

REVITALIZING AND RE-ENERGIZING YOUR TEAM

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Jeff Harper



LEARNING OBJECTIVE

The culture of health care systems significantly impacts its staff, and that culture translates directly to the quality of care you can deliver. We will cover the best practices that can improve your health care system culture.

THE TITLE OF THIS
PRESENTATION WAS GIVEN TO
ME, I DIDN'T CREATE IT...SO
LET'S LOOK CLOSER AT THE
TITLE



Defining Revitalizing

1. First let's look at the root word:

Dictionary

Definitions from [Oxford Languages](#) · [Learn more](#)



vi·tal

/ˈvɪd(ə)l/

adjective

1. absolutely necessary or important; essential.
"secrecy is of vital importance"

Similar:

essential

indispensable

crucial

key

necessary

needed

Is vital a medical term?

Vital: **Necessary to maintain life.** For example, breathing is a vital function.

Defining Revitalizing

2. Let's look at the verb:

Dictionary

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vi·tal·ize

/'vɪdl,ɪz/

verb

give strength and energy to.

"yoga calms and vitalizes body and mind"

Defining Revitalizing

3. Combine the definitions:

What does revitalize mean?

to restore something to life

To revitalize is **to restore something to life or give it new life**. Revitalizing adds newness and strength. Since vital things are alive, strong, and flourishing, when something gets revitalized, it is returned to health or life.



Defining Re-energizing

1. First let's look at the root word:

Dictionary

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en·er·gy

/ˈenərjē/

noun

1. the strength and vitality required for sustained physical or mental activity.
"changes in the levels of vitamins can affect energy and well-being"

Defining Re-energizing

2. Let's look at the verb:

Dictionary

Definitions from [Oxford Languages](#) · [Learn more](#)



en·er·gize

/ˈenərˌdʒiːz/

verb

give vitality and enthusiasm to.
"people were energized by his ideas"

Similar:

enliven

liven up

animate

vitalize

invigorate

perk up

excite

Defining Re-energizing

3. Combine the definitions:

Dictionary

Definitions from [Oxford Languages](#) · [Learn more](#)



re-en·er·gize

/,rē'enər,jīz/

verb

give fresh vitality, enthusiasm, or impetus to.

"new reconstruction projects will re-energize the flagging economy"

Defining Team

team 1 of 3 **noun**

'tēm ◀▶

[Synonyms of *team* >](#)

- 1** : a number of persons associated together in work or activity: such as
 - a** : a group on one side (as in football or a debate)
 - b** : **CREW, GANG**

Anxiety and Depression have risen to record-high levels

4 of 5 clinicians are on their 4th EHR

MA Plans aren't paying for anything except gym memberships

Suicide and suicidal thoughts have increased dramatically.

And oh yes, we inherited COVID!

