

## Monthly Meeting Model

**Establish a consistent reporting model** starting with those reporting to Vice Presidents and Assistant Vice Presidents. Leaders will be required to report results up to their immediate supervisor at least once per month using the following materials:

**Performance Appraisal** – Goals are established, valued (EP, SP) and weighted leader by leader. Senior leaders approve each leader’s Performance Appraisal. Review goals and discuss what has come on/off the plate.

**90-day plan with specific tactics and updates as needed** – Leaders create this plan at the beginning of each calendar quarter. It is a management tool to assure incremental progress on annual goals. It is also a communication tool to help staff engage in the goals, action steps and outcomes of their leader / department. Leaders post these on their Communications Boards under the Quality pillar of excellence.

**Monthly Report Card** – a summary of results for each goal; identify areas that need the support of the immediate supervisor – Leaders update this report monthly to demonstrate progress and identify areas where senior leader support is required. Leaders should also use this to update staff on progress by reviewing it at monthly staff meetings and by posting it on Communication Boards under the Quality pillar of excellence.

**Linkage Grid from LDI** – updates and completed items noted and reviewed – Assures implementation of learning, organizational improvement and return on your investment. *“Tell me how you are progressing on your linkage items. Are there areas where you need my help?”*

**Rounding Logs since the previous meeting** – questions from the senior leader:

*“Since our least time together, what have you learned about our organization by rounding?”*

*“What is working well for your direct reports/staff?”*

*“What are the tough questions you are getting and how can I help you answer them?”*

For those at the bedside or those who provide direct patient care: *“What is the one thing our patients have been saying consistently in your area?”*

**Thank you notes written since the previous meeting** – questions from senior leader:

*“Help me know you better. Why did you write these notes the way you did?”*

*“Help me know your staff better. What has been recent reaction to these notes?”*

**People – ask:**

*“Who have you hired since our last meeting? Tell me about the peer interview process for each person.”*

*“What evaluations are due for your direct reports / staff?”*

*“Tell me about your last 30 and 90-day meetings with new staff. What are the 1-2 things you have learned?”*

*“Tell me how you are using our Standards of Behavior as a management tool.”*

*“I want to spend a few minutes talking about your high performers and their IDPs. How can I help you help them progress in our company?”*

## Agenda Template – Supervisory Meeting

Pillar	Agenda/Minutes	Action Items Responsibilities Due Date
	FYI – for your information FD – for discussion FA – for action or decision	
	<ul style="list-style-type: none"> <li>• (add linkage grid items as appropriate)</li> <li>• Leaders bring LEM, monthly report card, 90 day plan</li> </ul>	
<b>Service</b>	<ul style="list-style-type: none"> <li>• Patient Satisfaction/Physician Satisfaction/Customer Satisfaction Goals/results</li> <li>• Rounding logs and outcomes discussion</li> <li>• Rounding on staff; rounding on internal customers – outcomes and follow up</li> <li>• Review key drivers; review questions on PRC survey</li> <li>• Review tactics to improve (90 day plan)</li> </ul>	
<b>People</b>	<ul style="list-style-type: none"> <li>• Employee Survey Results – action items</li> <li>• Turnover/Retention goals – results/progress</li> <li>• Rounding on staff – outcomes, wins, trends</li> <li>• Thank you notes</li> <li>• New hire 30/90 day conversations</li> <li>• Employee Evaluations</li> <li>• Review tactics to improve employee satisfaction</li> <li>• Review turnover; review exit interview forms</li> </ul>	
<b>Finance</b>	<ul style="list-style-type: none"> <li>• <b>Finance Goals/results/progress</b></li> </ul>	
<b>Quality</b>	<ul style="list-style-type: none"> <li>• <b>Quality Goals/results/progress</b></li> </ul>	
<b>Growth</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	
<b>Community</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	