

Leadership Perspectives on Health Care, 2010

MMGMA Winter Conference, March 2-3, 2010

Presented by

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Agenda

- The story of 2010
- Survey comparisons
- Knowledge transfer
- Leadership engagement
- Open forum
- Closing remarks

The Story of 2010

2010

Reimbursement
Quality
Profitability

2009

Profitability
Reimbursement
Quality

2008

Reimbursement
Technology
Consumerism

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2008 Survey Comments

- “..hard to quantify quality in health care”
- “Consumers want quality, how do we give it to them?”
- “There is a shift in quality to clinics and physicians being rated and publicly sharing.”

2009 Survey Comments

- “Quality will start to move into a distant third after reimbursement and profitability. High quality should be a given, not something we aspire to”

Administrator

Profitable Patient Care = Quality + Metric + Reimbursement

2009 Survey Comments

- “Quality-That’s why we’re here. We are going to start getting NOT compensated if we don’t provide quality”

CEO

2010 Survey Comments



Survey Comparisons

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- 2010
 - #1 Reimbursement
 - #2 Quality
 - #3 Profitability

MGMA

- #1 “Dealing with operating costs that are rising more rapidly than revenues”
- #9 “Participating in the Medicare Physician Quality Reporting Initiative”

ACHE

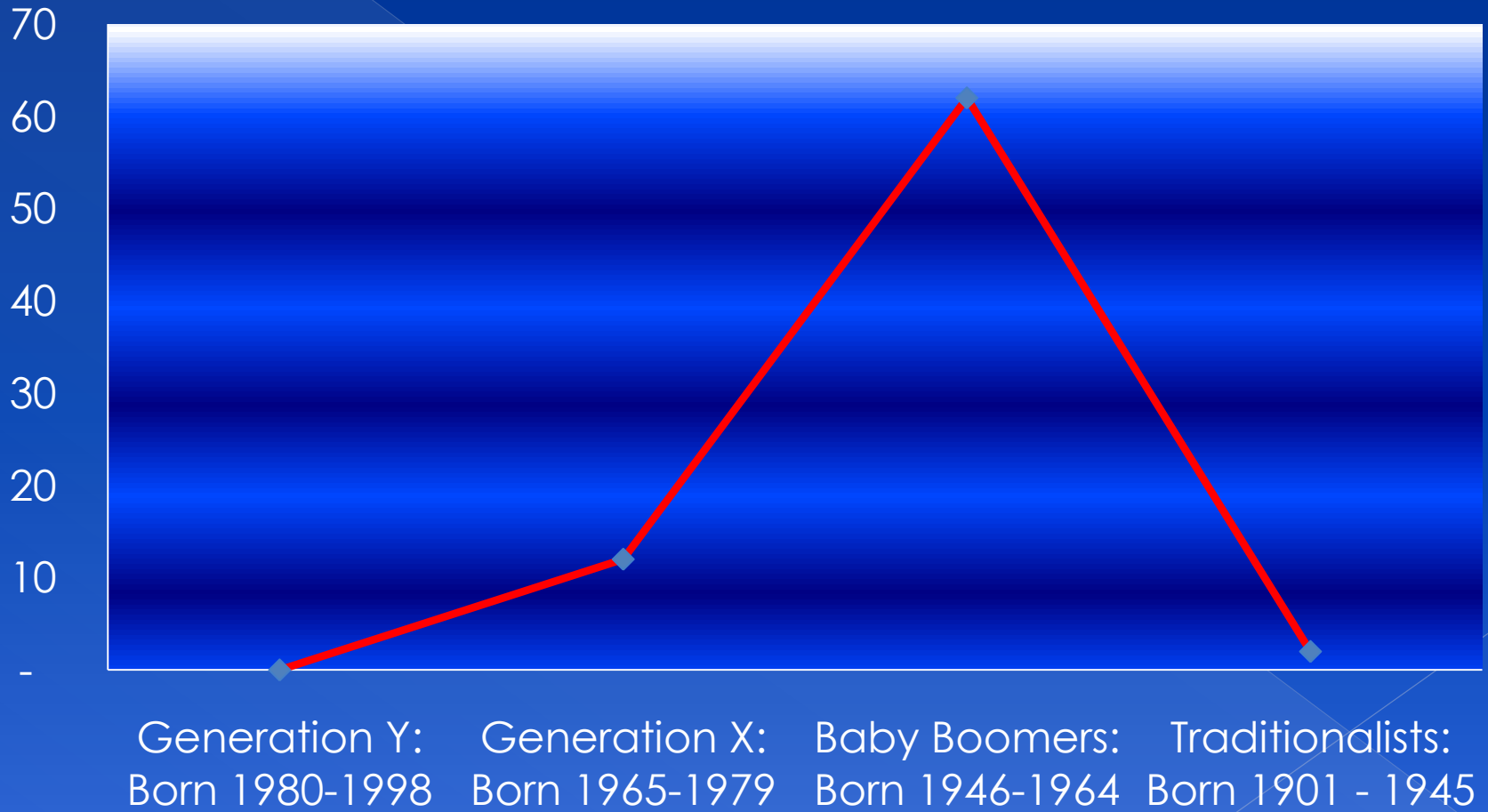
- #1 “Financial challenges”
- #3 “Patient safety and quality”

