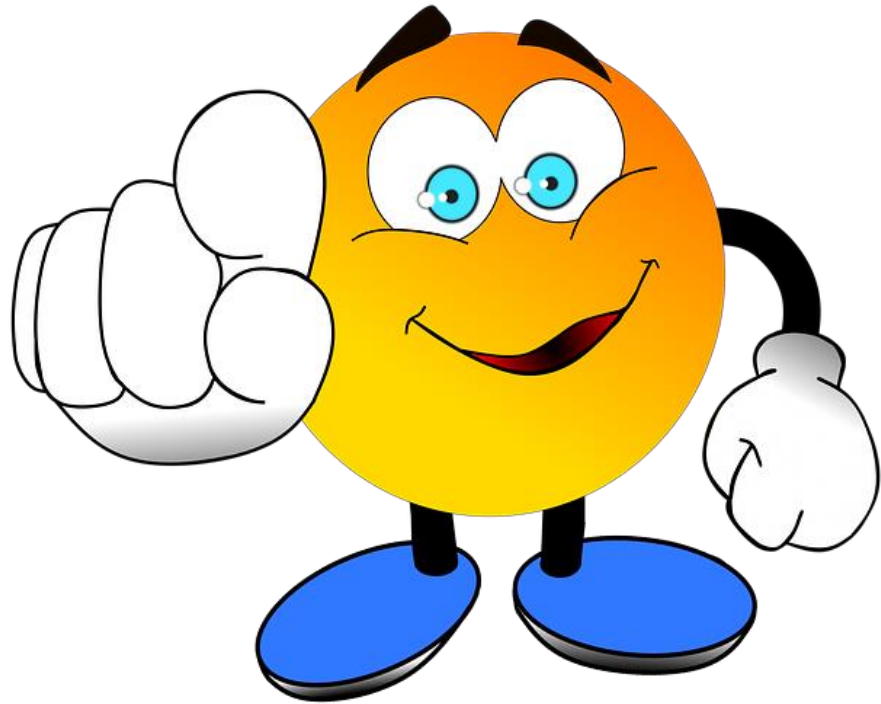
Is it Manager or Leader?

Two sides of the same coin

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Slide 14

Where to Start?

Start with what you know

- ❖ It all starts with you!

- ❖ What are your goals?

- ❖ What are your passions?

- ❖ Why do you have or want this role?

- ❖ What strengths do you have to bring to the table?

- ❖ What areas do you need to find resources for?

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Leadership Development

Self-Paced Certificate Course

Course Delivery Format

Management and Leadership

- ❖ Online and self-paced

- ❖ Ten Modules

  - ❖ Each module is comprised of:

    - ❖ Pre-recorded didactic presentations

    - ❖ Asynchronous discussion threads

    - ❖ A virtual meeting space for a live discussion each month.

- ❖ Certificate and Continuing Education Credit awarded upon completion

- ❖ A community of participants with access to content and instructors for a year.

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Module 1 Motivation

Self-Paced Certificate Course

Module 1 - Motivation

Management and Leadership

Objectives:

❖ Define and differentiate between various leadership styles, including but not limited to autocratic, democratic, transformational, transactional, laissez-faire, charismatic, and servant.

❖ Discuss the influence of transactional and transformational leadership styles on organizational culture, employee engagement, and overall performance.

❖ Recognize the potential impact of effective delegation on time management and overall team efficiency.

Three Levels of Delegation

Lots of Instruction & Guidance

Least independence

Precise step-by-step instruction

Provides confidence to complete the task

A Bit of Instruction

Completes preliminary work

Presents information

Employee makes recommendation

Manager makes decision

Let Them Run with It

Task completed independently

Employee reports final decision or manager trusts the final decision

(2021 Wladislaw Jachtchenko- The 4 Roles of Leadership)

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Module 2 Communication

Self-Paced Certificate Course

Module 2 - Communication
Management and Leadership

Objectives:

❖ Discuss the significance of effective communication in personal and professional contexts.

❖ Recognize the importance of tailoring communication to the needs, preferences, and backgrounds of diverse audiences.

❖ Learn how to plan, lead, and participate in meetings that promote effective communication and collaboration.

