



Solution

Monthly Accountability Meetings

What...

These are proactive monthly meetings scheduled and held between a senior leader and each director/manager they supervise. They are typically 1:1 (e.g. Chief Nursing Officer with an Emergency Department Director) but could include assistant directors/managers if applicable.

There is a set agenda that focuses around proactively discussing topics that “move the organization forward” such as the current status of goals/projects as well as the leader’s competency, consistency & confidence with the established leadership responsibilities such as rounding, etc. This dedicated time is not for the purpose of discussing the day-to-day “whirlwind” or this week’s operational crisis. The Leadership Responsibilities Checklist is a primary guide to the proactive, results-oriented topics to be discussed at these meetings.

Why...

Leaders (and entire organizations) that commit to this practice are more likely to garner achievements toward their established goals. A regular monthly rhythm of accountability is established around progress toward goal attainment. This is in contrast to the typical activity that happens just twice a year (setting the goal) and the end of the year (performance evaluation). These meetings provide a forum for senior leaders to fulfill their responsibilities to support, coach, and mentor the front line leaders they supervise.



How...

The CEO will set up a one hour standing monthly meeting with each leader they supervise. As well, all senior leaders will set up a one hour standing meeting with each leader they supervise. These will be denoted on the calendars. They will rarely, if ever, be cancelled or postponed. These meetings serve as a commitment between these leaders.

A standardized Monthly Accountability Meeting Agenda (see sample provided) will be utilized. This may, from time-to-time, be reviewed/updated by the Steering Team.

The senior leader will give their full attention to the information that the Director/Manager has prepared for the meeting.

The Director/Manager will come prepared with the necessary information for each agenda topic applicable to their role and department.

The senior leader and Director/Manager may decide upon follow up actions that either party may have in follow up to the discussions. In these instances, these should be clearly understood and follow through before the established deadline should be achieved.

Recommended Monthly Accountability Meeting Agenda

Bring to the meeting:

- Leadership Training Road Map
- Financial Operational Assessment
- Goal 90-Day Action Plans/Metrics
- Leadership Responsibilities Checklist

1. Goal Status/Action Plans
 - a. Organizational Goals Update
 - b. Department Goals (action plans & metrics)
2. Leadership Responsibilities Checklist & Learning Road Map
3. Behavior Standards Check In