MHA

- ⦿ “Reimbursement will not improve as a percentage of cost”
- ⦿ “Members will increasingly focus on quality and patient safety initiatives and improving process inefficiencies”

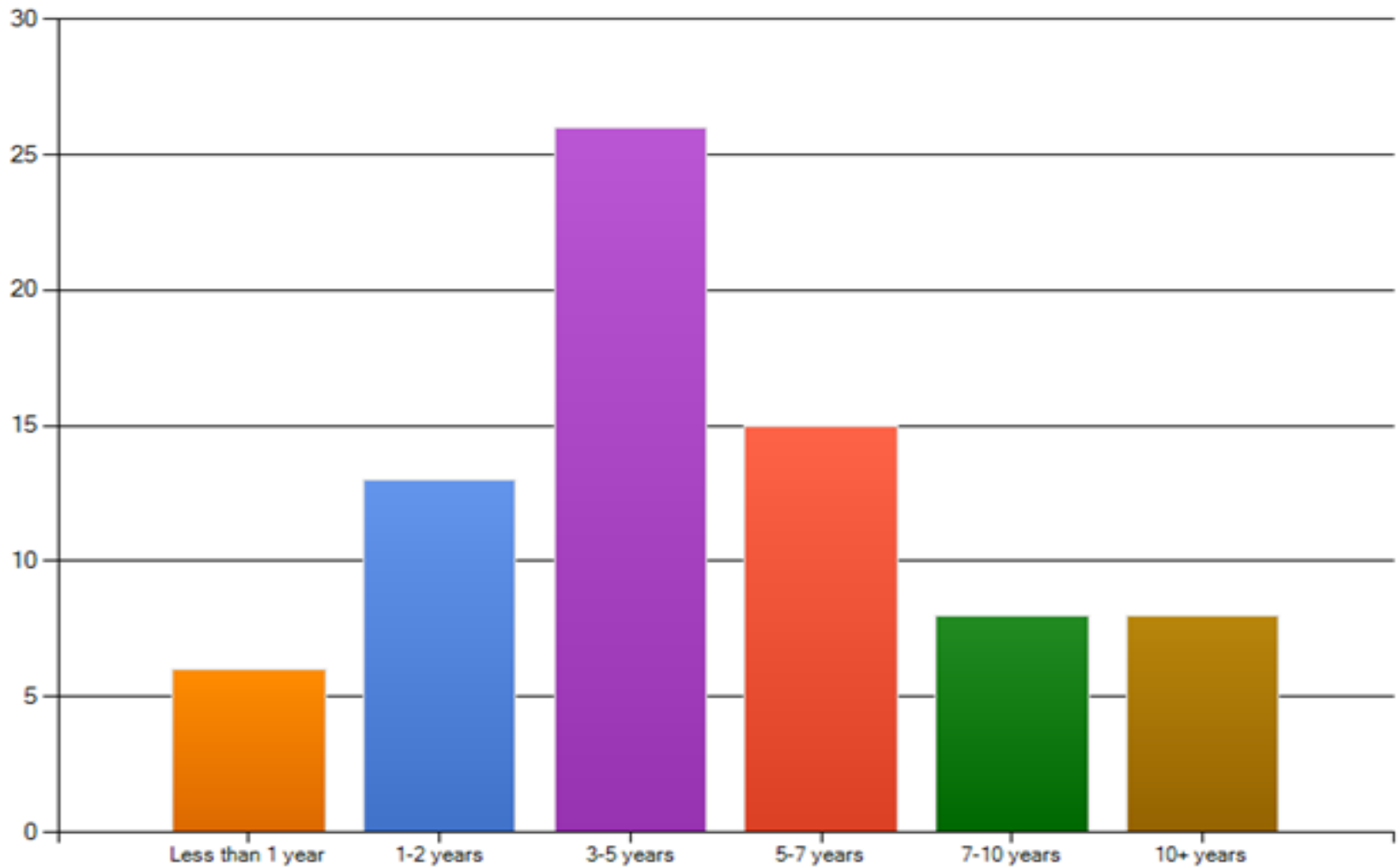
Knowledge Transfer

Generation



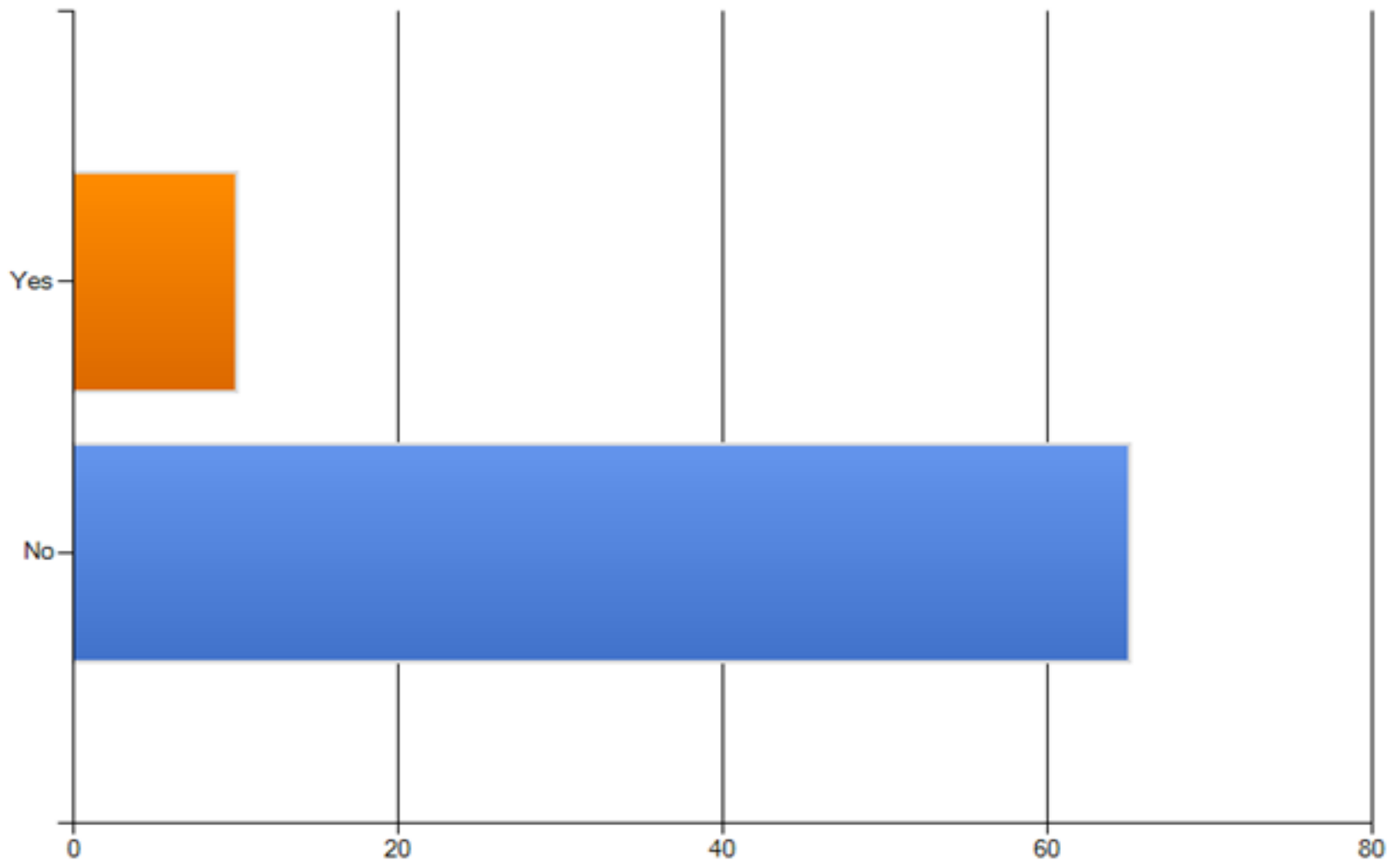
Length of Stay

How long do you anticipate serving in your current position?