Adapting Communication

Fostering understanding, engagement, and inclusivity

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Module 3 Effectiveness

Self-Paced Certificate Course

Module 3 - Effectiveness

Management and Leadership

Objectives:

❖ Identify key principles of professionalism, including integrity, ethical behavior, accountability, and respect for diversity.

❖ Recognize the impact of leadership on organizational success and employee engagement.

❖ Discuss the significance of building and maintaining professional relationships in achieving personal and career goals.

Effectiveness

Success and Engagement

- ❖ Provides a Clear Vision and Direction
- ❖ Shapes the Culture
- ❖ Inspires Confidence
- ❖ Enhance Employee Satisfaction
- ❖ Guides decision-making
- ❖ Fosters commitment, innovation, and excellence

This Photo by Unknown Author is licensed under CC BY

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Module 4 Responsiveness

Self-Paced Certificate Course

Module 4 - Responsiveness

Management and Leadership

Objectives:

❖ Explore how different personality types contribute to a diverse and dynamic team.

❖ Discuss the importance of promoting a healthy work-life balance and how leaders can support their team in achieving it.

❖ Showcase the importance of personalized coaching to enhance individual strengths

Putting Your Strengths to Work

Understanding the strengths of your team

- ❖ The most effective leaders are always investing in strengths
- ❖ The most effective leaders surround themselves with the right people and then maximize their team
- ❖ The most effective leaders understand their followers' needs
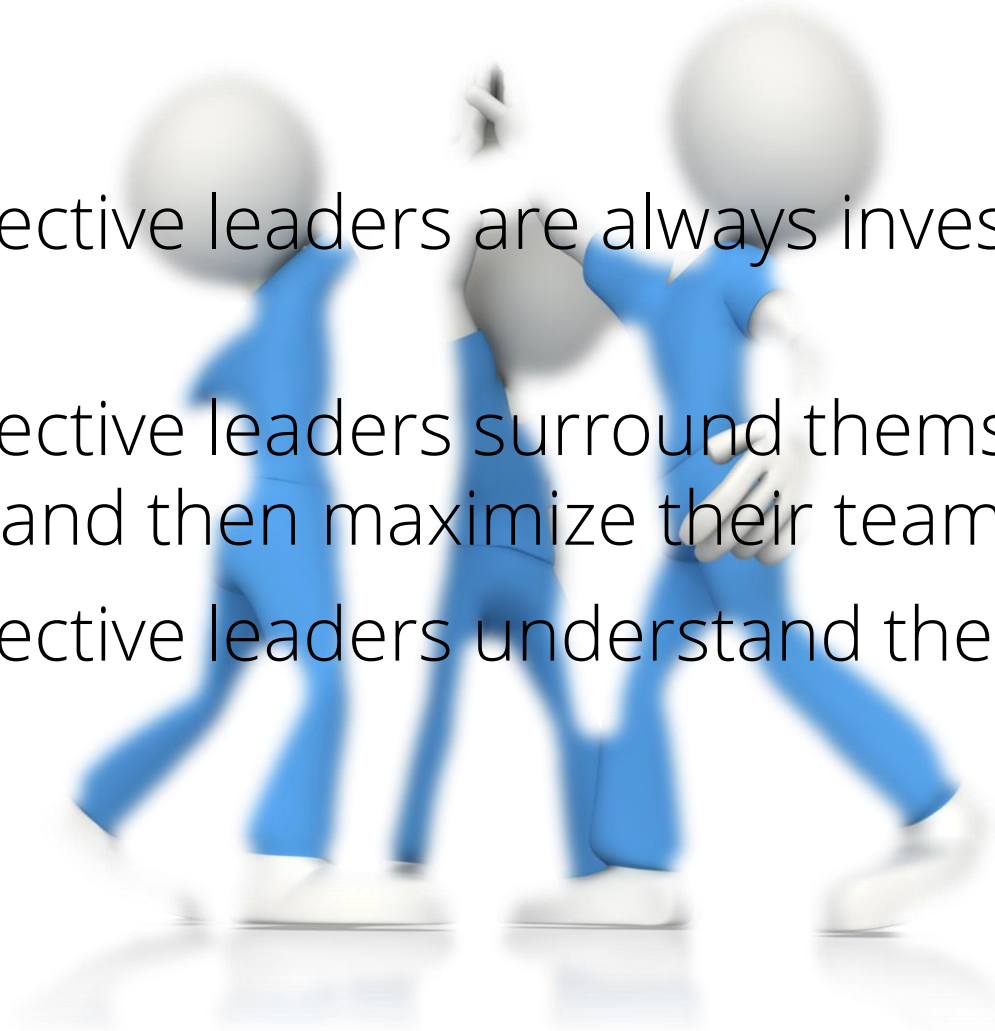
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Module 5
Problem Solver

