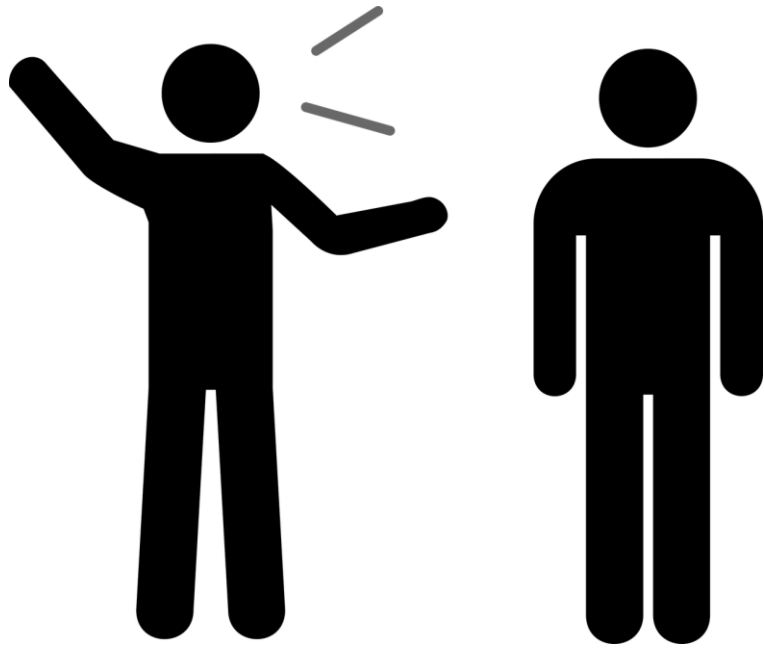


Driving **Championship Healthcare**
Culture *By Leveraging a Role-Based
Operational Management Platform*

Objectives

- Define ***workplace bullying***
- Describe the impact of bullying on:
 - Patient, employee, and organization
- Identify the manager's role in influencing workplace culture
- Consider & compare solutions to combat bullying and toxic work environments
 - Talent Management vs. Operational Management platforms

Definition



Perpetrator(s) → Target(s)

Workplace bullying

- repeated, health-harming mistreatment
- abusive conduct:
 - Threatening, humiliating, or intimidating
 - Verbally abusive
 - Interferes with or sabotages work

~Workplace Bullying Institute

Impact of Workplace Bullying: Overall

↓ *performance &*

↓ *productivity* → *loss of **\$1.3 trillion** per year in U.S. companies*



- 27% of Americans (≈37 million) have been bullied
- 72% of employers condone or sustain bullying
- Less than 20% of employers act to stop bullying

Impact of Workplace Bullying: Employee

- PTSD–like symptoms
- Physical illness
- Substance abuse disorder
- Erosion of professional skill
- Employee turnover
- Tend to become bullies themselves



Impact of Workplace Bullying: Patient

- ↑ medical errors
- Poor outcomes, including death
- Underreporting of safety issues
- ↓ patient satisfaction
- Poor provider-patient relationship



Impact of Workplace Bullying: Organization



- Lawsuits & grievances
- Poor reputation
- ↓ Productivity
- ↑ Turnover
- “Toxic” work culture
- Stifled talent
- Unable to meet quality standards
(High Reliability Organization, Magnet)

Toxic HealthCare Culture



“Lousy cultures have miserable managers everywhere -- even on the executive committee.”

~Gallup

Role(s) of the Manager



- Foster positive culture
 - Performance & quality improvement
 - Retain & develop staff
 - Team communication
 - Strategic planning
-
- Coordinate technology, workflows, & processes
 - Responsible to executive team, frontline staff, HR, finance, patients

Barriers to Effective Healthcare Culture

Process silos
Dated technology
Broken communication
High turnover
Limited resources



Workload
Evolving Mandates
Rising Costs
Inadequate policies
...and more

Although managers and staff are motivated, they lack the tools to overcome barriers promote optimal care.

Attempted Solutions



- **25% of HR execs: their performance management process accurately reflects employee performance**
- **3% of organizations: their performance management systems deliver exceptional value**
- **22% of organizations have formal feedback system**
- **Outdated communications (email)**
- **Piecemeal technologies**

Toxic Healthcare Culture



- **Poor communication & isolation**
- **Lack of transparency & accountability**
- **In-fighting among team members**
- **Subjective performance measures**
- **Ill-defined roles/goals**
- **Inadequate resources + waste**
- **Lack of intrinsic motivation**
- **Punitive corrective measures**
- **Non-sustained change efforts**
- **Fear-based mindset**



to Achieve Championship Culture

- **Lean platform**
- **Real-time, central, visual communication**
- **Transparent roles encourage accountability, growth, and development**
- **Flexible goal-setting**
- **Increases access to resources**
- **Gamification drives motivation**
- **Promotes a fair & Just Culture**
- **Change management strategy to achieve/sustain objectives**
- **Mindset of a Champion!**