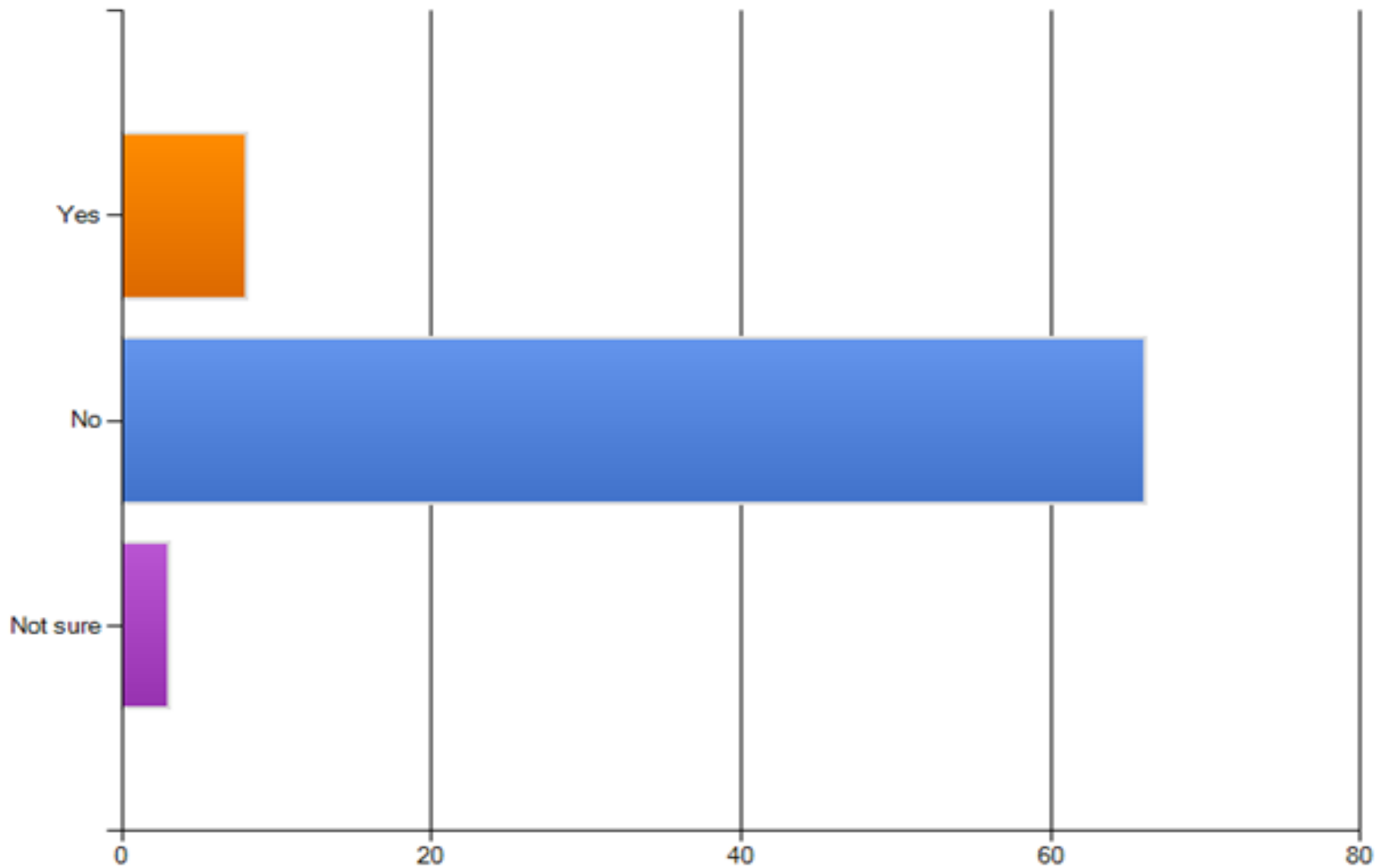
Formal Knowledge Transfer Plan

Does your organization have a formal plan in place to transfer knowledge upon your departure from your position?



Succession Planning

Is there a formal succession plan in place for your position?

