Leadership Bundle - Core Leadership Practices

Improving Communication

- Visual Communication Boards
- Daily Safety Briefings
- Department Huddles
- "Friday Five" CEO Communication
- Monthly Staff Meeting Model
- Walk-in-my-shoes/Day-in-the-life
- Quarterly CEO-Employee Forums
- Word of Mouth Campaigns

Strengthening Relationships

Purposeful and systematic rounding with timely follow up and follow through:

- Employee Rounding
- Stay Interviews
- Inter-departmental Rounding
- Physician/Provider Rounding
- Senior Leader Rounds

- Stop Light Reports

Elevating Gratefulness

- Recognition Tool Kits
- Thank You Notes to Home
- Celebration Cart
- Peer-to-Peer Recognition Program(s)
- Grateful Patient Program
- DAISY Award

Leading Change

- Adhere to standardized Improvement Method(s) (e.g., PDSA, Lean/A3, etc.) and/or Project Management System
- Survey & Improve the Employee and Patient Experience
- Departments "grab the baton" for organization-wide improvement efforts and projects
- Campaigns/"Top-of-Mind" tactics
- Validation-Feedback Loop
- Just Culture Algorithm in follow up to incidents/occurrences
- Learning from Defect Huddles
- Stakeholder Engagement/Employee-Driven Team Structure

Setting & Achieving Goals

- Pre-Cycle Activities
  - Strategic Plan Update/Affirmation
  - Organizational Goal Setting
  - Department Goal Setting
  - Goal Action Plans
- Goal Period Activities
  - Monitor and report goal metrics
  - Implement and adjust action plans
  - Celebrate progress, wins and milestones
  - Leader and employee training
  - Monthly Accountability Meetings
  - Vital Time
- Post-Cycle Activities
  - Celebrate
  - Post-Mortem Reviews

Giving & Receiving Feedback (aka Direct Dialogue)

- Informal Feedback – Compliments & Callouts
- Formal Feedback – Mid-Year Conversations (Coaching)
- Formal Feedback – 5-Point Correction (prn)
- Formal Feedback - Annual Employee Evaluations
- Empower/train/support employees to provide peer-to-peer feedback (compliments & callouts)

Achieving Standards	Effective Hiring & Onboarding	Promoting Wellbeing

● Employee-Driven Team efforts to set and achieve standards:
   ○ Standards of Behavior
   ○ Positive Communication Standards
   ○ Nursing Bundle Standards
 	
• Leadership Bundle Standards
	• Organize/Oversight Peer Panel Interviewing
	
	• Utilize Behavior Based Interviewing Techniques
	
	• "Make Day 1 Special" for all New Hires
	
	• New Employee Rounding – Day 30/60/90
	
	• New Leader Onboarding
		● Three-Good Things
		● Resilience Rituals and Routines
		   ● Individual
		   ● Team
		   ● Organization