Invest to Create a Championship Culture

**Are you internal
communication
strategies meeting
today's challenges?**



**Invest in the right
tools to support
managers and staff
and support
productive
collaboration.**

Online Banking Impact on Finance Industry



User Experience
20 Years Ago



User Experience
Today

manageUP

ManageUP Impact on Healthcare Industry



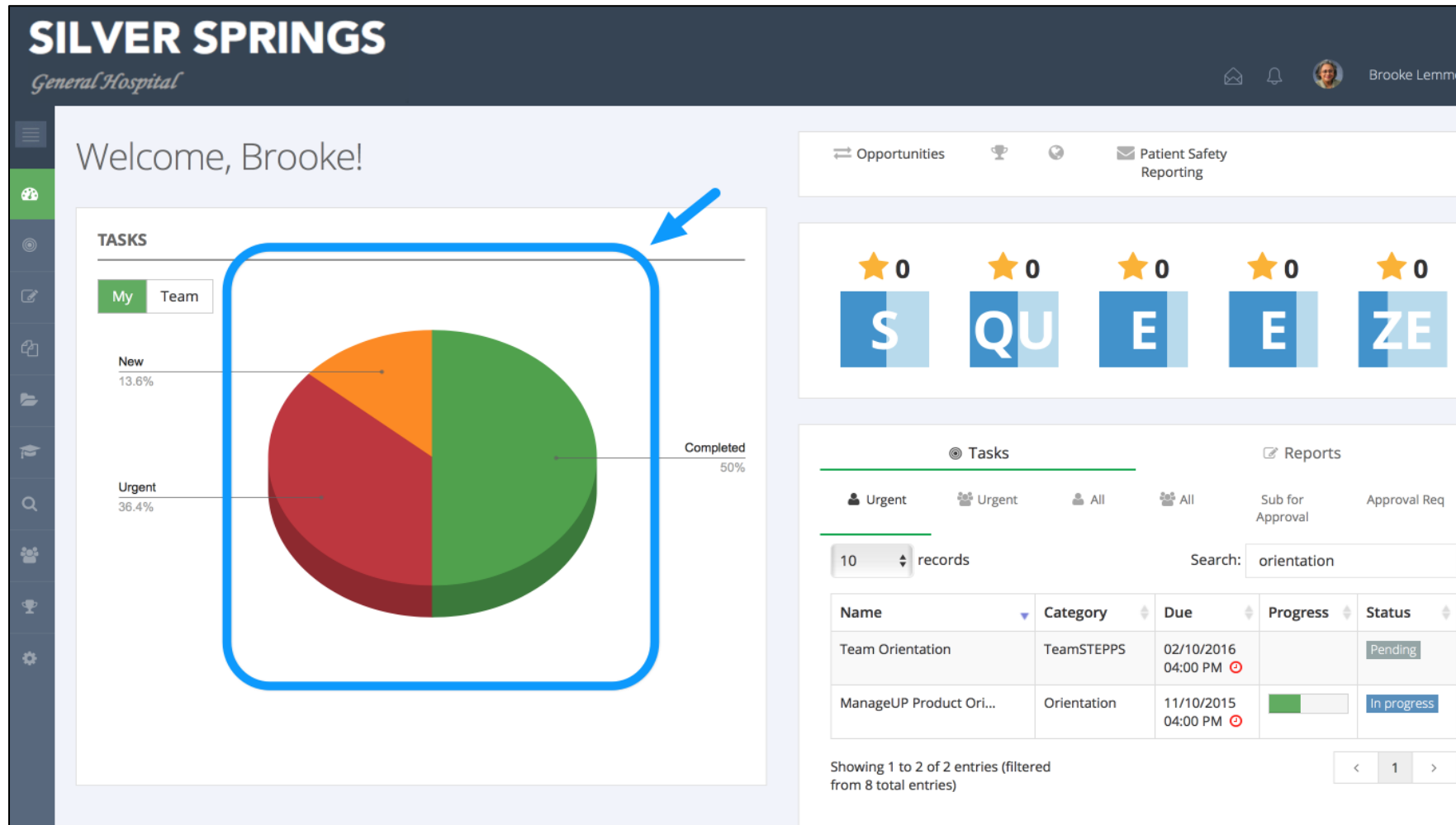
Healthcare
20 years behind on technology



User centric software to digitalize,
centralize, and standardize work

manageUP

Comprehensive Operations Platform



Capitalizes on the direct relationship between communication and its effect on workplace culture

Revolutionize Internal Communications

NO MORE:

- “No one told me”
- Buried emails
- Intentional withholding
- Inappropriate/Inefficient emails (i.e. Bcc)
- Sticky notes

IMPACT:

- “Minimize Cyber-attack vectors
- Close the communication loop
- Provides structure & standardization
- Reduced need for meetings
- Real-time reporting
- Centralized, less time searching
- Breakdown silos, ↑ transparency
- Dashboard provides visual status
- Reduce email overload
- HIPAA ready



Combat Toxic Work Environments



Reward teams for their work.

