



MANAGEMENT HOUSE™

A Division of Beta Group, Ltd.

Raising Standards In American Healthcare

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Dear NMH Colleagues,

I am one happy camper this morning! Just got off the phone with some of the Module Leaders and hearing of your impressive gains. DIG numbers are up produced by JDI warriors, and the latest physician ratings show double-digit gains in their NMH approval ratings. Yes, the docs do get it! Nothing makes the impossible dream seem more possible than doing some work! And the more we do, the better things are going to get. We are creating not only a great place for patients, but also a great place for ourselves.

Our TUL session next month is all about Continuous Improvement (CI). This chapter in the management story is about tools and methods that can make problem solving easier, faster, and deeper. The benefit to our team is that it is going to elevate our game, allowing us to tackle bigger problems and be even more successful. Yes, and it will improve your personality and promotability and.... Well, maybe that's over reaching a bit.

Anyway, this topic is a great one. It will be cascaded to all Colleagues in future training sessions, so do an extra good job at mastering this information as you will want to become your department's quality guru and reference person as our teams begin using this heavyweight ammo. Pay particular attention to the Road to Excellence workbook as there is a fair amount of pre work that has to be done.

Best to all,

Brother Clay

