

How to Improve your Patient Outcomes by TAKING ACTION



A photograph of a teacher leaning over a desk to help students with their work. The teacher is smiling and looking at a student's work. The students are focused on their papers. The image is overlaid with a dark blue gradient.

**What have you learned
At this conference?**

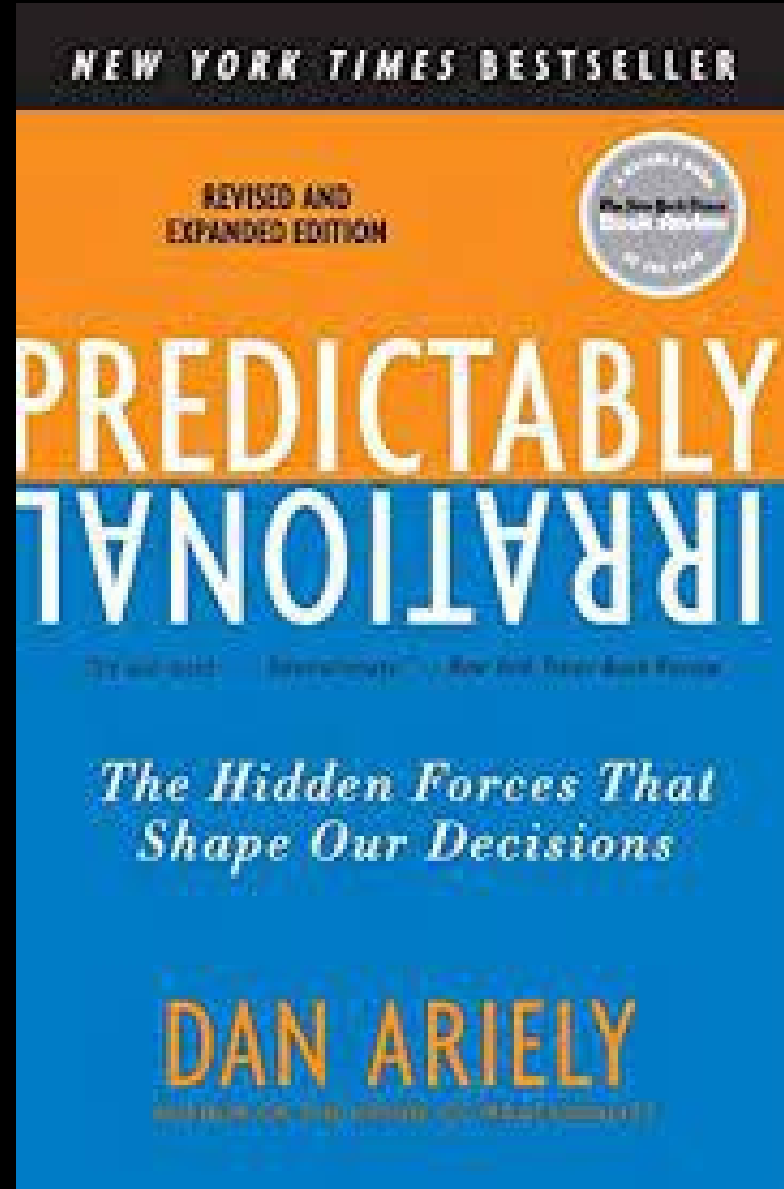
What is Learning?



BEHAVIOR CHANGE







Confirmation Bias

We **believe what we want to believe** by favoring information that confirms preexisting beliefs or preconceptions. **This results in looking for creative solutions that confirm our beliefs** rather than challenge them, making us closed to new possibilities.



THIRD-PARTY ADMINISTRATOR





F1 Concept



To know what you
know and what you
do not know, that
is true knowledge.

Confucius



Consultant

THE DEBT SNOWBALL





Procrastination



Accountability Partner



DO!