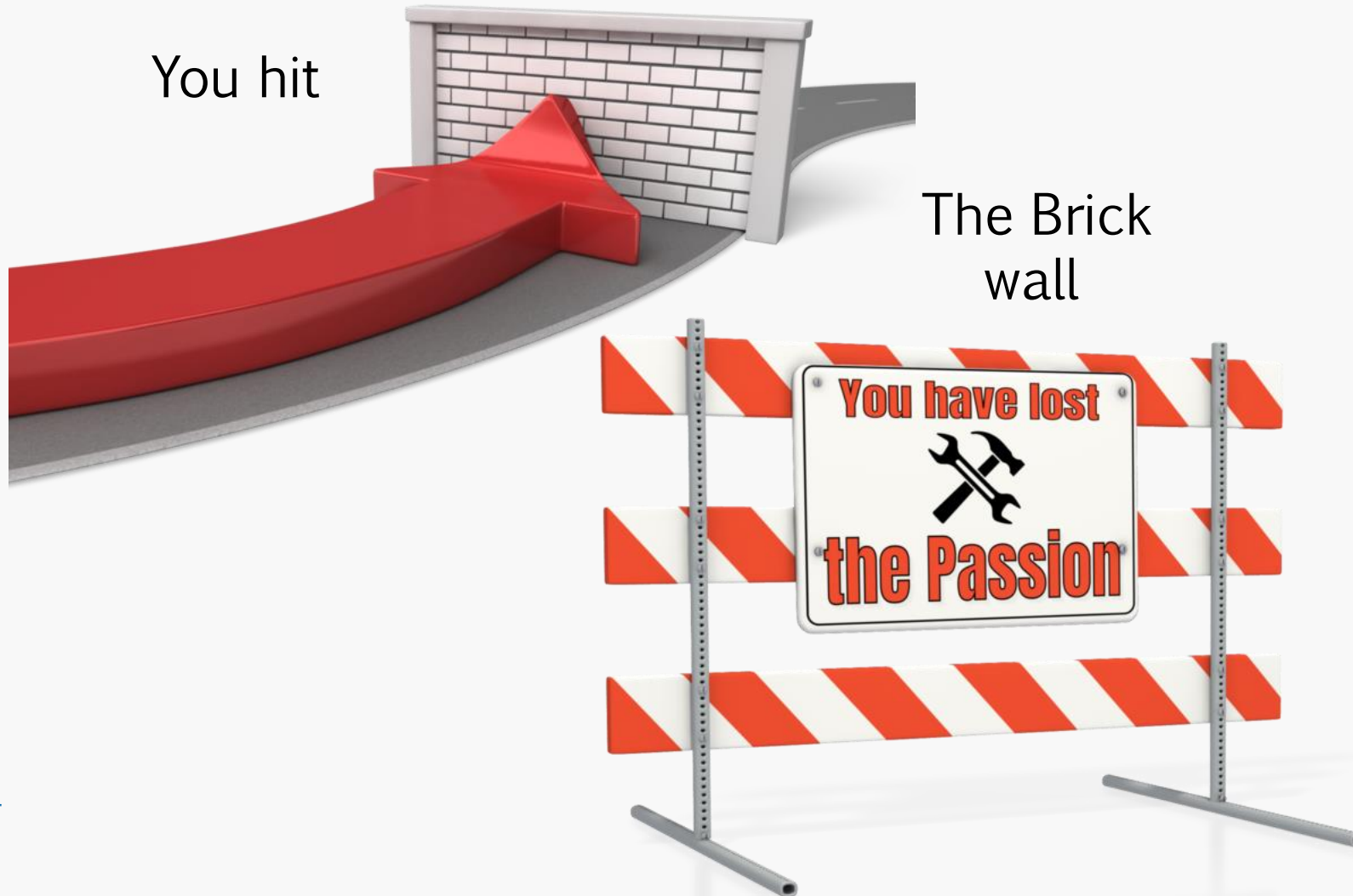
SO, WHY ARE WE TALKING ABOUT RE-ENERGIZING HEALTHCARE?

33% of your waking hours are at work

3rd party payers are practicing medical decision-making

Employee burnout is a term we never heard of until The Great Resignation.

Without a focus on the VITAL things and Without the energy to do the VITAL things



