

NATIONAL CENTER FOR HEALTHCARE LEADERSHIP

Healthcare Leadership Competency Model (v2.1)

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NCHL Health Leadership Competency Model

The NCHL model provides breakthrough research and a comprehensive database for defining the competencies required for outstanding healthcare leadership for the future.



L1. ACCOUNTABILITY

The ability to **hold people accountable to standards of performance or ensure compliance** using the power of one's position or force of personality appropriately and effectively, with the long-term good of the organization in mind.

L1.1 Communicates Requirements and Expectations

Gives basic directions; Makes needs and requirements reasonably clear; Ensures understanding of task requirements and performance expectations; Explicitly delegates details of routine tasks in order to free self for more valuable or longer-range considerations

L1.2 Sets Limits

Establishes high but achievable performance, quality, and resource utilization standards; Firmly says no to unreasonable requests; Sets limits for others' behavior and actions; Limits others' options to force them to make desired resources available

L1.3 Demands High Performance

Imposes new, different, or higher standards of performance with little input from others; Insists on compliance with own orders or requests; Monitors performance against clear standards; Ensures promised results are achieved; Demands high performance, quality, and resources; Issues clear warnings about consequences for non-performance; Shares results with stakeholders

L1.4 Confronts Performance Problems

Openly and directly confronts individual and team performance shortfalls and problems; Holds people accountable for performance; Ensures timely resolution to performance deficiencies; Appropriately dismisses people for cause

L1.5 Creates Culture of Accountability

Creates a culture of strong accountability throughout the organization; Holds others accountable for demanding high performance and enforcing consequences of non-performance and taking action; Accepts responsibility for results of own work and that delegated to others

L2. ACHIEVEMENT ORIENTATION

A concern for **surpassing a standard of excellence**. The standard may be one's own past performance (striving for improvement); an objective measure (results orientation); outperforming others (competitiveness); challenging goals, or something that has not been done previously (innovation).

L2.1 Wants to Do Job Well

Tries to do the job well or right; Expresses a desire to do better; Expresses frustration at waste or inefficiency; Delivers expected results in line with job requirements

L2.2 Creates Own Measure of Excellence

Sets standard of personal expectation for excellence in both the quality and quantity of work; Tracks and measures outcomes against a standard of excellence - one that is higher and more precise - not imposed by others; Focuses on new or more precise ways of meeting goals set by others

L2.3 Improves Performance

Makes specific changes in the system or in own work methods to improve performance; Does something better, faster, at lower cost, more efficiently

L2.4 Sets and Works to Meet Challenging Goals

Establishes - "stretch goals" for self and others that are realistic and possible to reach; Strives to achieve a unique standard (e.g., "No one had ever done it before."); Compares specific measures of baseline performance compared with better performance at a later point in time (e.g., "When I took over, efficiency was 20%; now it is up to 85%.")

L2.5 Makes Cost-Benefit Analyses

Makes decisions, sets priorities, or chooses goals on the basis of calculated inputs and outputs (e.g., makes explicit considerations of potential profit and risks or return on investment); Analyzes entrepreneurial opportunities in relation to risks, return on investment, and the scope and magnitude of the investments
(continued)

L2.6 Takes Calculated**Entrepreneurial Risks**

Commits significant resources and/or time in the face of uncertain results when significantly increased or dramatic benefits could be the outcome (e.g., improved performance, a challenging goal)

L3. ANALYTICAL THINKING

The ability to **understand a situation, issue, or problem by breaking it into smaller pieces or tracing its implications in a step-by-step way**. It includes organizing the parts of a situation, issue, or problem systematically; making systematic comparisons of different features or aspects; setting priorities on a rational basis; and identifying time sequences, causal relationships, or if-then relationships.

L3.1 Breaks Down Problems

Breaks problems into simple lists of tasks or activities without assigning values; Lists items with no particular order or set of priorities

L3.2 Identifies Basic Relationships

Identifies the cause-and-effect relationship between two aspects of a situation; Separates situations into two parts: pro and con; Sorts out a list of tasks in order of importance

L3.3 Recognizes Multiple Relationships

Makes multiple causal links: several potential causes of events, several consequences of actions, or multiple-part chain of events (A leads to B leads to C leads to D); Analyzes relationships among several parts of a problem or situation (e.g., anticipates obstacles and thinks ahead about next steps, in detail, with multiple steps)

L3.4 Develops Complex Plans or Analyses

Identifies multiple elements of a problem and breaks down each of those elements in detail, showing causal relationships between them; Peels back multiple layers of a problem; Uses several analytical techniques to identify potential solutions and weigh the value of each

L4. CHANGE LEADERSHIP

The ability to **energize stakeholders and sustain their commitment** to changes in approaches, processes, and strategies.

