



## **Building Sustainable High Performing Clinical Teams Workshop**

Our one day workshop is designed for healthcare leaders interested in creating dramatic improvement in the performance of clinical teams and in improving their ability to lead change in their organizations. We provide an introduction to the key concepts and tools needed to create a sustainable environment for a clinical team. Using examples of successful innovations and case studies, we explore and discuss innovation in medical organizations. The concepts and techniques span the disciplines of medicine, engineering, management, and leadership.

We present a process based on cooperation between management and frontline workers that values human capital. This process leads to a pilot within the clinical team. The participants will explore the process of planning and implementing a successful alpha site for innovation. The process allows for expanding the pilot within the original clinical team to improve service and care. A strategy is presented to use the success in the first clinical service to support other services. Although each medical and surgical specialty provides unique challenges, the concepts and process are applicable to all specialties. The goal for each clinical team is to reach the status of a Sustainable High Performing Clinical Team. These teams provide world class service and care with minimal waste as well as a sustainable environment for the healthcare workers.

Going beyond the clinical team we explore innovation within the modern medical business. We discuss stable and complex systems, the application of sustainable business principles, and the challenges of the typical culture within medical organizations. We extend the concept of waste outside clinical teams to include organizational and regulatory waste. Increasingly complex innovations in healthcare are woven throughout the day to improve the participants' ability to lead change within their organizations.

We use our 25 years of experience in leading change to discuss the problems that arise working in medical cultures. The participants will be given tools to go back and investigate the possibilities within their organization. In addition they will also be able to use the lectures for frontline providers, Medical Innovation for Physicians Parts 1-3 to support their efforts.

Preparation for the workshop includes some pre-reading and a written description of each participant's most successful innovation.