**All collaborators are rewarded,
including managers.**

**Supports a growing list of workflows,
templates, & applications:**

- Project Management & Quality Improvement
 - Accreditation
 - Knowledge Management & Successorship
 - Huddles, Rounds
 - Safety Management
 - Asset Life-cycle Management & Contracts
 - Credentialing
 - Case Management
 - Research & Clinical trials
- ...and more**

Performance Management for Championship Culture



- Continuous feedback
- Mentoring, Successor planning
- Career Laddering
- Employee Acknowledgement
- Contributor Recognition
- Social Competition
- Reduced Burden to Management
- Culture Management
- On- and Off-Boarding
- Employee Engagement
- Employee wellness
- Acknowledge birthdays and more
- and a few other surprises...

Strategies for Change and Knowledge Management



Provides a formal process for:

- **Dissemination of information**
- **Knowledge transfer and skill development**
- **Employee transitions**
- **Vendor management**
- **Efficient meeting structure and virtual tools**

The Right Mindset



SAFETY

Protected from harmful or other non-desirable outcomes



QUALITY

The standard degree of excellence which can be measured



EFFECTIVENESS

Education with continuous training and development



EFFICIENCY

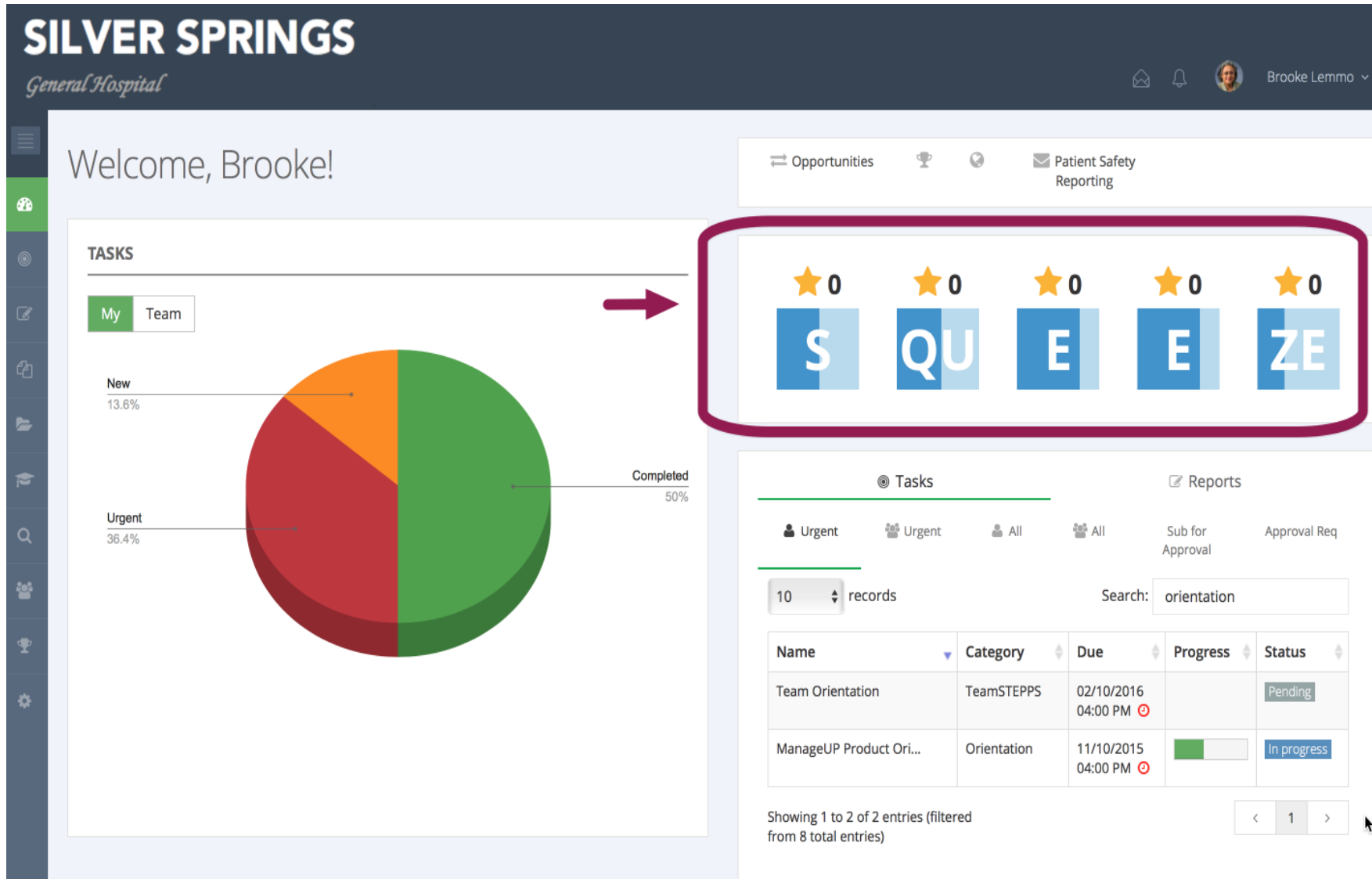
Lean and process improvement programs



ZEST

Internal and external customer satisfaction

Gamification



Gamify tasks to encourage performance and provide sustained motivation.

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Unleash the power of **your** healthcare teams

Contact Us (info@manageupprm.com) or (855) 971-1006 for a demo or
Learn more at www.manageupprm.com.