L4.1 Identifies Areas for Change

Publicly defines one or more specific areas where change is needed; Identifies what needs to change, but may not completely describe the path to change

L4.2 Expresses Vision for Change

Defines an explicit vision for change (i.e., what should be different and how); Modifies or redefines a previous vision in specific terms; Outlines strategies for change

L4.3 Ensures Change Message is Heard

Deliver the message or vision for change to everyone affected; Repeats message wherever possible; Posts change messages (e.g., banners, plaques, or other physical and public reminders); Provides opportunities for others to engage in change initiatives

L4.4 Challenges Status Quo

Publicly challenges the status quo by comparing it to an ideal or a vision of change; Creates a realistic sense of crisis or a disequilibrium in order to prepare the ground for change; Energizes others for change

L4.5 Reinforces Change Vision Dramatically

Takes a dramatic action (other than giving a speech) to reinforce or enforce the change effort; Personally exemplifies or embodies the desired change through strong, symbolic actions that are consistent with the change

L4.6 Provides Calm During the Storm of Change

Maintains an eye on the strategic goals and values during the chaos of change; Provides focused, unswerving leadership to advance change initiatives; Exemplifies quiet confidence in the progress and benefits of change; Provides direction for overcoming adversity and resistance to change; Defines the vision for the next wave of change

L5. COLLABORATION

The ability to **work cooperatively with others, to be part of a team**, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader.

L5.1 Conducts work in a cooperative manner

Supports team decisions; Does his or her share of the work; Keeps other team members informed and up-to-date about what is happening in the group; Shares all relevant or useful information

L5.2 Expresses Positive Attitudes and Expectations of Team or Team Members

Expresses positive attitudes and expectations of others in terms of their abilities, expected contributions, etc.; Speaks of team members in positive terms, either to the team member directly or to a third party; Develops effective working interactions with teammates

L5.3 Solicits Input

Genuinely values others' input and expertise; Actively seeks the input of others to increase the quality of solutions developed; Displays willingness to learn from others, including subordinates and peers; Solicits ideas and opinions to help form specific decisions or plans; Works to create common mindset

L5.4 Encourages Others

Publicly credits others who have performed well; Encourages others; Empowers others

L5.5 Builds Team Commitment

Acts to promote good working relationships regardless of personal likes or dislikes; Breaks down barriers across groups; Builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; Encourages or facilitates a beneficial resolution to conflict; Creates conditions for high-performance teams

L6. COMMUNICATION SKILLS

The ability to **speak and write in a clear, logical, and grammatical manner** in formal and informal situations to prepare cogent business presentations and to facilitate a group.

L6.1 Uses Generally Accepted English Grammar

Uses subject-verb agreement and parallel structure; Uses rules of punctuation and sentence and paragraph construction; Uses concise thematic construction

L6.2 Prepares Effective Written Business Cases or Presentations

Uses accurate and complete presentation of facts; Uses logical presentation of arguments pro and con; Develops well-reasoned recommendations; Prepares concise executive summary

L6.3 Makes Persuasive Oral Presentations

Uses clear and understandable voice that is free of extraneous phrases (i.e., "uhm" and "you know"); Uses effective audiovisual media (presentation software, exhibits, etc.); Stays on the topic; Engages in non-defensive Q&A; Stays within time allotment

L6.4 Facilitates Group Interactions

Uses varied communication management techniques, brainstorming, consensus building, group problem solving, and conflict resolution; Demonstrates good meeting management techniques (e.g., agenda development, time management)

L7. COMMUNITY ORIENTATION

The ability to **align one's own and the organization's priorities with the needs and values of the community**, including its cultural and ethnocentric values and to move health forward in line with population-based wellness needs and national health agenda.

L7.1 Responds Appropriately to Community Needs

Follows through, when asked, on inquiries, requests, complaints; Keeps stakeholders up-to-date about progress of projects or other events that impact them

L7.2 Maintains Clear Communication

Maintains clear communication with community leaders and constituents regarding mutual expectations; Monitors community satisfaction and potential health needs; Regularly distributes helpful information to key stakeholders; Gives friendly, cheerful service

L7.3 Takes Personal Responsibility for Initiating Collaborative Planning

Corrects problems promptly and non-defensively; Takes personal responsibility for correcting service problems; Initiates collaborative planning; Mobilizes resources to meet community health needs and challenges

L7.4 Participates with and Understands the Community

Sponsors activities, takes action, and conducts data gathering to understand the health needs of the local and regional communities; Gets involved in the community for the purposes of increasing wellness and presenting a good image of the organization; Is routinely involved in community health programs, interventions, and services
(continued)

L7.5 Provides Services to the Community

Takes deliberate action to support the local and regional community's health values and needs; Initiates or develops a new service or array of services to address the specific needs of the population and how it wants to receive health, recognizing ethnic and cultural differences; Works with other regional health organizations and constituencies to create a comprehensive and integrated health system to promote long-term wellness and serve community needs; Advocates for community health needs and priorities

L7.6 Advocates for the Broader Health Environment

Engages in meaningful actions at the national level to move recognized priorities forward; Partners across health constituencies to create a coordinated and dynamic health system on a national basis that meets long-term health and wellness needs; Understands needs of health stakeholders nationally and pushes their agenda forward

L8. FINANCIAL SKILLS

The ability to see the potential in and understand the use of administrative and clinical information technology and decision-support tools in process and performance improvement. Actively sponsors their utilization and the continuous upgrading of information management capabilities.

