



Healthcare Management Checklist

The primary responsibility of healthcare executives and management at all levels is to maximize your greatest asset... your people... to help them get as excited about achieving positive results for your organization as you are.

Easier said than done... because the person responsible for motivating and mentoring your people often has no idea how to do this critical aspect of their job... consequently you experience poor performance, systems and processes that don't always work, and lower than expected profits.

How many healthcare organizations take their best performers and make them a manager only to see failure? Notice I did not say- see the manager fail - because organizations don't know how to help their healthcare managers become motivating leaders. As a result managers tend to hope for the best... you know hope is not a strategy... not a plan that ensures profits.

Engaging employees getting them excited about the work that needs done is a leadership skill. Leaders aren't born... they are developed. Far too many employees are starving for the skills that would help them fulfill their natural desire to lead. These employees, the best of the best, are the first to leave healthcare organizations that fail to help them grow.

Rank each checkpoint 1 (we never do this) to 10 (we always to this) by circling the number that best represents your healthcare business:

- ✓ Do we ask our employees, regardless of position or title, for their opinions on how things could be done more effectively?
1 2 3 4 5 6 7 8 9 10
 - Then do we follow up and acknowledge their successes as their suggestions are implemented?

- ✓ Do we give employees the credit?
1 2 3 4 5 6 7 8 9 10
 - Period, end of story.
 - Employees make the difference in any successful healthcare business because they are the one providing the extraordinary customer care and service everyone talks about.

- ✓ Do we get out of the way and let people perform without micromanaging?

1 2 3 4 5 6 7 8 9 10

- Present clear expectations then trust employees to do the right thing.
- Micro management is the number one demotivating and devaluing behavior a manager, at any level, can do to a person in any walk of life.

✓ Do we allow everyone to make mistakes?

1 2 3 4 5 6 7 8 9 10

- We learn more from our mistakes as long as we don't repeat them often.
- Give employees the opportunity to try new things a new way.
- Successful leaders are not surprised at how innovation promotes engagement and enthusiasm. They encourage innovation.

✓ Do we consistently train and retrain ALL employees from day one?

1 2 3 4 5 6 7 8 9 10

- This is a MUST in any healthcare organization because lives are at stake – short term or long term.
- People will do a much better job and be much more engaged when they thoroughly understand what is to be done and how. The training should include their job functions as well as conflict resolutions and decision making.
- Utilize outside expertise to help with communication and human relationship skills.

✓ Do we as leaders WALK THE WALK AND TALK THE TALK?

1 2 3 4 5 6 7 8 9 10

- Be the example all employees would WANT to emulate. Positive leadership drives employee enthusiasm.
- If managers want people more engaged and excited about the their healthcare practice, give them good reason to be.

50-60 Good leaders with potential for greatness

30-49 Leaders in waiting with room for growth and improvement

6-29 Starving for leadership... dealing with unnecessary challenges and bleeding profits

All successful managers know their employees are their greatest asset. The collective ideas, feedback and enthusiasm of your employees are what can help your healthcare practice and business grow. People thrive under the guidance of skilled managers and leaders who seek their ideas, ask for feedback and generate enthusiasm... it gives employees a sense of purpose and enthusiasm about the work they do.

Ask yourself:

- What will I do differently to increase the performance of my group and the outcomes they produce...
- How will I fairly and consistently measure the top performance of my healthcare team...
- How will I motivate employees to get passionate about making our organization thrive...
- How much more productive and efficient might our organization be if everyone loved coming to work and getting things done each day...
- How will I develop those leadership skills and attitudes that motivate others to want to do what I need done...

Take the next step and call Nancy, The Profitable Business Coach, today and ask for a free consultation to see how you can turn your untapped potential into results driven performance.

Email me today: Nancy@proffittmanagement.com

or

Call: 561-582-6060

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