



Systems-Based Transformational
Leadership Solutions:

The New Agreements in Healthcare

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1. Find Your Higher Purpose for Work
2. Grow, and Serve Your People
3. Learn to Facilitate the 7 Tools
4. Practice a Little Every Day



The 94% Rule

94% of the results being created in the workplace are a function of the systems in which people work, not the efforts of the people. ~ W. Edwards Deming

Top-down vs Bottom-up Transformation

- Staff are less engaged
- Demoralizing culture
- Employees are perceived as being part of the problem, not the solution
- Oppressive workplace perception
- Root cause discovery is often impossible
- Opportunities and ideas are often missed
- Little flexibility
- Succession planning is difficult
- Excuses and mistakes will continue to occur
- Stress levels continue to mount
- Symptoms focused and putting out fires remains a constant
- Staff feel oppressed and under appreciated

The Law of Dissipative Structures

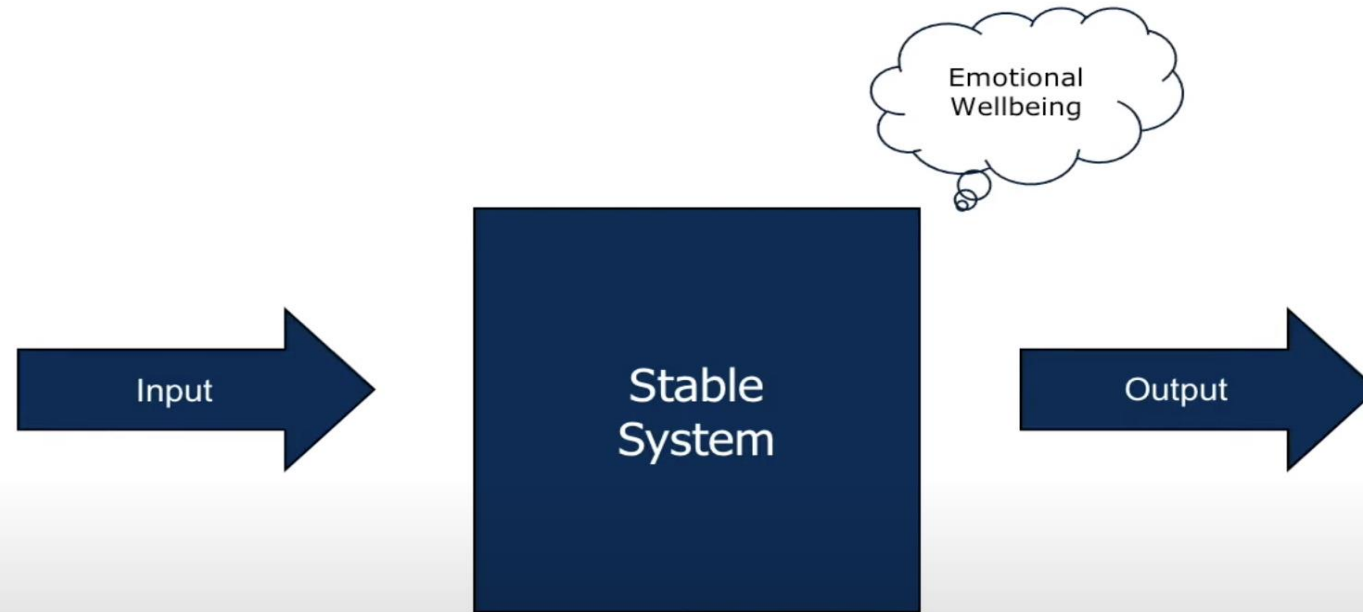
In 1977, Ilya Prigogine received the NOBEL PRIZE in Chemistry for his “Law of Dissipative Structures.”