L8.1 Explains the Organization's Financial Metrics and Reports

Uses financial metrics to drive and track the organization's success; Explains income statement, balance sheet, cash flow; Explains indicators of financial health, especially profitability, and accounting entries through general ledger to revenue

L8.2 Manages Budgets and Assets

Develops budgets; Demonstrates expense and revenue management (unit or department); Manages budget variances, including revisions and corrective actions; Explains expense sources and management alternatives with implications; Understands sources of revenue including sensitivity analyses; Demonstrates capital budgeting and asset management

L8.3 Understands Impact of Reimbursement Models

Assesses reimbursement and payment system alternatives; Explains connections between models and behavior of providers and payers; Develops incentives; Considers impact of reimbursement and payment systems when assessing management alternatives

L8.4 Evaluates Financial Analyses and Investments

Analyzes rate of return, net present value, cash flow analyses, and risk-return trade-offs and cost-benefit analyses; Analyzes population, disease, utilization data; Understands basics of insurance rating and actuarial risk

L8.5 Develops Long-term Financial Plans

Develops long-term plans for funding growth and development (e.g., new services, clinical programs, community outreach); Develops long-term capital spending for building renovation and expansion; Develops funding sources and their financial implications

L9. HUMAN RESOURCES MANAGEMENT

The ability to implement staff development and other management practices that represent contemporary best practices, comply with legal and regulatory requirements, and optimize the performance of the workforce, including performance assessments, alternative compensation and benefit methods, and the alignment of human resource practices and processes to meet the strategic goals of the organization.

L 9.1 Is Familiar with Basic Employment Processes and Law

Demonstrates basic knowledge of employment management principles, policies, and law in relation to hiring, promotion, or dismissal; Applies human resources policies and procedures; Applies equal opportunity and federal contract compliance (EEOC/OFCCP), the disabilities act (ADA), fair labor standards (FLSA) and employee income, security, and refinement regulations (ERISA); Demonstrates an understanding of union/labor principles and practices (e.g., contracting, negotiations, grievance process, mediation)

L9.2 Uses Alternative Compensation and Benefit Programs

Conducts job analysis, evaluation, and grading; Uses compensation surveys; Understands compensation structures, including: market pricing, pay delivery models and their implications, benefits and their role in total compensation, and union wage and hour contract provisions; Uses compensation, benefit, and incentive programs to optimize performance of diverse employee stakeholders; Conducts performance assessments

L9.3 Aligns Human Resource Functions with Strategy

Aligns human resource functions to achieve organizational strategic outcomes; Understands the importance of aligning recruitment and selection, job design and work systems, learning and development, reward and recognition, and succession planning

L10. IMPACT AND INFLUENCE

The ability to persuade, convince, influence, or impress others (individuals or groups) in order to get them to go along with or to support one's opinion or position. The "key" is understanding others, since *Impact and Influence* is based on the desire to have a specific impact or effect on others where the person has a specific type of impression to make, or a course of action that he or she wants the others to adopt.

L10.1 Expresses Logical Intention but Takes No Action

Intends to have a specific effect or impact; Communicates intentions; Expresses concern with reputation, status, appearance, etc., but does not take any specific actions

L10.2 Takes a Single Action to Persuade

Uses direct persuasion in a discussion or presentation; Appeals to reason, data, others' self-interest; Uses concrete examples, visual aids, demonstrations, etc.; Makes no apparent attempt to adapt presentation to the interest and level of the audience

L10.3 Takes Multiple Actions to Persuade

Takes two or more steps to persuade without trying to adapt specifically to level or interest of an audience; Includes careful preparation of data for presentation; Makes two or more *different* arguments or points in a presentation or a discussion; Uses multiple points of view and delivery alternatives

L10.4 Calculates Impact of Actions or Words

Analyzes the needs, interests, and expectations of key stakeholders; Anticipates the effect of an action or other detail on people's image of the speaker; Prepares for others' reactions; Tailors messages to interests and needs of audience; Aligns persuasion actions for targeted effects or impact; Takes a well-thought-out dramatic or unusual action in order to have a specific impact
(continued)