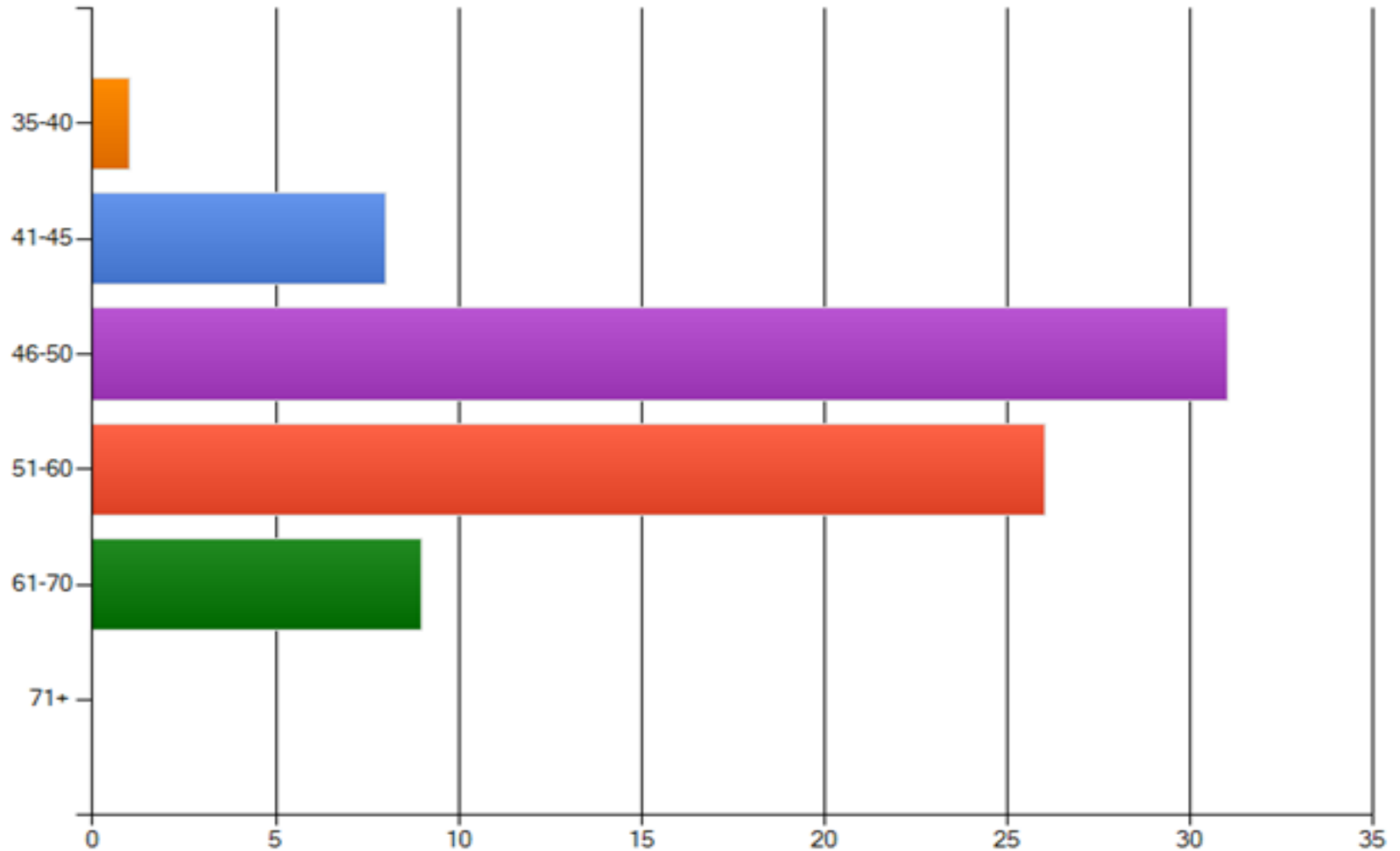


“We have an in-depth succession plan in place due to the fact that the CEO, COO and CFO all retire within a two year period.”