SIMPLE MATH FOR DUMMIES

NO VITALITY $+$ NO ENERGY $=$ NO PASSION

NO PASSION $=$ NEED FOR MORE TIME OFF $+$ MORE MONEY

MORE TIME OFF $+$ MORE MONEY \neq PASSION OR HAPPINESS

NO PASSION $+$ TEAM $=$ NO PASSION ²

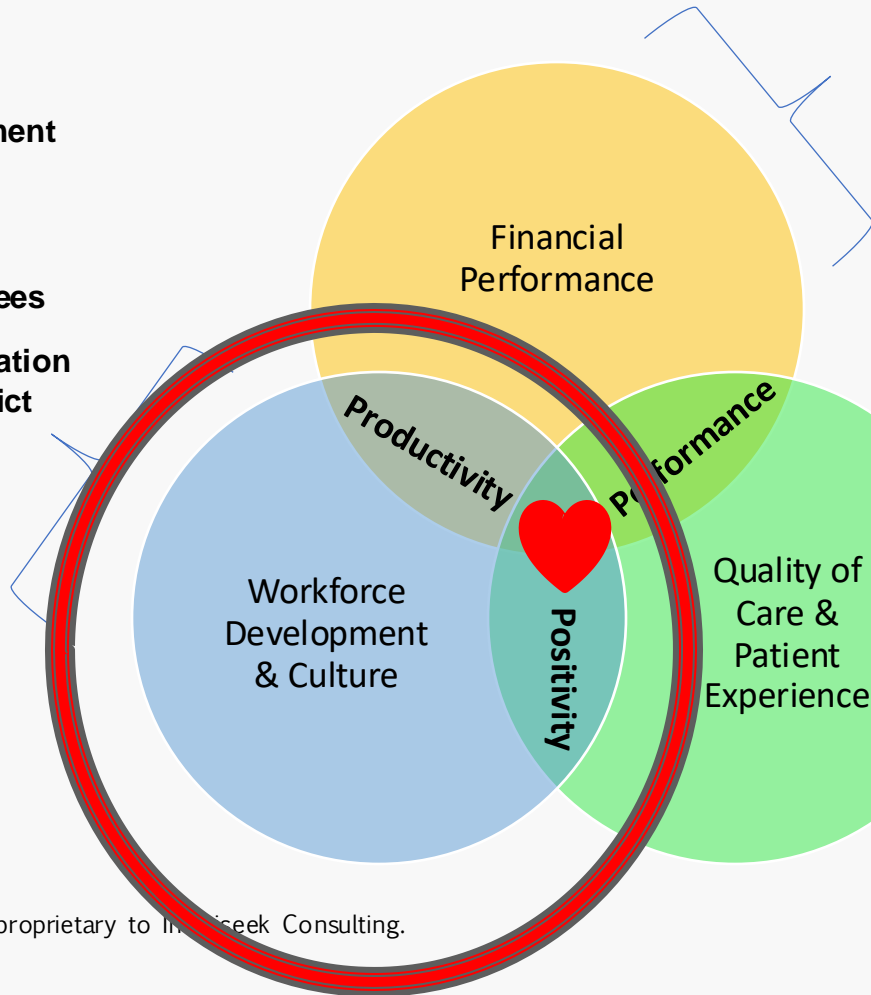
Healthcare Safety Net Provider Improvement Model*

Leadership Development

Team-Based/Servant Leadership Models

Empowering Employees

Improved Communication Styles/Creative Conflict



Revenue Cycle Performance Improvement

Consistency of Data Reporting/Accounting Methods

Optimization of Systems



= Mission/Vision

“Digestible” QAPI

Increased Patient Engagement

Rebranding

Patient-Centered

Competitive

Convenient

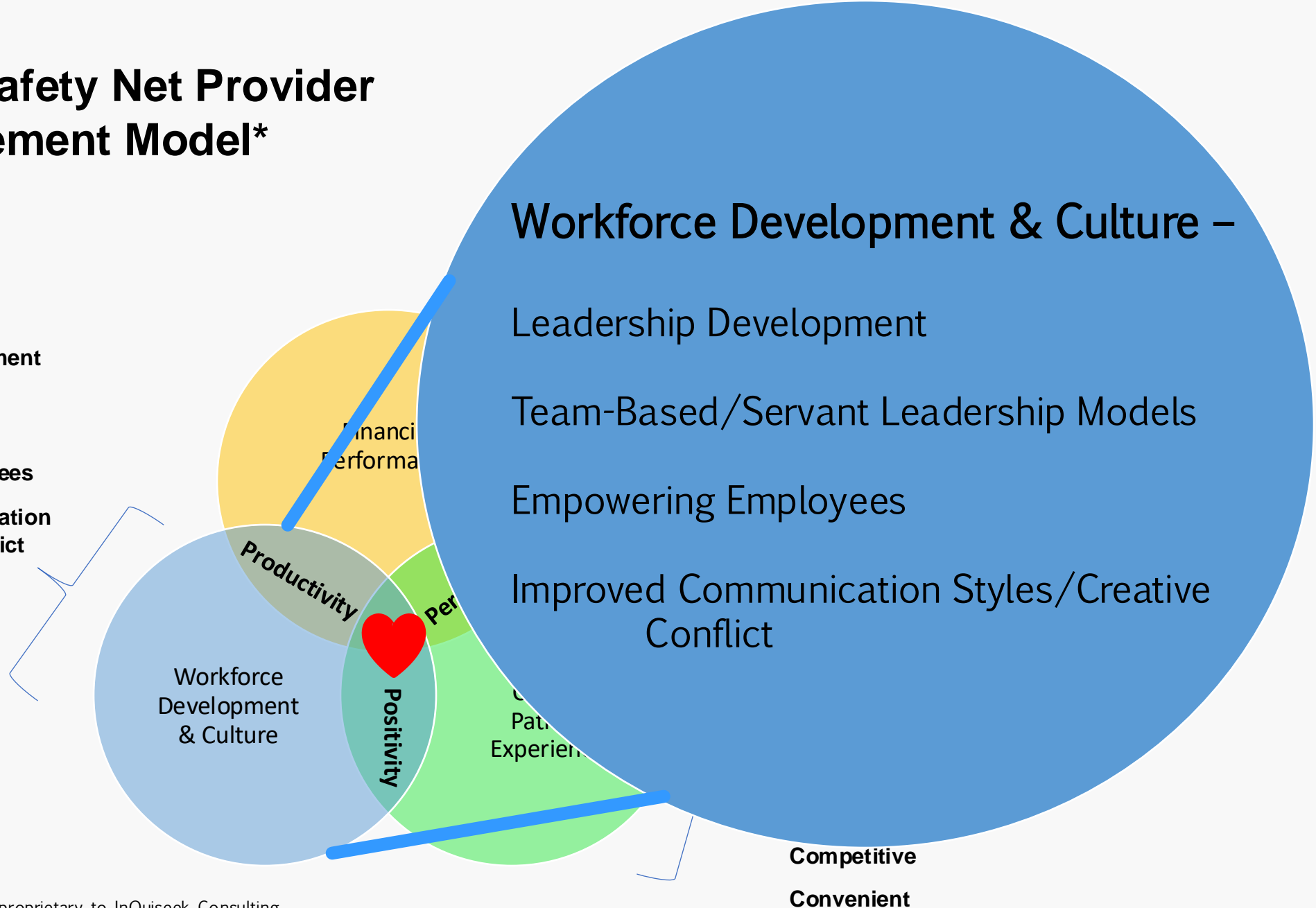
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WHAT ARE THE SIGNS OF PASSION LOSS?

