

The Fire Dance: Igniting Efficiency + Positive Change in Your Practice

BRET D. CANFIELD

I have heard efficiency described as a focus on achieving good results in a minimal amount of time.

I would respectfully disagree.

Efficiency is a challenging and amazingly powerful process of reducing situational disadvantages while simultaneously increasing as many beneficial advantages as possible. It is a balancing act between effort and surrender. It is a push and pull that affects every corner of your hospital, every member of your team, and every client and patient we all interact with. The only question is: are you managing it... or is it managing you?

It is a dance. A dance with fire. Go too far and you get burned. Avoid it and you're left in the cold. It is vital, and complicated and perhaps the most overlooked aspect of thriving in these turbulent times.

In these workshops we will discuss the tremendous success that will come from practicing this dance. Even more importantly, we will discuss the high cost of leaving this process to chance, and the crippling effects it can have on medical outcomes, staff engagement, clinic functionality, client experience and more. We will learn to diagnose inefficiencies as they occur in your hospital – becoming masterful at determining both the source and the cause of these challenges. We will work through recommendations together, illuminating ways to create better, healthier, more sustainable plans and systems.

And the best part is that we will flow together. We will practice creating our own process maps. We will examine our workflows from different vantage points, under the best and worst of circumstances. We will be vulnerable and share our challenges with our colleagues, and with their help we will see our struggles from multiple perspectives, arriving at unexpected solutions to our greatest problems. With a little luck we will flow together with new ideas and renewed passion, and we will find those hidden pockets of inefficiency that are keeping us from achieving our true potential. Once found, we will review 25 different strategies to course correct and implement more efficient practices, plans and performance in our own clinics!

We will flow. We will be brave. We will connect deeply. We will teach each other, and in so doing, we will learn about ourselves. And if we do this well, we will dance through the fire. Together.

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Objectives

We are going to flow together! Let's start by diagnosing where the pockets of inefficiency are in your hospital. Once found, we are going to practice mapping your processes, like a treasure map – leading to greater patient outcomes, staff engagement, clinic profit, client experiences and more. And finally, we will discuss 25 different tactics to ignite the positive change that only comes with increased efficiencies!

Toolkit

PROCEDURAL EFFICIENCY

- Always have a plan
- Share that plan
- Gain constant agreement
- Inspect the plan
- Challenge the plan

OPERATIONAL EFFICIENCY

- Check the plan
- Close the skill gap
- Implement phase training
- Create muscle memory

ENGAGEMENT EFFICIENCY

- Check the plan
- Challenge leadership
- Build intentional culture
- Invest in motivation
- Reinforce accountability

Key Points

Be Present, Radiate Joy, Risk Failure, Respectfully Challenge, Embrace Transformation.

Process Mapping Workshop

On the next page complete the following 3 exercises:

Exercise 1: Map out your exam room workflow plan

Exercise 2: Map out your exam room workflow in reality

Exercise 3: Map out your exam room workflow on the worst day.

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Process Mapping Workshop

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