

NMH Leadership Letter

Good morning All,

Between the harsh reality at the upper right and the promise of the lower there is only us. Values are just words on paper until someone steps forward, takes accountability, and changes the quality of the day. We have now been given the commission to take everything apart and improve it. Wow!

20/260

—The average number of deaths and injuries expected to be sustained in each of America's 5000 hospitals this year

The Pursuit of Perfection

Every day we provide excellent care and service to nearly everyone we encounter. All our schooling, all our years of experience combine to make good stuff, even miracles, happen. But occasionally something sneaks in and becomes a tipping factor, offsetting all our efforts and best intentions. That something is an enemy, a potential killer, and a force that must be destroyed. That enemy is the system.

We had a language lesson this last session. We're really not interested in just system improvement anymore; we have to go for system perfection. Perfection management. Gold Standard Care. The control limits are going to get squeezed as never before. Variance has to be reduced. And everybody has to rethink each step of what we do—Every department, every doctor, every leader, every Colleague. The promise is clear: we can produce six sigma, error free care, but we have to Define, Outline, Implement, Track.

Can We Do It?

There is absolutely no doubt about it. Already thousands of ideas have changed what we're doing, and done it with major impact. Customers are happier about us. Colleagues, too. But as Al Jolson said, "You ain't seen nothin' yet!" Now we're going to bring to bear additional power tools, and more systemic approaches.

In the end, a moon shot is not magic. It is just a To Do List with thousands of things that need doing. We work our way through it and.... "one giant leap for Mankind."

Think of it this way. There is nothing to stop us. There's no law or regulation that says we can't produce it, there's no lack of budget to make it unaffordable because it pays its own way as we go. It's just a matter of deciding to go, and doing the work.

10, 9, 8, 7...

Brother Clay

SERVE

—NMH Values



Management House Leadership Institute
www.ManagementHouse.com