Leadership Engagement

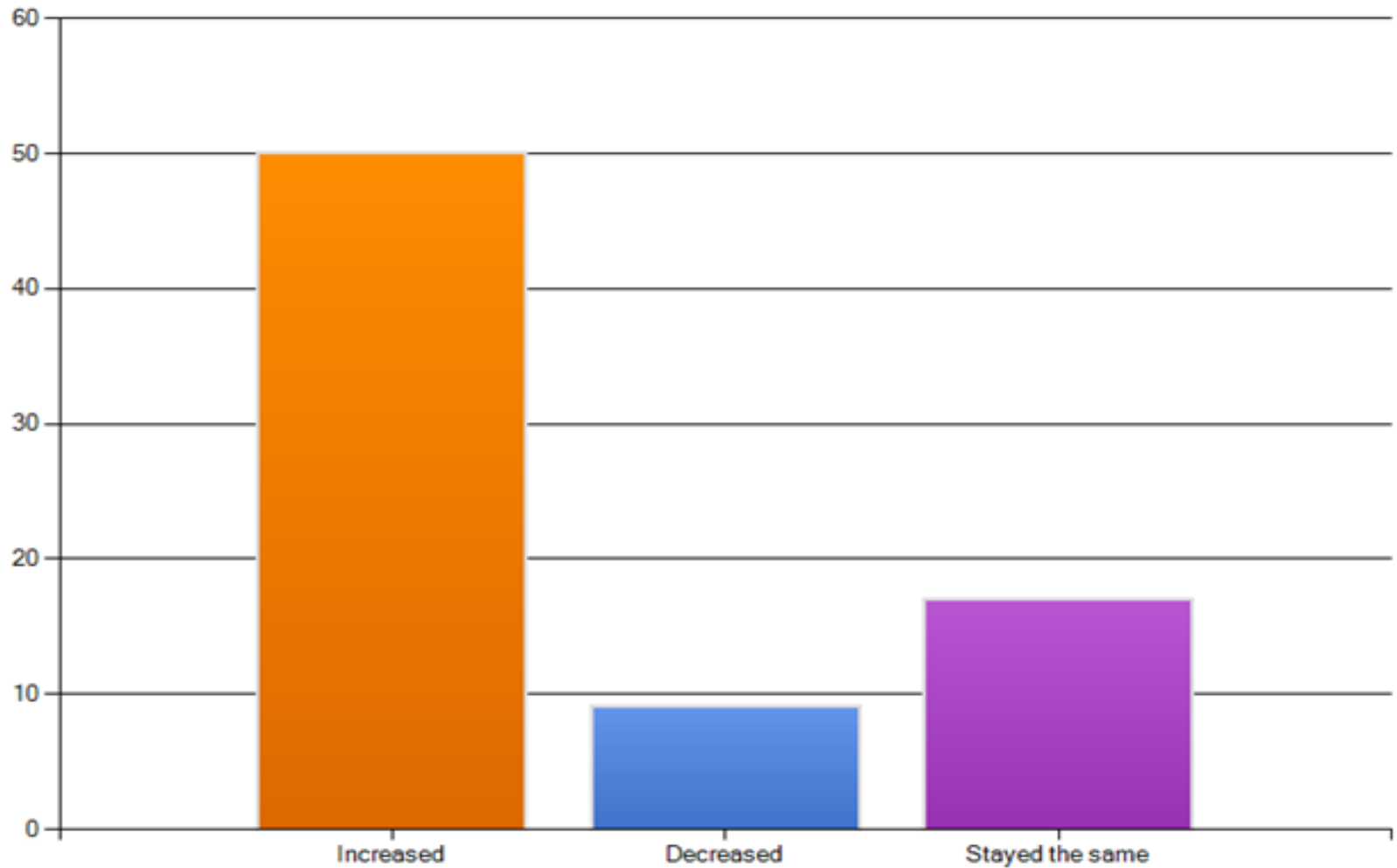
Hours worked

In an average week, how many hours do you work?



