

<u>Program type</u>	<u>Description</u>	<u>ROI Projections</u>	<u>Beneficiaries</u>
<p><b>Executive Coaching</b></p>	<p>Coaching typically focuses on practice professional leadership. It integrates well with group programs such as a book club or leadership</p> <ul style="list-style-type: none"> <li>▪ Assist physician(s) +/- office manager(s) in improving current operations and enhancing future growth</li> <li>▪ Focus on teambuilding, communication, conflict resolution and change management.</li> <li>▪ Identify and develop missing skills.</li> <li>▪ Administer and analyze assessment tools including 360 assessments</li> </ul>	<p>Focused goal setting</p> <p>Improved patient and staff satisfaction leading to practice growth,</p> <p>Decrease in unwanted turnover and increase in desirable turnover</p> <p>Waste elimination</p> <p>Successful change management</p> <p>Better productivity related to enhanced teamwork</p>	<p>Practice owners</p> <p>Staff</p> <p>Patients</p> <p>Participants</p>
<p><b>Leadership Development</b></p>	<p>Leadership Development Program includes a standardized 10 session curriculum</p> <ul style="list-style-type: none"> <li>▪ An alternative is a program that is preceded by a group assessment with a more tailored curriculum developed and delivered after the assessment</li> </ul> <p>Business Book Club readings are based on a needs assessment.</p> <ul style="list-style-type: none"> <li>▪ Tailored to group interest and time constraints</li> <li>▪ Provides a useful introduction to strategic planning or leadership development</li> <li>▪ Can be used to continue momentum after completion of another program</li> </ul> <p>Topical programs such as meeting or project planning can occur as one time sessions or as part of a longer session</p>	<p>Improved practice performance via improved staff management</p> <p>Enhanced patient satisfaction</p> <p>Focus on management by results</p> <p>Superior time management</p>	<p>Organizational leadership</p> <p>Participants and their day to day operations</p>
<p><b>Strategic Planning</b></p>	<p>A Strategic Plan typically involves 1-3 sessions geared towards defining the vision, values and mission of the organization followed by an implementation plan and ongoing implementation support</p> <p>A Practice Assessment involves evaluation of the current and desired states of practice, a gap analysis and action plan</p> <p>Succession planning integrates with strategic planning and leadership development to facilitate seamless transitions</p>	<p>Decrease unwanted turnover, especially of professional staff</p> <p>New program development is created thru the planning process</p> <ul style="list-style-type: none"> <li>▪ Related growth occurs via growth driven by marketing and advertising opportunities</li> </ul> <p>Maintain productivity during times of transition</p>	<p>Practice owners</p> <p>Incentivized employees</p>
<p><b>Baldrige Criteria</b></p>	<p>Provide education on use of criteria</p> <ul style="list-style-type: none"> <li>▪ May or may not couple with award application</li> </ul> <p>Works best when delivered as several half day education sessions followed by client teams created to work on specific projects</p> <p>Monthly group follow up helpful</p>	<p>Growth</p> <p>Profitability</p> <p>Engaged work force</p> <p>Improved focus on quality and metrics</p>	<p>All organizational stakeholders</p>