L10.5 Uses Indirect Influence

Uses chains of indirect influence: “Get A to show B so B will tell C such-and-such”; Takes two or more steps to influence, with each step adapted to the specific audience; Enlists endorsements of others (e.g., experts or other third parties) to influence

L10.6 Use Complex Influence Strategies

Assembles coalitions; Builds “behind-the-scenes” support for ideas; Uses an in-depth understanding of the interactions within a group to move toward a specific position (e.g., may give or withhold information among individuals to have specific effects)

L11. INFORMATION SEEKING

An underlying curiosity and desire to know more about things, people, or issues, including the desire for knowledge and staying current with health, organizational, industry, and professional trends and developments. It includes **pressing for exact information; resolving discrepancies by asking a series of questions; and scanning for potential opportunities** or information that may be of future use, as well as staying current and seeking best practices for adoption.

L11.1 Consults Available Resources

Asks direct questions of the people who are knowledgeable about the situation, such as people who are directly involved; Uses readily available information, or consults other resources

L11.2 Investigates Beyond Routine Questions

Conducts preliminary investigations regarding a problem or situation beyond routine questioning; Finds those closest to the problem and investigates further, such as asking, “What happened?”

L11.3 Delves Deeper

Asks a series of probing questions to get at the root of a situation, a problem, or a potential opportunity below the surface issues presented; Calls on others who are not personally involved, to get their perspective, background information, experience, etc.; Does not stop with the first answer; finds out why something happened; Seeks comprehensive information, including expecting complexity

L11.4 Conducts Research to Maintain Knowledge

Makes a systematic effort over a limited period of time to obtain needed data or feedback; Conducts in-depth investigation from unusual sources; Commissions others to conduct formal research (e.g., market, financial, competitive) through newspapers, magazines, computer search systems, or other resources regarding practices in health and other industries for the purpose of keeping current; Seeks expert perspective and knowledge
(continued)

L11.5 Is Recognized as a User of Best Practices

Establishes ongoing systems or habits to get information; for example, walks around, holds regular informal meetings, or scans publications that feature best practices; Enlists individuals to do regular, ongoing information gathering; Adopts the best practices from other industries

L12. INFORMATION TECHNOLOGY MANAGEMENT

The ability to **see the potential in and understand the use of administrative and clinical information technology and decision-support tools** in process and performance improvement. Actively sponsors their utilization and the continuous upgrading of information management capabilities.

L12.1 Recognizes the Potential of Information Systems in Process and Patient Service Improvement;

Is familiar with current technology for patient tracking (especially registration, billing and records management), financial automation and reporting, and reimbursement management; Is open to automation of paper-based processes

L12.2 Actively Promotes Information Systems Implementation

Understands PC and network technologies and uses this knowledge to advocate integrated systems that collect, track and share information across local- and wide-area networks; Understands how information technology tools simplify, streamline and improve care, including the ability to make a cogent case for using these tools to clinical and administrative audiences; Personally uses and supports investment in databases, Web-based tools, and information systems

L12.3 Champions Decision-Support Systems Implementation

Provides staff and clinicians with state-of-the-art tools (such as handheld devices, notepad computers, etc) to access information, record data (including patient data) and make decisions; Supports use of Web-based diagnostic capabilities; Provides patients with access to their health information on-line, including scheduling and seeing laboratory and test data; Develops and resources a long-term (i.e., five years) information systems plan that includes intranet and Internet capabilities
(continued)

L12.4 Seeks and Challenges the Organization to Use Leading-Edge and Developing Information Technology

Stays up to date on the latest developments in information technology; Identifies new opportunities to use latest information technology in the organization. These uses fundamentally alter the way the organization operates or promotes wellness; Partners with the latest thinkers and developers to identify and implement breakthrough systems

L13. INITIATIVE

Identifying a problem, obstacle, or opportunity *and* taking action in light of this identification to address current or future problems or opportunities. Initiative should be seen in the context of proactively doing things and not simply thinking about future actions. The time frame of this scale moves from addressing current situations to acting on future opportunities or problems.

L13.1 Reacts to Short-Term Opportunities or Problems;

Recognizes and reacts to present opportunities; Reacts to present problems, including overcoming obstacles

L13.2 Is Decisive in Time-Sensitive Situations

Acts quickly and decisively in a crisis or other time-sensitive situation; Acts with a sense of urgency when the norm is to wait, study the situation, and hope the problem will resolve itself

L13.3 Looks Ahead to Take Action Short-term

Anticipates short-term opportunities, obstacles, and problems; Takes action to create an opportunity, prevent problems, or avoid future crisis, looking ahead within a three-month time frame

L13.4 Takes Action on Longer-term Opportunities

Anticipates longer-term opportunities, problems, and obstacles; Proactively takes action to create an opportunity or avoid future crisis, looking ahead 4-12 months

L13.5 Acts Over a Year Ahead

Scans for environmental inflection points to anticipate changes, future opportunities, and potential crises that others may not see; Anticipates and takes action to create an opportunity or avoid future crisis looking over a year ahead

L14. INNOVATIVE THINKING

The ability to **apply complex concepts, develop creative solutions, or adapt previous solutions** in new ways for breakthrough thinking in the field.