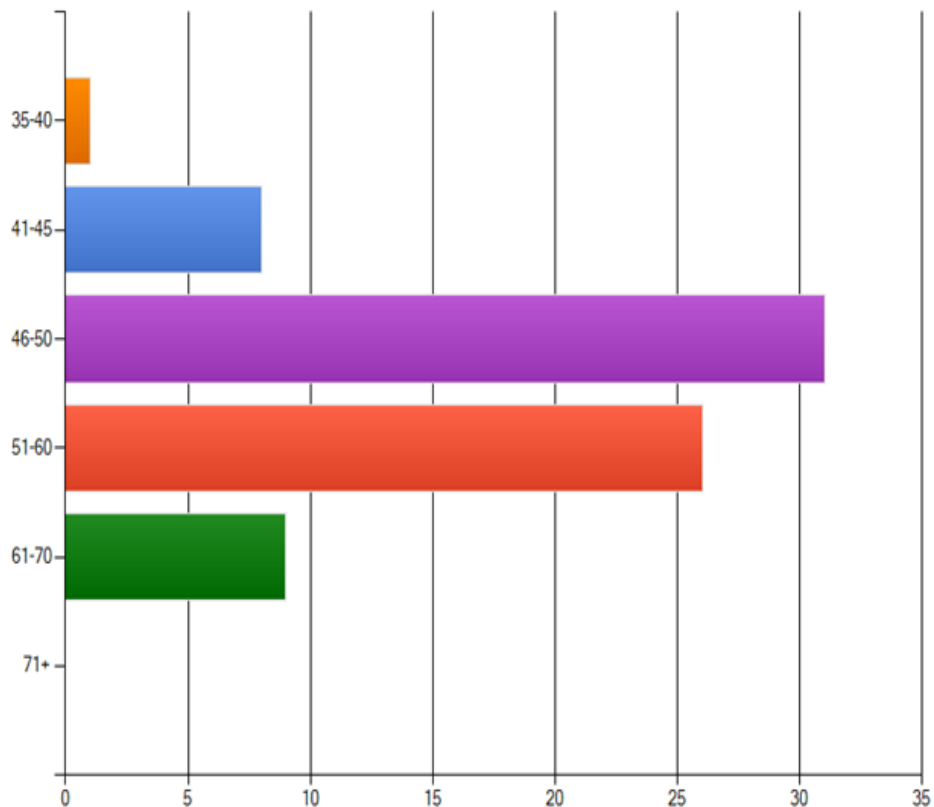
Engagement on the job

During the past 2 years, has your own engagement on the job:

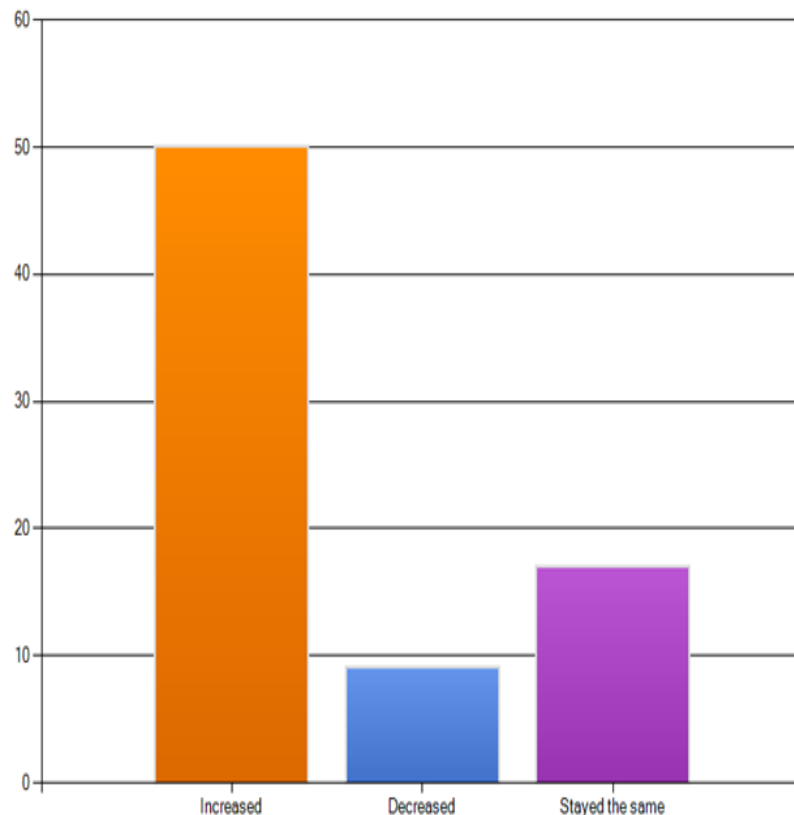


Engagement on the job

In an average week, how many hours do you work?



During the past 2 years, has your own engagement on the job:



Open Forum

Closing remarks

- Quality – the definition has changed
- Developing our future leaders
- Leadership engagement

Imagine beyond cost-cutting

- ◉ What's your biggest need?
- ◉ What worries you the most?
- ◉ Where do you see your weakest link?
- ◉ Do you have the right people in the right jobs?

Action

- Stop doing the same things over and over if they don't work
- Thoroughly assess your organizational needs
- Prioritize the important things

Action

- Collaborate in places you've not yet considered
- Encourage innovation among your team members, employees and boards
- Reward resourceful problem-solving

References

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