1. _____
2. _____
3. _____

Plan list


- ✓ _____
- ✓ _____
- ✓ _____

To Do:

1. _____
2. _____
3. _____

CHECK LIST

- _____
- _____
- _____



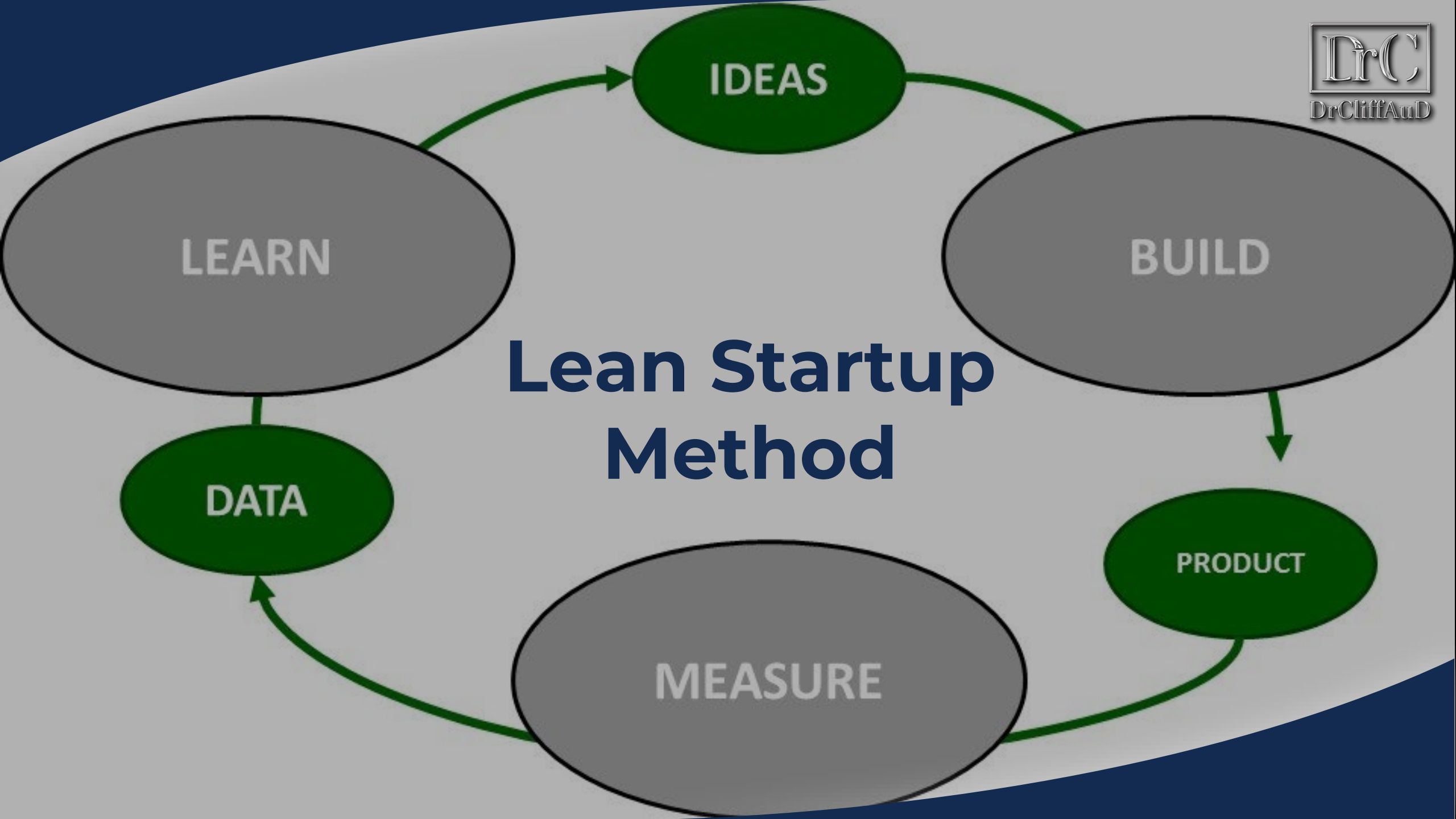
- ✓ _____
- ✓ _____
- ✓ _____