LET'S LOOK AT THE
ROUGH SPOTS
WHERE THERE ARE
SIGNS OF PASSION
LOSS



Accountability- leaders fail to take responsibility for actions.

No Sense of Belonging

Administrators frequently belittle by showing no respect

No Team Approach to Patient Care

Poor Communication

Higher Employee Turnover Rate

Blaming Patients for Problems at facility

Employees have no voice.

Silo Development

Staff Centered not Patient Centered

Staff does not have authority to improve

Many know what the underside of a bus looks like

Higher levels of Stress and burnout

PASSION IN HEALTHCARE IS EASILY SEEN AND MAYBE EVEN FELT.

Here are the signs of vitality and energy



The leaders seem to be building something, I mean the team is building something

Inclusive Leadership

Foster a sense of belonging

Team-Based, Servant Leadership

Clear & Frequent Communication

Anyone can be a Leader if they become someone who others want to follow

Patient Care is paramount therefore employee care is paramount

Empowering Employees to take Ownership



HOW DO YOU DETERMINE IF YOU AND
YOUR TEAM HAVE LOST PASSION?

YKYK

No "IF" needed

You didn't get into Healthcare for the money.

You didn't endure medical school for the fun of it.

You didn't become a nurse because it was easy.

You didn't get your advanced degree because you were bored.

WHERE DOES THE REVITALIZING START?

*Leadership is the starting point but I'm
not the designated LEADER.*



Looking in the Mirror: Are you it?

- Any one can be a leader!
- Leaders can be either good examples or poor examples
- A good leader is anyone who possesses characteristics that other people want to follow.
 - Moral Character
 - Expertise and Skill
 - Energy or Enthusiasm
 - Work Ethic
 - People Skills
 - Something that Others want to replicate in themselves or their workplace



Character Change comes before becoming a leader

Passion and Ego don't mix, leave it in the car

Ask the staff to hold you accountable for change

Make everyone comfortable with their input

Make every win theirs not yours

Celebrate every step regardless how small

Communicate & Communicate while listening & listening

It starts with YOU!



Passion without knowledge is just a hot flash

- *Healthcare is Consumer-Driven Even in Rural*
- *Healthcare has to be convenient and assessable*
- *The patient experience is what creates repeat customers and prevents out-migration.*
- *The mean age of the rural patient is mid-30s. Knowing who your market is becomes very important in delivering care*
- *Technology is expected*
- *Star-ratings, online reviews and social media— perception matters!*



Patients are your consumers! Businesses need customers!