“This law is the driving force behind the New Agreements D3D Systems Management process” ~ David Dibble

A Brief Explanation of The Law

1. Well designed systems are functional when used as intended

- Balanced inputs and outputs
- People are content

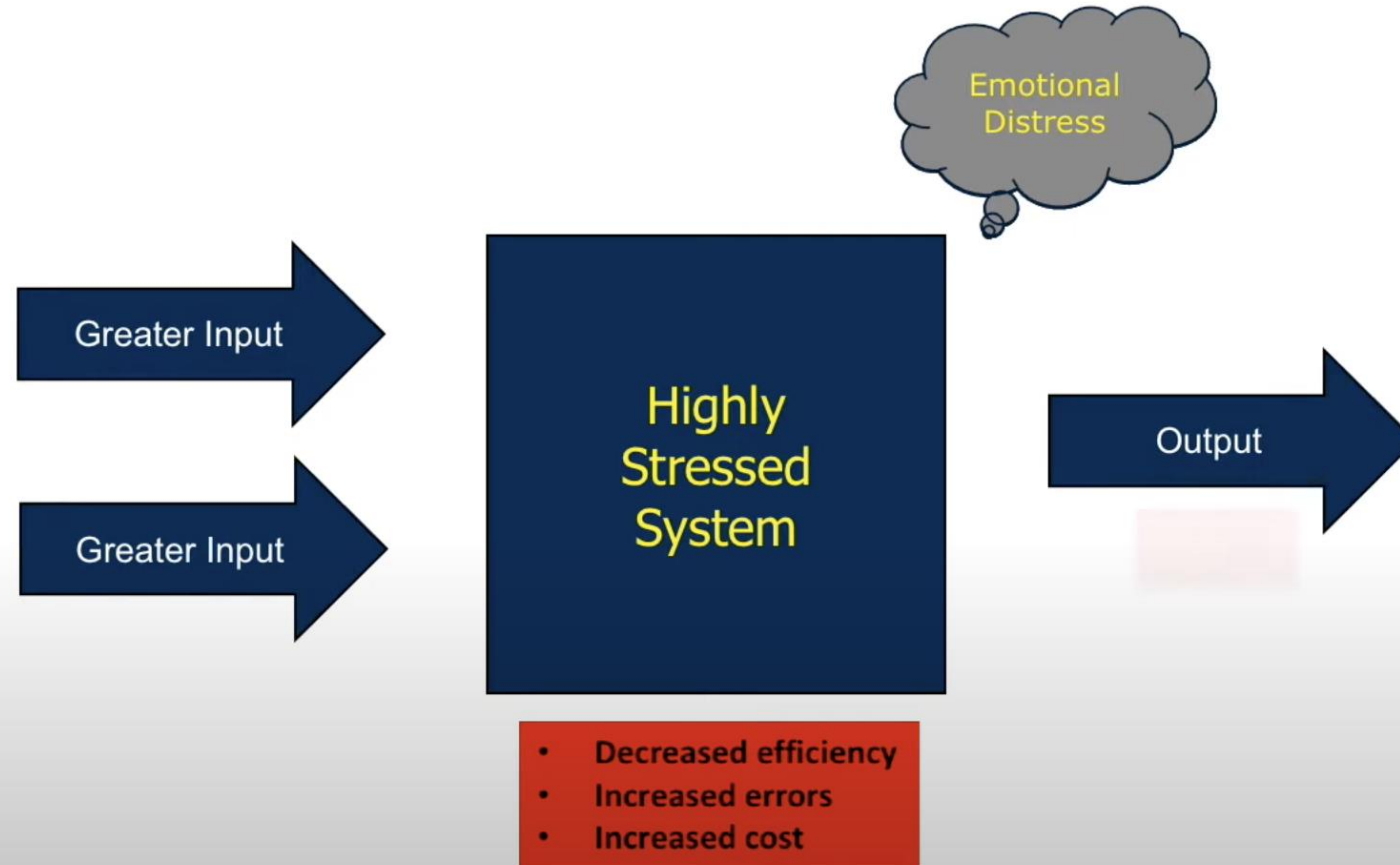


2. When we attempt to push a system beyond its design capability and capacity, it becomes highly stressed:

- People become stressed
- Quality and efficiency drop