L14.1 Applies Basic Rules

Applies simple rules, common sense, evidence, and past experiences to identify problems; Recognizes when a current situation is exactly the same as a past situation

L14.2 Recognizes Patterns Based on Life Experience

When looking at information, sees patterns, trends, or missing pieces/linkages; Notices when a current situation is similar or dissimilar to a past situation, and identifies the similarities and/or differences

L14.3 Applies “Tried and True” Concepts or Trends

Uses knowledge of theory and different past trends or occurrences to look at current situations; Applies and modifies concepts or methods appropriately

L14.4 Clarifies Complex Ideas or Situations

Makes complex ideas or situations clear, simple, and/or understandable (e.g., re-framing the problem, use of analogy); Assembles ideas, issues, and observations into a clear and useful explanation; Restates existing observations or knowledge in a simpler fashion; Takes intricate data and puts it into lay terms; “boils down” information

L14.5 Creates New Concepts or Breakthrough Thinking

Creates new concepts that are not obvious to others and not learned from previous education to explain situations or resolve problems; Looks at things in new ways that yield new or innovative approaches – breakthrough thinking; Shifts the paradigm; starts a new line of thought

L15. INTERPERSONAL UNDERSTANDING

The ability to understand other people as well as to **accurately hear and understand the unspoken or partly expressed thoughts, feelings, and concerns of others.** It measures increasing complexity and depth of understanding of others and includes cross-cultural sensitivity.

L15.1 Recognizes Emotions and Concerns of Others

Recognizes emotion by reading body language, facial expression, and/or tone of voice; Attends to thoughts and concerns (spoken and unspoken) displayed by others

L15.2 Interprets Emotions and Verbal Content

Understands *both* emotion (by reading body language, facial expression, and/or tone of voice) and the content of what the person is saying; Accurately interprets emotion and content of what others say; Recognizes when the emotion and content do not appear to be in sync

L15.3 Commits to Understanding Others

Takes time to get to know people beyond superficial or job-related information; Genuinely seeks to understand people as individuals and their points of view; Uses insights gained from the knowledge of others to know “where they are coming from” or why they act in certain ways

L15.4 Displays Sensitivity to Cultural, Ethnic, and Social Issues

Is sensitive to the cultural, ethnic, and social backgrounds of individuals and groups; Understands their differences with an eye toward accommodating or appreciating them; Displays an in-depth understanding of the ongoing reasons for a person’s behavior or responses

L15.5 Actively Increases Diversity and Multicultural Approaches

Uses own insights and perceptions to create greater diversity and multiculturalism; Uses understanding to shape future care scenarios to respond more positively to different community and demographic groups

L16. ORGANIZATIONAL AWARENESS

The ability to understand and learn the formal and informal decision-making structures and power relationships in an organization or industry (e.g., stakeholders, suppliers). This includes the ability to identify who the real decision makers are and the individuals who can influence them, and to predict how new events will affect individuals and groups within the organization.

L16.1 Uses Formal Structure

Uses the formal structure or hierarchy of an organization to get things done; Understands chain of command, positional power, rules and regulations, policies and procedures, etc.

L16.2 Applies Understanding of Informal Structure

Uses the informal structure of an organization when the formal structure does not work as well as desired; Recognizes key actors, decision influencers, etc.; Applies this knowledge when formal structure does not work as well as desired

L16.3 Adapts Actions to Climate and Culture

Recognizes norms and values of an organization including the unspoken guidelines about what people are and are not comfortable doing, and what is and is not possible at certain times or by people in certain positions; Adopts the “language and feel” of the organization; Uses formats and terminology that reflect the environment

L16.4 Considers Priorities and Values of Multiple Constituencies

Takes time to become familiar with the expectations, priorities, and values of health’s many stakeholders (e.g., physicians, nurses, patients, staff, professionals, families, community leaders); Uses this understanding to build coalitions and consensus around the organization’s vision, priorities, and national health and wellness agendas; Recognizes and/or uses ongoing power and political relationships within the constituencies (alliances, rivalries) with a clear sense of organizational impact
(continued)

L16.5 Uses Insights of Stakeholders’ Underlying Actions and Issues

Addresses the deeper reasons for organization, industry, and stakeholder actions, such as the underlying cultural, ethnic, economic, and demographic history and traditions; Uses these insights to gain long-term support for the creation of local, regional, and national integrated health systems that achieve national agenda for health and wellness

L17. PERFORMANCE MEASUREMENT

The ability to understand and use statistical and financial methods and metrics to set goals and measure clinical as well as organizational performance; commitment to and employment of evidence-based techniques.