A energized health system is patient-centered.

The patient is #1—not the physician, not the C-suite, not the care team.

Patients who are well-cared for, respected and who have a positive experience will be your best advertisement.

Even if you rebrand your facilities, you must back it up with an environment that is patient centric.

These steps surely Revitalize your people

- *Recognize Individual Strengths, Knowledge and Skills*
- *Leave Personal Agendas Outside the Door*
- *Strive for a Common Goal or Outcome. Be missional.*
- *Seek for Performance and Process Improvement*
- *Incentivize In a Way that Strengthens Your Team*



Don't go high school at your facility

- *Prevent Silo-ing!*
- *Encourage Collaboration*
- *Reward Problem-solving and creativity*
- *No one gets thrown under the bus!*
- *Zero tolerance for blame-shifting*
- *Accountability and Responsibility*



Let's have a Recap

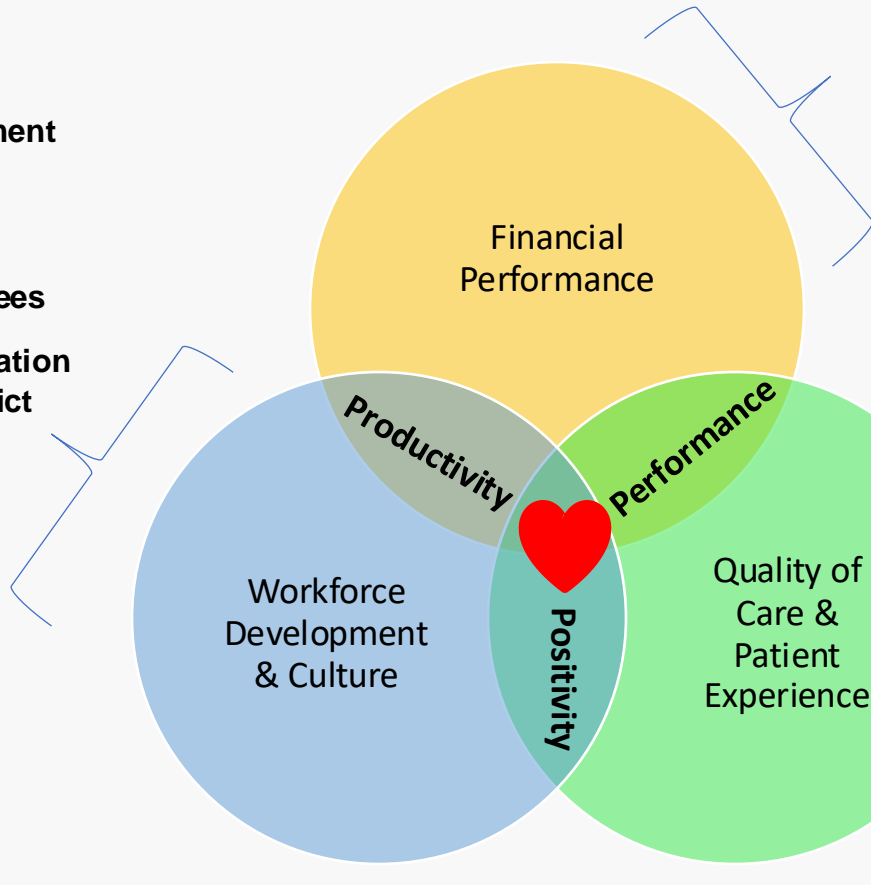
Do an "I" exam!



- Are you stuck in your old ways?
- Are you getting in your own way?
- Are you provider or patient-centered?
- Are you meeting your patients where they are?
- Are you competitive?
- Are you convenient?
- Are you empowering your employees and staff?
- Are you building a team?