Self-Paced Certificate Course

Module 5 – Problem Solver

Management and Leadership

Objectives:

- ❖ Identify the importance of gaining a deep understanding of the current state of a process

- ❖ Demonstrate the ability to use Socratic questions and Appreciative Inquiry to make process changes

Where are We?

How did we get here?

1. **Power of Observation**
2. **Understand Current State**
3. **Importance of Validation & Buy-In**
    - **Test out a Solution before system wide implementation**

No Quick Fix

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Module 6 Human Resources

Self-Paced Certificate Course

Module 6 – Human Resources

Management and Leadership

Objectives:

❖ Understand the legal and regulatory considerations relevant to the hiring process, including licensure, certifications, and compliance with employment laws.

❖ Discuss the significance of productivity in delivering quality patient care, optimizing resource utilization, and achieving organizational goals.

❖ Be able to discuss the purpose and benefits of mentorship in professional development.

Legal & Regulatory Considerations

Understanding the Importance

Operate Ethically

Protection from lawsuits

Ensuring candidates have the skills and credentials needed

Promote a fair and unbiased hiring process

Prevent discrimination

Fosters a positive culture

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Module 7 Regulatory

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Module 7 – Regulatory

Management and Leadership

Objectives:

❖ Recognize the role of surveys in ensuring compliance with regulatory standards, promoting quality care, and enhancing patient safety.

❖ Develop skills in preparing for regulatory surveys, including self-assessment, documentation review, and readiness assessments.

❖ Equip staff with the knowledge and skills to respond confidently to surveyors and demonstrate compliance with standards.

Regulatory Standard Compliance

Role of Surveys

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Module 8 Patient Safety and Quality

Self-Paced Certificate Course

Module 8 – Patient Safety and Quality

Management and Leadership

Objectives:

❖ Clarify the concept of advocacy in healthcare and its significance in ensuring patient rights and well-being.

❖ Define and discuss key social determinants influencing health outcomes, emphasizing their impact on vulnerable populations.

❖ Propose ways to integrate health equity considerations into the measurement and evaluation of healthcare quality.

The Five Domains of SDoH

Effect Everyone

Education Access and Quality

Health Care Access and Quality

Economic Stability

Neighborhood and Built Environment

Social and Community Context

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Module 9 Strategic

Self-Paced Certificate Course

Module 9 – Strategic
Management and Leadership
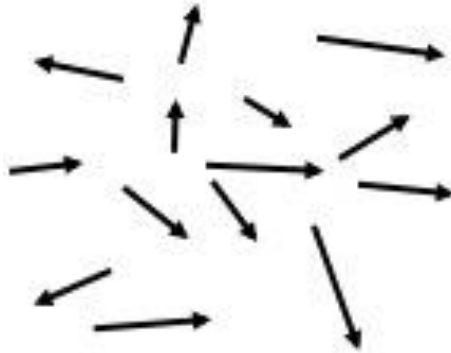
Objectives:

❖ Articulate the distinctions between mission, vision, and values and their role in guiding organizational identity and decision-making.

❖ Emphasize the importance of aligning strategic goals with the organization's mission and vision for coherence and purpose.

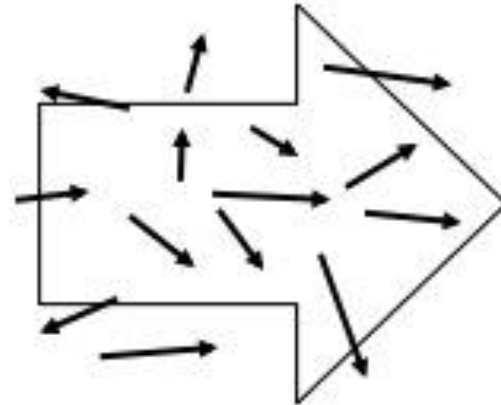❖ Understand how departmental goals contribute to the overall organizational mission and strategic objectives.

