

Making Best Practices and Promising Innovations Stick

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Our conversation

- Review the 10 tactics to make best practices and promising innovations stick
- Share exciting ideas and key takeaways from Symposium
- Revisit action plans from Sunday. Revise or create a plan as needed
- Assess **your role** in making best practices and promising innovations stick



10 tactics to make best practices and promising innovations stick

1. Strong, committed, visible leadership
2. Invite employees to co-design the practice
3. Educate, train and practice
4. Observe and coach
5. Be generous with recognition and praise
6. Remove barriers
7. Overcommunicate about the practice/innovation and why it's important
8. Comprehensive strategy to address well-being and joy at work
9. Use data to track and measure progress
10. Accountability



Share 1 great idea or key takeaway



Your role is critical to make best practices and promising innovations stick.



Complete the self-assessment

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How to Make Best Practices and Promising Innovations Stick

Complete the self-assessment below. Identify where you excel and where you can improve.

Your role in making best practices and promising innovations stick: **My personal assessment:**

1. As a leader, how do you demonstrate your commitment to improving the patient experience?	
2. How do you support and encourage the "standardization with customization" philosophy?	
3. What training resources will you leverage to make sure all employees have the skills to do the practice/innovation?	
4. How often are you observing the practice/innovation in action?	
5. How (and how often) do you recognize or praise good work, even if it's work that's expected of the person?	

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6. Do you know why employees are not doing the practice consistently? What are you doing to address concerns, pushback and barriers?	
7. How do you communicate the importance and benefits of the practice/innovation? How do you solicit and address feedback about the practice/innovation?	
8. What do you do to promote employee well-being and bringing joy back to work?	
9. How do you ensure your colleagues are using patient feedback to understand what matters to patients?	
10. How do you hold yourself and others accountable for the practice/innovation?	

Where do you excel?

Where can you improve?

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Self-assessment

- As a leader, how do you demonstrate your commitment to improving the patient experience?
- How do you support and encourage the “standardization with customization” philosophy?
- What training resources can you leverage to make sure all employees have the skills to do the practice/innovation?
- How often are you observing the practices in action?
- How (and how often) do you recognize or praise good work, even if it’s work that expected of the person?



Self-assessment

- Do you know why employees are not doing the practices consistently? What are you doing to address concerns, pushback and barriers?
- How do you communicate the importance and benefits of the practice/innovation?
How do you solicit and address feedback about the practice/innovation?
- What do you do to promote employee well-being and bringing joy back to work?
- How do you ensure your colleagues are using patient feedback to understand what matters to patient?
- How do you hold yourself and others accountable for the practice/innovation?



Conclusion

- What will you do first to put your plan in motion?
- What support do you need?



Thank you!

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