



“What if we don’t change at all ...
and something magical just happens?”

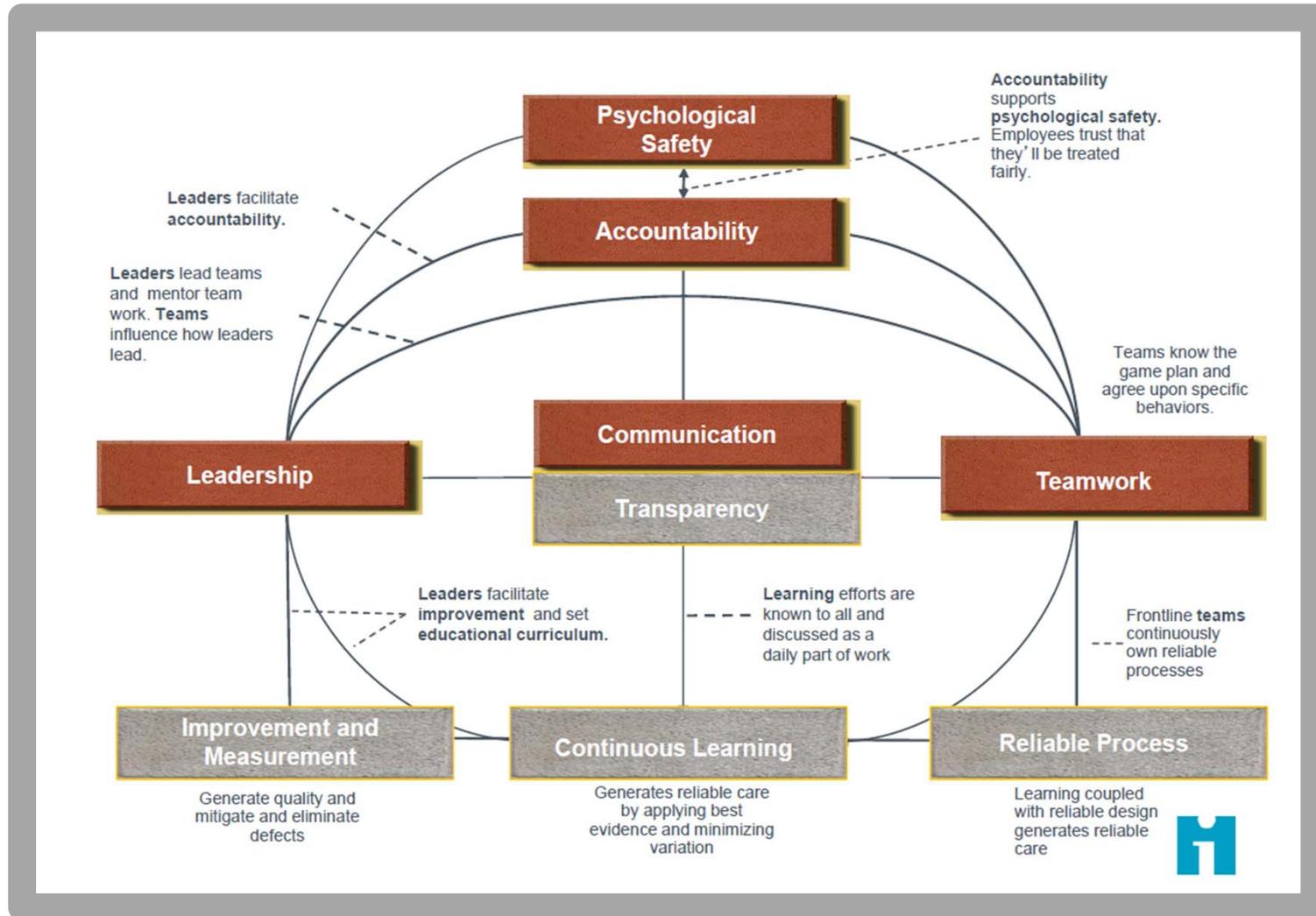
Northwest Rural Health Conference

Crossing to the Future of Sustainable Rural Health

March 26-28, 2018



Improvement Science Framework



Psychological Safety

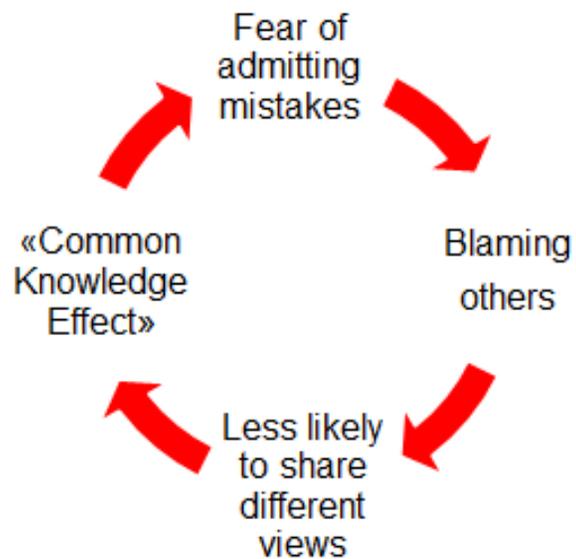
- The belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes
- Must establish trust, boundaries, and a sense of control in the team or social environment
 - Robert J. Marshak



Psychological Safety and Learning Behavior in Work Teams. Administrative Science Quarterly, Vol. 44, No. 2 (Jun., 1999, pp. 350-383, Amy Edmonson

Intimidation vs Leadership

Psychological Danger



NOW we can begin

- To achieve sustainable success you must –
 - Train Senior Leaders
 - Train Managers **IN THIS ORDER**
 - Train frontline staff
- Have a consistent methodology that staff understand and feel empowered to execute upon
- Eliminate the “flavors of the week”

Engaging the Staff

- Employees are masters at the workaround
- They know the processes better than anyone
- These are the folks who without their support to implement ANY change – you're dead in the water



Ways to Engage

- Improvement Projects
- Storyboard Rounding
- Learning Boards
- Safety Rounds
- Waste Walks
- Leadership Rounds
- Gemba Walks



Sound Familiar?



In Summary

- Create a culture of psychological safety – this is the most important foundation for **ANYTHING** you do at your organization
- Get the right people trained in the right methodology
- Involve frontline staff on all process improvement initiatives that impact their area
- Continuously ask questions and stay in tune

Questions?

Kurtis Kuykendall, M.B.A., L.S.S.B.B.

Seattle37@gmail.com

(509) 793-9709