- _____
- _____
- _____

To Do vs. Schedule Block

PERFECTIONISM





Lean Startup Method

CONTRACT

AGREEMENT

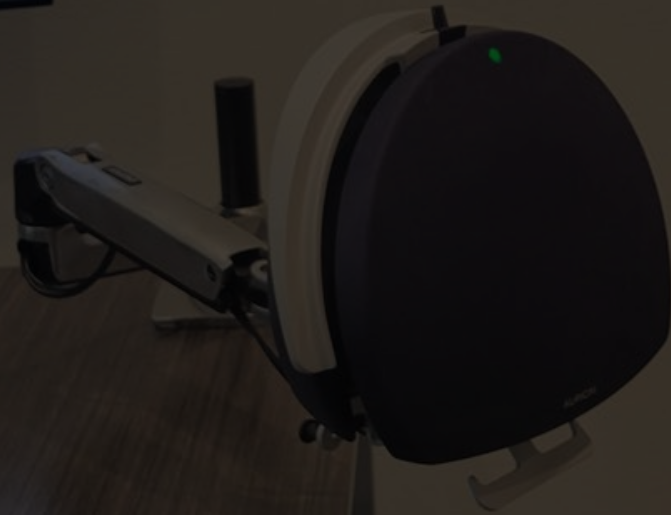
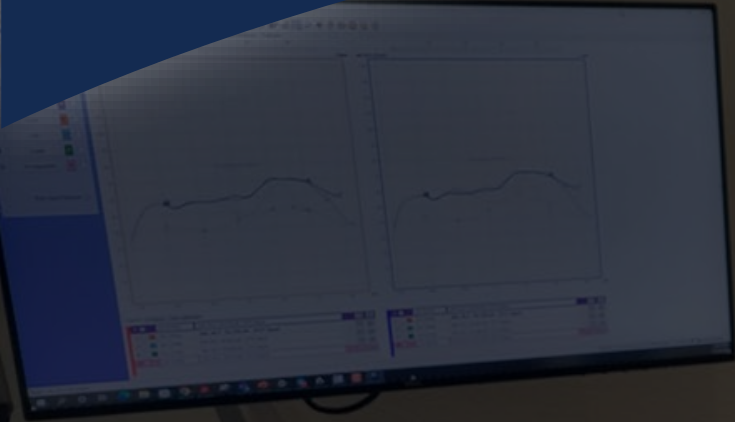
Systems and Processes



