

Vital Time Frequently Asked Questions

- **What is Vital Time?** Allocated leadership time out of the "whirlwind" of day-to-day operations dedicated to moving the organization and/or department forward toward its strategies and goals for the future.
- **When is Vital Time?** (ANSWER IS SPECIFIC TO EACH LEADER AND/OR ORGANIZATION)
- **What types of things will leaders be doing during Vital Time?** Leaders will be completing tasks to develop, act on, or evaluate the action plans for PDSA teams, priority improvement initiatives, and/or goals. Some examples include organizing a training on a new piece of equipment, evaluating data in follow up to a recent change, or preparing for an upcoming PDSA team meeting.
- **What if I need my leader during Vital Time?** For leaders to accomplish the most during the limited amount of Vital Time that is set, it is optimal that they are not interrupted for anything other than what might be deemed an emergency. It is recommended that leaders check in with their employees before and after the scheduled Vital Time when possible to be available for staff needs. Employees should consider: "What will happen if I wait to talk to my leader as soon as Vital Time is over? Can this wait?" Most things can.
- **What should we notice as a result of leaders honoring Vital Time on a consistent basis?** In other organizations that have successfully adopted Vital Time, employees report that they notice that past issues that have gone unresolved or projects that have been completed are now getting the needed attention. Employee report that they benefit when these issues and projects are completed quicker. Employees appreciate that they are empowered and trusted to work independently without the immediate oversight of a leader during Vital Time.
- **Will there be meetings scheduled during Vital Time?** Since developing, acting on, or evaluating action plans may require a leader to meet with others, the only meetings during Vital Time would be for this specific purpose.
- **Where will leaders be during Vital Time?** Most often leaders will be in their office during this scheduled time. To stay focused, they likely will have their door closed (and may have a reminder sign on their door that they are honoring Vital Time).