Healthcare Safety Net Provider Improvement Model*

Leadership Development
 Team-Based/Servant Leadership Models
 Empowering Employees
 Improved Communication Styles/Creative Conflict



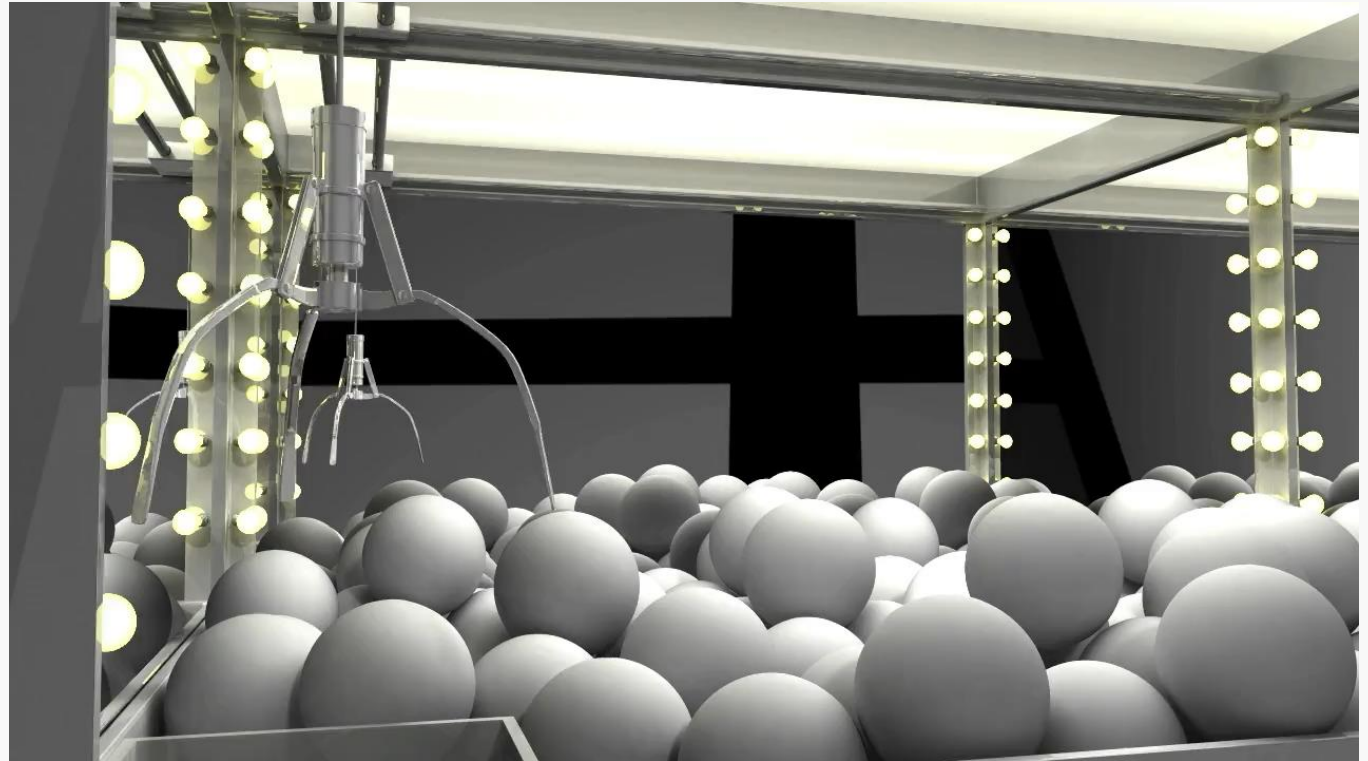
Revenue Cycle Performance Improvement
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 = Mission/Vision

“Digestible” QAPI
 Increased Patient Engagement
 Rebranding
 Patient-Centered
 Competitive
 Convenient

You might be tired at day's end

But your passion is back and it is contagious.



Jeff Harper, CHC®

InQuiseek Consulting

jharper@inquiseek.com

318-243-5974

For the past forty-four years, Jeff Harper has been a business leader and innovator. During his emerging career, his accomplishments include: Working with Hospitals and Physician Practices in both urban and rural areas. Leading a regional CPA Firm as Managing Partner of a regional for 8 years; Providing 10 years of strategic financial leadership as CFO; Navigating and heavily negotiating through 16 mergers & acquisitions; and Serving as President of 50-million-dollar international corporation for 3 1/2 years earning INC 5000 for two consecutive years. He presently is a principal of InQuiseek Consulting, a Louisiana-based firm that provides a wide range of consulting services across a variety of healthcare facility types. He is certified in Healthcare Compliance. Harper is in various hospitals and RHCs ever week all over the rural landscape and his diverse experience gives him a unique perspective to address opportunities for improved operational performance and cultural transformation. He has membership in NARHC, NRHA, and HFMA.