L17.1 Monitors Indicators of Performance

Uses knowledge of customers, markets, and financial and management accounting to track organization performance and financial results; Implements basic patient tracking (e.g., registration, invoicing, third-party payer) and operational (e.g., numbers of procedures, equipment usage) measurement systems; Reports results in an accurate, timely manner that clearly shows organization performance

L17.2 Monitors a “Scorecard” of Quantitative and Qualitative Measures

Tracks financial, customer, quality, and employee performance measures; Uses patient and constituent satisfaction scores, as well as demographic and epidemiological statistics to set organizational priorities, plans, and investments; Gathers both quantitative and qualitative information on customer perceptions, market position, and financial viability; Tracks high-incidence procedures and conditions; Establishes procedures based on evidence; Ensures medical professionals undergo quality reviews; Uses measurement systems to determine “early warning” as well as “rear window” indicators

L17.3 Uses Evidence-based Approaches to Support Community Wellness

Monitors community wellness; Measures organization success by tracking community wellness and performance against national criteria and priorities; Uses advanced warning measures to enable the movement of people, equipment, and resources; Anticipates community needs; Ensures timeliness, effectiveness, and efficiency of services; Advocates for treatment and other care decisions that are evidenced based and patient/customer centered

L18. PROCESS MANAGEMENT AND ORGANIZATIONAL DESIGN

The ability to analyze and design or improve an organizational process, including incorporating the principles of quality management as well as customer satisfaction.

L18.1 Conducts Process Flow Analyses

Uses process mapping and analysis software; Maps process steps; Identifies key decision points; Determines staffing requirements (numbers, costs and essential knowledge, skills and other attributes), cost implications, and service implications

L18.2 Benchmarks Good Processes and Practices

Conducts benchmarking and best practices research and interpretation to improve both clinical and non-clinical organizational practices; Understands customer service and satisfaction drivers; Understands continuum of care across different delivery sites (e.g., outpatient, acute care, specialty clinic); Defines roles and responsibilities of different caregivers and other providers; Defines roles and responsibilities of administrators and departments; Understands legal, accrediting, and regulatory requirements; Understands clinical research requirements and practices; Knows patient and information confidentiality requirements; Determines costs and revenue implications

L18.3 Evaluates Organization Structure and Design

Assesses organizing structures (functional, departmental, service line, etc.) and their advantages and disadvantages; Understands basic differences in provider structures (i.e., practice site, teaching hospital, community hospital, clinic, sub-acute provider); Uses organization structure to design and improve performance
(continued)

L18.4 Understand the Basics of Organization Governance

Understands governance practices, including board relations, committee structure, and fiduciary, ethics, and clinical review responsibilities; Defines role and responsibilities of foundations and other auxiliary organizations; Uses key governing and regulatory organizations such as state, county, and city governments; Uses organization governance to enhance quality, customer satisfaction, and performance

L19. PROFESSIONALISM

The demonstration of **ethics, sound professional practices, social accountability, and community stewardship**. The desire to act in a way that is consistent with one’s values and what one says is important.

L19.1 Acts Openly and Honestly

Acts consistently and according to organization’s expressed core values; Deals with staff, public, and government in an open and truthful manner; Expresses what he or she believes even when the message may not be welcome; Shares information, insights, or comments when it would be easier to refrain from doing so

L19.2 Promotes Organizational Integrity

Ensures that organization adheres to honesty and fair dealing with all constituencies, including employees and community stakeholders; Promotes the development of professional roles/values that are compatible with the improvement of health and wellness; Serves all equally and upholds trustworthiness

L19.3 Maintains Social Accountability

Develops and implements systems for tracking and sustaining commitments to the community and customers; Acknowledges issues and contributing factors; Publicly admits to mistakes; Establishes approaches to handling issues and mistakes with openness, honesty, and fairness

L19.4 Promotes Community Stewardship

Develops professional roles/values compatible with improving population and individual health; Commits to addressing the health and wellness needs of the total population, including adapting new approaches that address diverse cultural attitudes about health; Ensures organizational stewardship and accountability for honesty and fair dealing with all constituents

L20. PROJECT MANAGEMENT

The ability to **plan, execute, and oversee a multi-year, large-scale project involving significant resources, scope, and impact**. Examples include the construction of a major building, implementation of an enterprise-wide system (patient tracking, SAP), or development of a new service line.

