

Assessing Your Leadership/Management

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Vision and Values:

What is the process for senior leaders to determine the *organization's vision*?

How are the *vision and values* deployed throughout the organization from leadership to the workforce, to suppliers/partners, and to patients/customers/other stakeholders, especially physicians and other clinical providers of care?

Do senior leaders consistently demonstrate their commitment to the *vision and values*?

Do senior leaders consistently demonstrate their commitment to *legal and ethical behavior*?

Does the organizational culture consistently require commitment to the *vision, values and legal/ethical behaviors*?

Communication:

How do senior leaders communicate with and engage the entire workforce, patients, and other key customers?

How do they encourage frank, two-way communication, including use of social media, when appropriate?

How do they communicate key decisions and needs for organizational change; and take a direct role in motivating the workforce toward high performance and a patient, other customer, and health care focus, including by participating in reward and recognition programs?

Organizational Performance:

Do senior leaders create an environment for success now and in the future?

Do senior leaders create an environment for the achievement of your mission and for organizational agility?

Do senior leaders cultivate organizational learning?

Does organizational learning apply to all people in the workforce?

Do senior leaders create an organizational environment of innovation, and risk taking?

Does senior leadership foster patient and other customer engagement?

How does senior leadership create and promote a culture of patient safety?

How does senior leadership create a focus on action that will improve the organization's performance?

Does the organizational environment identify needed actions?

How does senior leadership demonstrate personal accountability for the organization's actions?