Google

Google Strategy

Example



Confirmation Bias

Formula 1 Concept

**Do you Know
How to Implement
This change?**

**Do you Know
Someone who does?**

Debt Snowball Approach

**Who is going to
Keep you accountable?**

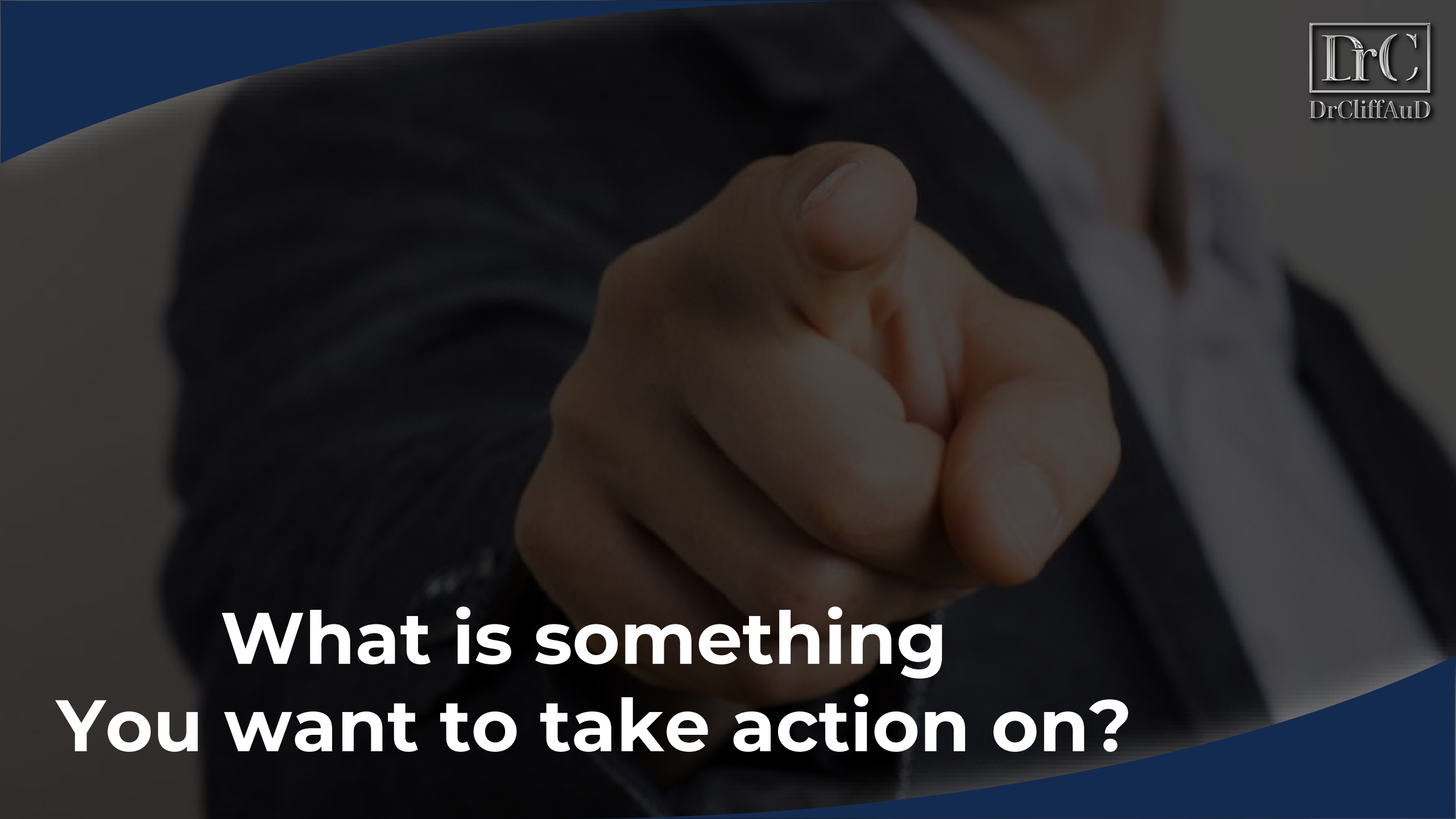
Schedule it

**Understand you will
NOT be Perfect**

Lean Startup Method

Create an Agreement

Google Strategy

A close-up photograph of a hand in a dark suit jacket, pointing the index finger directly at the viewer. The background is blurred, showing a white shirt and a dark tie. The image is overlaid with a semi-transparent dark blue gradient.

**What is something
You want to take action on?**

Confirmation Bias

Formula 1 Concept

**Do you Know
How to Implement
This change?**

**Do you Know
Someone who does?**

Debt Snowball Approach

**Who is going to
Keep you accountable?**

Schedule it

**Understand you will
NOT be Perfect**

Lean Startup Method

Create an Agreement

Google Strategy

If you want something
different, you are going to have
to do something different.

Jack Canfield

Quality is not an
act, it is a habit.

Aristotle



Team Training



Team Training Schedule



Daily Team Huddle

Bi-Weekly Team Meeting

Monthly Provider Training

Quarterly All-Day Team Training



Consultant



Project Management



Workspace visible

Board

A Kanban board with four columns: To Do, In Progress, Review, and Done. Each column contains several task cards with progress bars, titles, and comment counts.

Column	Task	Progress	Comments
To Do	Twitter AD	Blue	0
	UI workflow AB Test	Yellow	2
	Enterprise-wide static service-desk	Red	1
	Total demand-driven attitude	Blue	0
	Synchronised interactive adapter	Red	2
In Progress	Finalize project scope	Green	2
	Synergized responsive process improvement	Blue	0
	Function-based actuating extranet	Blue	0
	Progressive heuristic workforce	Yellow	0
Review	Finalize project scope	Yellow	10
	Resource allocation	Blue	6
	Fundamental well-modulated hub	Green	0
	Blog illustrations	Blue	14
	Vision-oriented bottom-line algorithm	Green	2
Done	Banners for AD campaign, web and mobile resize	Green	4
	Automated fault-tolerant function	Blue	9
	QA Test	Yellow	24
	Exclusive system-worthy circuit	Blue	2