L20.1 Prepares a Detailed Project Plan

Uses project management software; Establishes phases and steps with realistic timelines; Identifies required knowledge, skills, and abilities of team and vendors; Selects team; Identifies selection and contracting processes and criteria and selects vendor; Identifies performance requirements, measurement systems, and tracking and reporting processes; Establishes budget

L20.2 Manages Projects Effectively

Tracks performance against plan and budget; Holds vendors accountable; Holds team members accountable; Reports project outcomes; Adjusts plan and re-projects; Ensures delivery within prescribed timeframes and budget

L20.3 Provides Project Oversight and Sponsorship

Identifies project performance requirements, including financing and ROI; Defines project requirements; Selects manager; Provides project plan and major decision review and oversight; Acquires resources; Manages major obstacles; Provides project performance reporting review and problem solving

L21. RELATIONSHIP BUILDING

The ability to **establish, build, and sustain professional contacts** for the purpose of building networks of people with similar goals and that support similar interests.

L21.1 Develops or Sustains Informal Contacts

Makes or sustains informal contacts with others that extend beyond formal work relationships; Is approachable and able to engage in “small talk” and informal conversations

L21.2 Builds Friendly Rapport with Associates

Maintains friendly relations and rapport with work contacts; Attends events with associates and other business contacts that provide informal mingling and contact such as business meals, sporting events, and other outings; Finds things that one has in common with associates and uses them to build friendly relations

L21.3 Sustains Formal Contacts

Organizes parties, outings, or special gatherings designed to improve or strengthen relationships with others; Creates forums for conducting business; Participates in a broad range of relationships with others who have the potential to become strong business allies

L21.4 Establishes Important Relationships with Key Leaders

Works to meet key people in the health industry, the community, and other constituencies; Identifies the “movers and shakers” – today and the future – and establishes good working relationships with them

L21.5 Sustains Strong Personal Networks

Builds personal relationships with colleagues such that one can ask and readily receive favors and requests; Maintains contacts with others in the field for mutual assistance; Can call on others for support and, if needed, personal testimonials and references; Is recognized as “one of the”

<p>L22. SELF-CONFIDENCE A belief in one's own capability to accomplish a task and select an effective approach to a task or problem. This includes confidence in one's ability as expressed in increasingly challenging circumstances and confidence in one's decisions or opinions.</p>	<p>L23. SELF-DEVELOPMENT The ability to have an accurate view of one's own strengths and development needs, including the impact that one has on others. A willingness to address needs through reflective, self-directed learning, and by trying new approaches.</p>	<p>L24. STRATEGIC ORIENTATION The ability to consider the business, demographic, ethno-cultural, political, and regulatory implications of decisions and develop strategies that continually improve the long-term success and viability of the organization.</p>	<p>L25. TALENT DEVELOPMENT The drive to build the breadth and depth of the organization's human capability and professionalism, including supporting top-performing people and taking a personal interest in coaching and mentoring high-potential leaders.</p>
<p>L22.1 Acts Confidently within Job or Role Works without needing direct supervision; Appears confident in person; Presents self well</p>	<p>L23.1 Seeks Feedback Routinely seeks feedback from others, including those who are likely to be critical; Appreciates the need to learn and grow</p>	<p>L24.1 Conducts Environmental Scanning Performs analyses that identify the competitive/market, governmental and regulatory, public opinion, scientific, and technological forces that currently and will shape the organization; Identifies the strengths and challenges of the organization vis-à-vis the forces today and into the future; Identifies the required social and economic position of the organization in light of the environmental scan</p>	<p>L25.1 Expresses Positive Expectations of Others Makes positive comments regarding others' developmental future, particularly those whom others might see as not having high potential; Believes others want to, and/or can learn to, improve their performance</p>
<p>L22.2 Acts Confidently at the Limits or Slightly Beyond the Limits of Job or Role Makes decisions without asking others; Makes decisions even when others disagree; Acts outside formal role or authority; Acts in uncertain circumstances</p>	<p>L23.2 Improves Own Performance Regularly reflects on own performance including events that were successful and those that were less so; Learns from less successful events, missteps, and challenges; Sets annual improvement goals; Is open to coaching</p>	<p>L24.2 Develops Strategy to Address Environmental Forces Positions the organization in light of the environmental forces over the next three to five years; Develops strategic goals and plans for the organization that take advantage of its strengths, addresses its shortcomings, builds on opportunities, and attempts to minimize environmental threats; Aligns organizational units and investment strategy (financial, people, technology, materials) to achieve strategy</p>	<p>L25.2 Gives Short-Term, Task-Oriented Instruction Gives detailed instructions and/or on-the-job demonstrations; Provides specific helpful suggestions</p>
<p>L22.3 States Confidence in Own Ability Describes self as an expert, someone who makes things happen, a prime mover, or a source of authority; Sees self as among the top performers in an organization; Explicitly states confidence in own judgment or abilities; Communicates self-assuredness to take on new roles, responsibilities, and challenges</p>	<p>L23.3 Considers the Impact One Has on Others Is aware of what behaviors and styles get the best results and matches styles to the situation; Reflects on the impact one has on others prior to making decisions or taking actions; Modifies behaviors in response to informal cues as well as formal feedback and integrates the results into personal development efforts and goals; Tries out new leadership techniques and adopts those with positive impact</p>	<p>L24.3 Aligns Organization to Address Long-term Environment Understands the forces that are shaping health over the next 5 to 10 years (market, social, cultural, economic, and political); Aligns strategy, structure, or people with the long-term environment; Develops a long-term organizational strategy (including competitive, financial, structural, and people elements) to position the organization for success over the next 10 years</p>	<p>L25.3 Provides Constructive Feedback and Support Gives directions or demonstrations with reasons or rationale as a training strategy; Provides practical support or assistance to make an assignment easier for the others; Volunteers additional resources, tools, information, and expert advice; Supports learning and professional growth of others; Asks questions, gives tests, or uses other methods to verify that others have understood explanation or directions; Gives feedback in balanced, behavioral, and constructive manner; Provides constructive development expectations</p>
<p>L22.4 Takes on Challenges Seeks challenging assignments and is excited by a challenge; Looks for and gets new responsibilities; Speaks up when he or she disagrees with management or others in power; but disagrees politely, stating own view clearly and confidently – even in a conflict</p>	<p>L23.4 Pursues Long-term Personal Development Independently analyzes future developmental needs, factoring in accurate self-assessment, feedback from others, personal career goals, and organization direction; Proactively pursues multi-year personal development, including willingness to tackle fundamental behavior change (e.g., from pacesetter to consensus builder)</p>	<p>L24.4 Shapes Industry Strategy Develops a perspective on long-term health and wellness trends and developments that is respected by colleagues and leading policymakers; Helps to shape industry competitive positioning through policymaking forums and industry-specific strategic groups</p>	<p>L25.4 Supports Ongoing Development Uses surveys, assessment tools, and personal engagement to develop a comprehensive understanding of talent strengths and needs in the organization; Actively supports resource investments to close talent gaps; Is a vocal supporter of growing talent and capability; Demonstrates commitment to developing talent by investing resources; Provides opportunities for more responsibility and "stretch assignments" <i>(continued)</i></p>
<p>L22.5 Chooses Extremely Challenging Situations Willingly takes on extremely challenging (i.e., those that are personally risky) assignments; Confronts management or others with power directly; Can be blunt and bold when necessary</p>			