What is Strategic Planning?
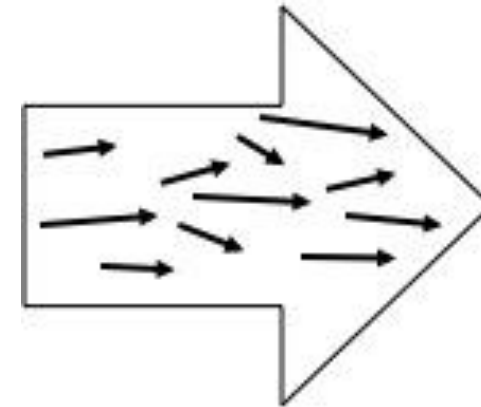
Setting and Following the Direction

Without both company boundaries & strategic planning

With company boundaries & without strategic planning

With both company boundaries & strategic planning

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Module 10 Finance

Self-Paced Certificate Course

Module 10 – Finance

Management and Leadership

Objectives:

❖ Understand the basics of budgeting and variance reporting

❖ Explain the impact of Medicare reimbursement on the organization and on the patient

❖ Identify the financial expertise to turn to for answers to questions.

Variance Reporting

It's all about the buckets!

Budgeting is about allocating money into the right bucket

Sometimes you get it wrong

both over and under

Variance reporting is evaluating each bucket and adjusting your spending

NOTE:

Do not move money from the buckets but you understand and explain and keep track so next year's budget is more accurate

Questions?

If you are interested in learning more about the leadership course…

- ❖ Watch our website for the registration details
- ❖ Watch your email for notifications from us
- ❖ Reach out to Cheri or Faith

Or you can register now at
https://cbenander.wufoo.com/forms/suakt670q15xr3/

Online Certificate Courses Offered

Care Coordination and Lean

All provide Continuing Education Credit
Check out website:

https://www.health-tech.us/certificate-courses/

Current listing:
- Care Coordination Fundamentals Self-Paced Certificate Course
- Annual Wellness Visit Self-Paced Certificate Course
- Advance Care Planning Self-Paced Certificate Course
- Behavioral Health Integration: What a Care Coordinator Should Know Self-Paced Certificate Course
- Lean Practitioner Self-Paced Certificate Course
- Transitional Care Management Self-Paced Certificate Course
- Swing Bed Basics Self-Paced Certificate Courses
- Swing Bed Beyond Basics Self-Paced Certificate Courses

August – December webinars

All webinars are recorded for on-demand viewing.

Social determinants of health Part 2 – I've screened, now what?

Presenter: Faith M Jones, MSN, RN, NEA-BC, Director of Care Coordination and Lean Consulting.
Date: Aug 3, 2023 | **Time:** 12pm CST
URL: https://bit.ly/45b0zfB

Using individual talents for a more creative leadership

Presenter: Amy Lowe – Senior Recruiting Director.
Date: Aug 16, 2023 | **Time:** 12pm CST
URL: https://bit.ly/3Om3ts0

The Swing Bed team - Working together to make a difference

Presenter: Carolyn St. Charles, RN, BSN, MBA – Chief Clinical Officer.
Date: Sept 15, 2023 | **Time:** 12pm CST
URL: https://bit.ly/3rC8svW

Engaging department leaders to measure and improve productivity

Presenter: Carolyn St. Charles, RN, BSN, MBA – Chief Clinical Officer.
Date: Oct 13, 2023 | **Time:** 12pm CST
URL: https://bit.ly/43zhjMd

HR Recalibration

Presenter: Scott Manis – Regional Vice President, HealthTech, and Brian Burnside, CEO / President, Carlinville Area Hospital.
Date: Nov 15, 2023 | **Time:** 12pm CST
URL: https://bit.ly/3pUnuMX

Building Management and Leadership Skills in Healthcare: Where to begin and how to grow in your role

Presenter: Faith M Jones, MSN, RN, NEA-BC, Director of Care Coordination & Lean Consulting and Cheri Benander, RN, MSN, CHC, C-NHCE.
Date: Dec 14, 2023 | **Time:** 12pm CST
URL: https://bit.ly/3Dxy9k0

Thank you.

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