

Best Practices – Vision, Goals, Strategies, Priorities/Timing

<u>VISION</u>	<u>GOALS</u>	<u>STRATEGIES</u>	<u>PRIORITIES/TIMING</u>
<p>We will create an empowering working culture and acquire capabilities that serve the University in achieving its mission by continually advancing productivity, operational quality, service to our customers (students, faculty, patients, staff) and employee satisfaction.</p>	<p>1. A significant and growing of “successful” JDC’s/Best Practices Committees achieving documented significant improvements in meaningful outcomes, e.g., customer satisfaction; patient satisfaction/access; productivity; cost savings; employee satisfaction.</p> <p style="padding-left: 20px;">-- At least six “successful” committees/units by end 05-06. “Success” is sustainable.</p> <p style="padding-left: 20px;">-- Identify and plan start-up of Best Practices units.</p> <p>2. Growing conviction among Union and Management employees that strengthened labor/management partnerships are vital. Achievable and happening – monitor through attitude studies.</p>	<p>1. Achieve results - build support for effective Best Practice/JDC’s across the campus through:</p> <p style="padding-left: 20px;">-- <u>Strong sponsorship</u> in selected key units in Medical School and Central Campus (top leaders)</p> <p style="padding-left: 20px;">-- <u>Effective training</u> (e.g., RAI initially); create internal training capability over time.</p> <p style="padding-left: 20px;">-- <u>Strong on-going facilitation support.</u></p> <p style="padding-left: 20px;">-- Support from members of Innovative Initiatives Steering Team.</p> <p style="padding-left: 20px;">-- Establishment/achievement of key milestones successes.</p> <p style="padding-left: 20px;">-- Living our values.</p> <p>2. Continued Learning - continue to learn how to best create and gain the benefits of Best Practices/JDC’s by:</p> <p style="padding-left: 20px;">-- Documenting results and developing case studies on how results are achieved (positive and negative) experiences.</p> <p style="padding-left: 20px;">-- Policy Board and Innovative Initiatives Steering Team share and act on learnings.</p> <p>3. Build and sustain “Best Practices” as a key strategic priority of University through:</p> <p style="padding-left: 20px;">-- Regular reviews of progress with President Levin/Officers.</p> <p style="padding-left: 20px;">-- Communication of tangible results to key groups; campus-wide.</p>	<p>1. Achieve Results</p> <p style="padding-left: 20px;">a. Training for JDC’s</p> <ul style="list-style-type: none"> • Initial group – late October • Schedule training for Medical School (projects to be defined) and Health Plan – November <p style="padding-left: 20px;">b. Assign facilitators and steering committee liaisons – Now</p> <p style="padding-left: 20px;">c. JDC’s to establish vision, define scope and key deliverable objectives – December 1</p> <p style="padding-left: 20px;">d. JDC’s report initial results/progress – Valentine’s Day ‘06</p> <p style="padding-left: 20px;">e. JDC’s report on results/progress/learnings -- by June 30 ‘06</p> <p style="padding-left: 20px;">f. Explicitly call out how our values are being lived and helping us to achieve our objectives</p> <p>2. Continued Learning</p> <p style="padding-left: 20px;">a. Paula Wilson and others document results and learnings from JDC experience. On going.</p> <p style="padding-left: 20px;">b. Paula and members of Steering Committee liaisons with JDC’s share lessons and learnings at every Steering Committee meeting. The T&E and Communications Committee members will be present for this. On going.</p> <p>3. Build/sustain Best Practices as a key University strategic priority.</p> <p style="padding-left: 20px;">a. Policy Board/Paula Wilson to review status/plans with Rick Levin and Officers – mid December. Provide quarterly updates during first year. Determine appropriate frequency thereafter.</p> <p style="padding-left: 20px;">b. Paula Wilson and at least two members of Policy Board provide quarterly updates on progress and learnings to appropriate leadership groups, e.g., Large Unit Business Managers; SSSB Business Managers; Medical School Forum, Deputy Provosts, BOP, FAS Business Managers.</p>