- Cost increases

• Outputs don't improve

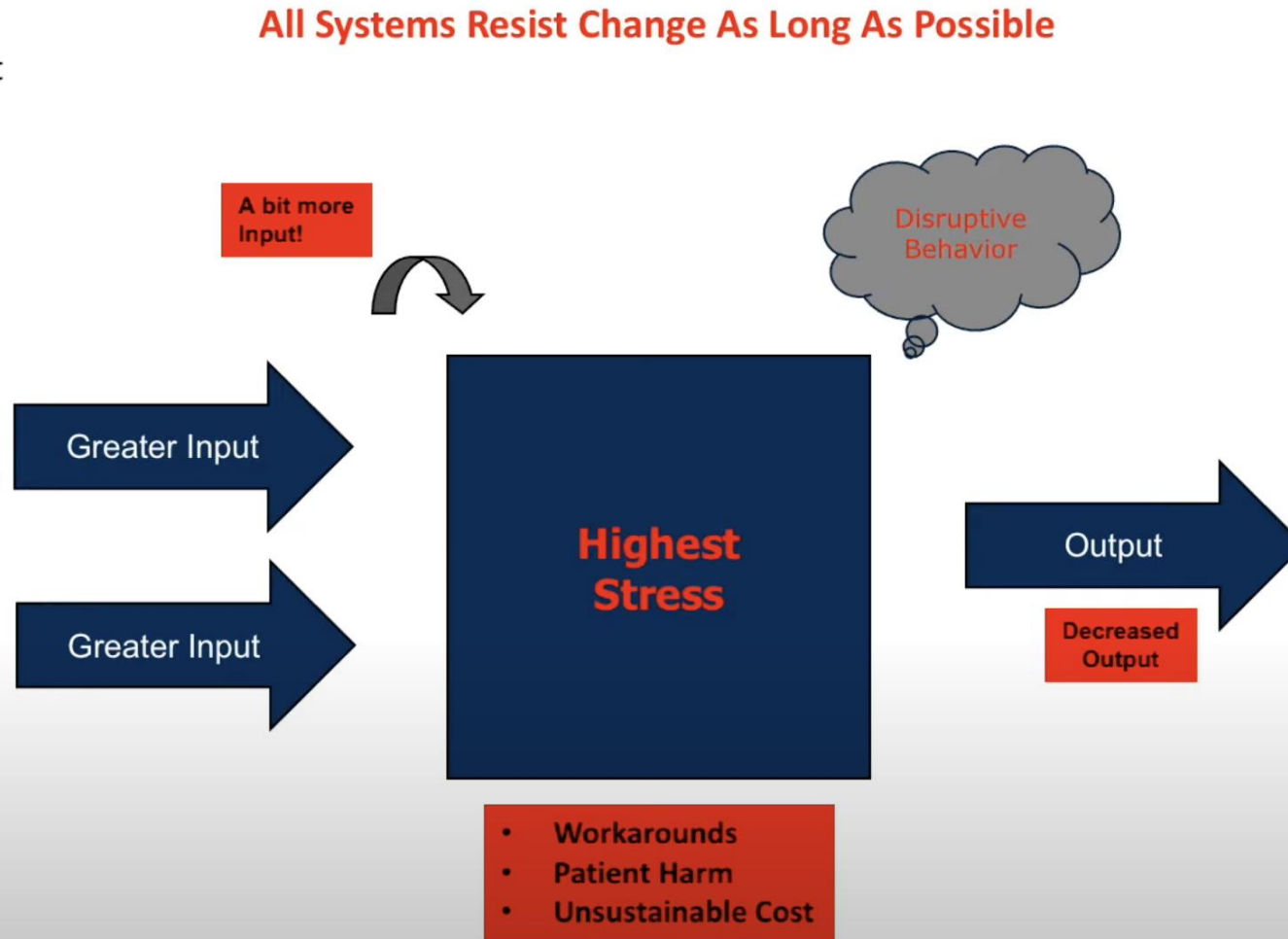
All systems resist change for as long as possible



3. Systems resist change for as long as possible (we don't like change!).

When a system is at highest stress level:

- Variation abounds
- Harm Risk Increases
- Value Plummetts
- Output Drops
- Disruptive behavior is not uncommon
- It doesn't take much extra strain to reach the tipping point