L25.5 Acts as a Developer of Talent

Recognizes that developing people in the organization is a key priority and accountability; Knows who the organization's "rising stars" are and gives them mentoring; Participates in formal development and training, occasionally serving as a trainer; Ensures that succession plans are robust and current; Serves as a coach for successors to own and other key top positions

L25.6 Develops Health Industry Talent

Contributes personal time and energy to mentoring and improving healthcare talent industry-wide; Develops a vision of top leadership requirements and works with industry colleagues to implement a vision; Serves as a coach/trainer for industry leadership development programs

L26. TEAM LEADERSHIP

Sees oneself as a leader of others, from forming a team that possesses balanced capabilities to setting its mission, values, and norms, as well as to holding the team members accountable individually and as a group for results.

L26.1 Manages Team Meetings Well

Conducts efficient and effective meetings; States meeting agendas and objectives; Controls time and pace; Makes assignments

L26.2 Keeps People Informed

Provides essential information for decision making and fulfillment of responsibilities individually and collectively; Lets people affected by the team know what is happening and the status of decisions; Explains the reasons behind a decision promptly and candidly

L26.3 Promotes Team Effectiveness

Creates the conditions that enable the team to perform at its best (e.g., setting clear direction, providing appropriate structure, getting the right people); Determines team membership (including selection and dismissal), team assignments, performance management, and team development actions in a manner that promotes team morale and productivity; Obtains input from others to promote the effectiveness of the group or process; Builds team spirit for purposes of promoting the effectiveness of the group or process

L26.4 Obtains Resources/Takes Care of the Team

Obtains needed personnel, resources, and information to meet team goals; Holds team members accountable for their contributions to team success, including bringing team resources to their assistance; Protects the group and its reputation vis-à-vis the larger organization or the community at large; Provides or secures needed support and development for both the individuals and the team as a group
(continued)

L26.5 Demonstrates Leadership

Establishes norms for team behavior; Personally models the norms; Takes appropriate action when members violate the norms; Works with team members to gain their personal commitment and energy to the team mission, goals, and norms; Uses own positional power, trust, respect of others, and relationships to remove or smooth over obstacles that the team meets; Coaches and develops team members to top performance

L26.6 Is a Role Model for Leadership

Is recognized throughout the health industry as a example of outstanding leadership; Provides guidance and perspectives on leading others to peers and colleagues outside the organization; Takes an active role in spreading leadership approaches across the industry; Is recognized by the industry as a leader whose leadership approaches are considered best practice; Is often sought out for perspective and guidance in the field