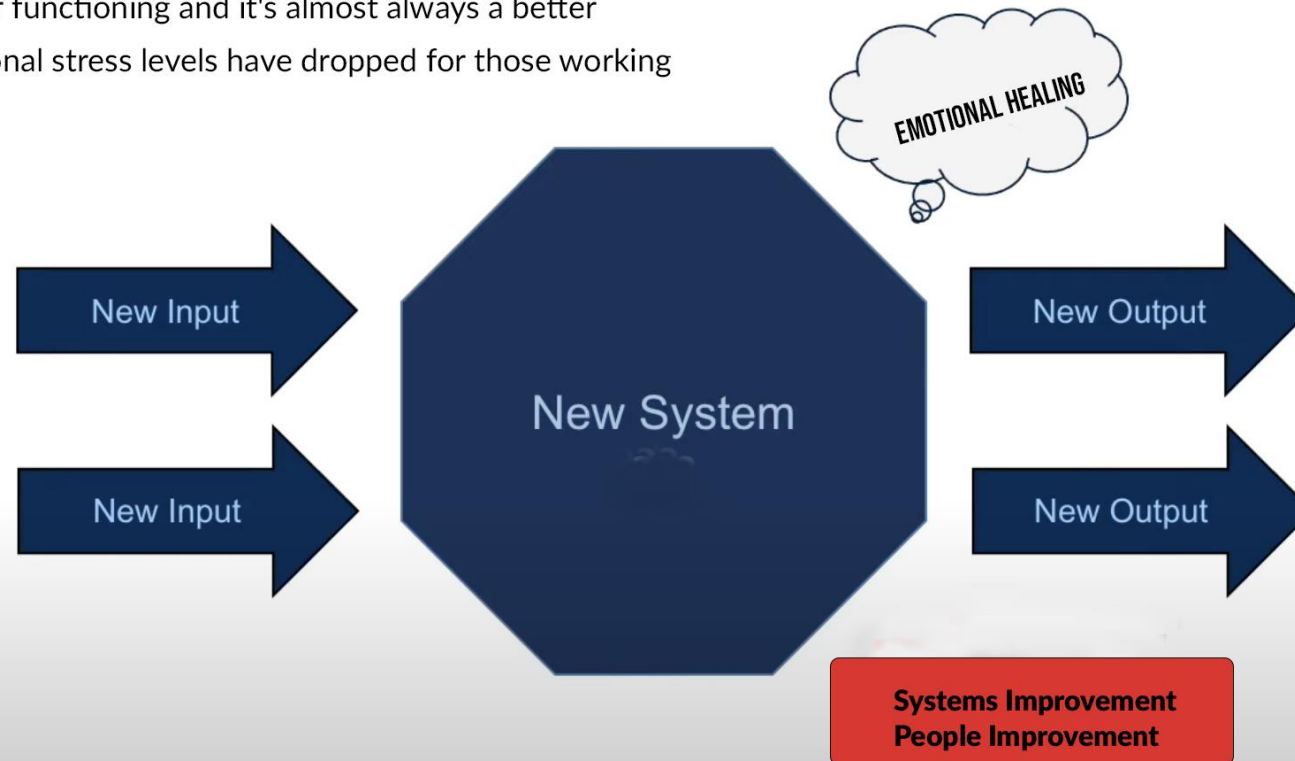
4. When the tipping point is reached, all bets are off!

- Capacity to absorb the strain is gone
- Systems can collapse with high energy and sudden profound impact
- Not much can be done to direct the immediate CHAOS



The new system that emerges will accommodate the prior demands in a new steady state.

The system is always better functioning and it's almost always a better experience because emotional stress levels have dropped for those working in the system.





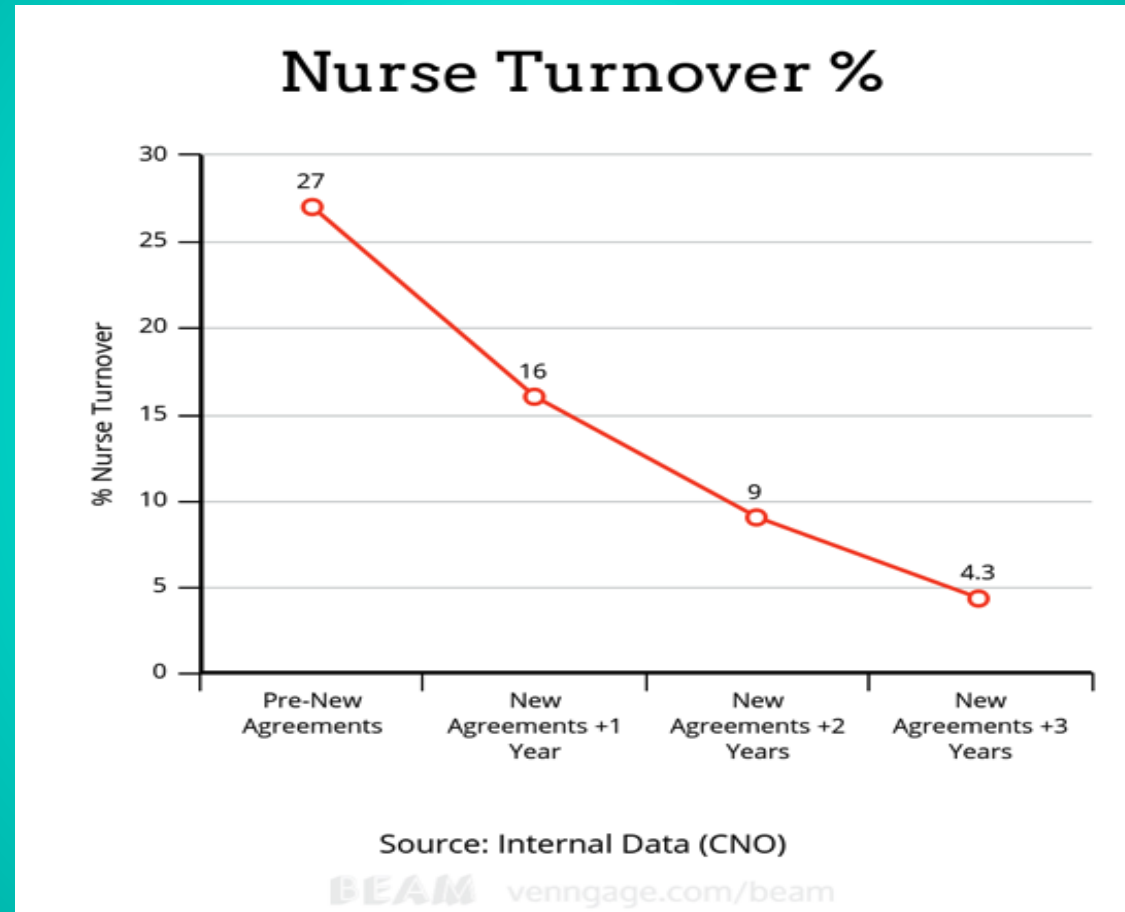
*“Change is NOT optional;
whether we choose to be proactive is.”*

~ Rick van Pelt, MD, MBA

Current Pain Points – Front Line Care Teams

- Nurse & Physician Burnout – PTSD
- Nurse & Physician Shortages
- Quality of Care
- Patient Access
- Safety
- Admin & Care Teams Misaligned

Real Transformation Fast





THE GAME CHANGER

New Agreements D3D

Systems-Based Management Process

1. Disruptive Discovery

Gathering Emotional Data

Frontline Workers Gaining Their Rightful Voices

2. Distillation

Grouping "Like Type" Energy Together

3. Defining

Choosing the 20% of the Systems to Fix
that Will Reduce 80% of the Stress

4. Right Actions & Sequencing

Choosing the action to be taken, accountable person, sequence, and action completion date

5. Real-time Reporting & Communication

Short capture of salient points to record step-by-step
history of progress

6. Right Measurement

Measure the 20% of the variables contributing 80% of the value, checklist for creating data collection form w/ new tools

7. New Agreements Facilitation

A “pull” strategy and is rarely directive, participation on a team should be voluntary

WHEN LEADERS USE SYSTEMS TOOLS

Three critical things happen:



New leaders and managers emerge. These are your front-line people who participate in the 80/20 systems process.



You grow and serve your people through masterful leadership.



You create a culture where everyone is trusted and respected.



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