

EXECUTIVE LEADERSHIP ROUNDTABLE AT HLTH
**FLYING THE PLANE WHILE BUILDING THE PLANE:
DO YOU HAVE WHAT IT TAKES TO PILOT
THE TRANSFORMATION OF HEALTHCARE?**

Wednesday, October 30th, 2019 12:00PM to 3:00PM PT

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Executive
Leadership
Roundtable

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INNOVATION IS DISRUPTIVE: FINE, BUT WHAT ABOUT THE PEOPLE IT DISRUPTS?

Jason Woo, MD, MPH, FACOG

Senior Consultant, Health Care Solutions

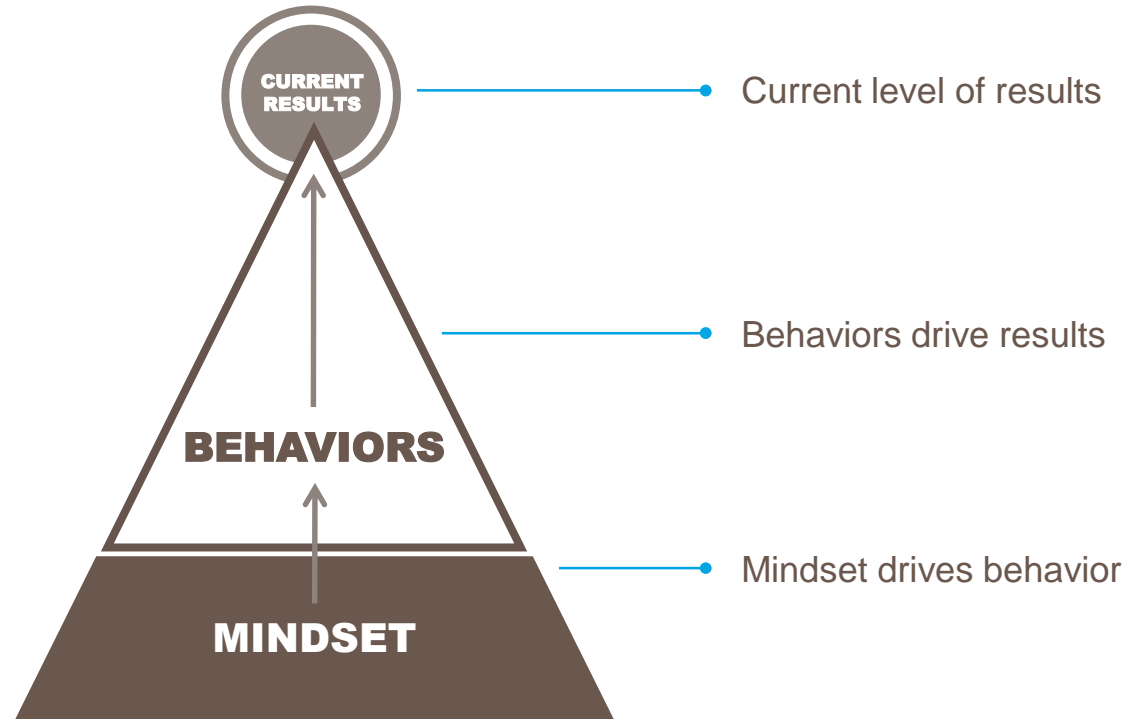
October 30, 2019

HLTH Executive Roundtable Discussion

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Organizations and People

Organizations are perfectly designed to achieve the results they are currently achieving. Innovation tends to focus on changing the behavior of people – changing what they do or how they do it.



Common Solutions to Innovation Adoption



TRAINING INITIATIVES



NEW STRATEGIES



HIRE CONSULTANTS



WHAT HAVE YOU SEEN?

Goal: Get people to do things differently (behave differently)

What results have you seen?

Common results: Wasted budgets and resources on programs or innovations that at best yield non-strategic results and, at worst, counterproductive results.

THE COSTS OF DISRUPTION

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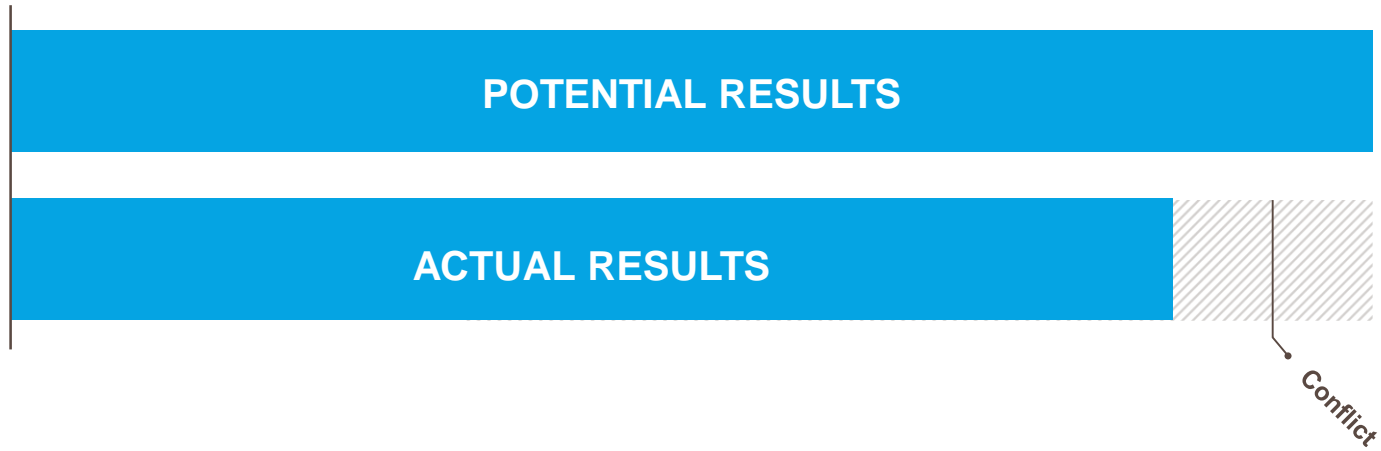
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What Disruption creates for People:

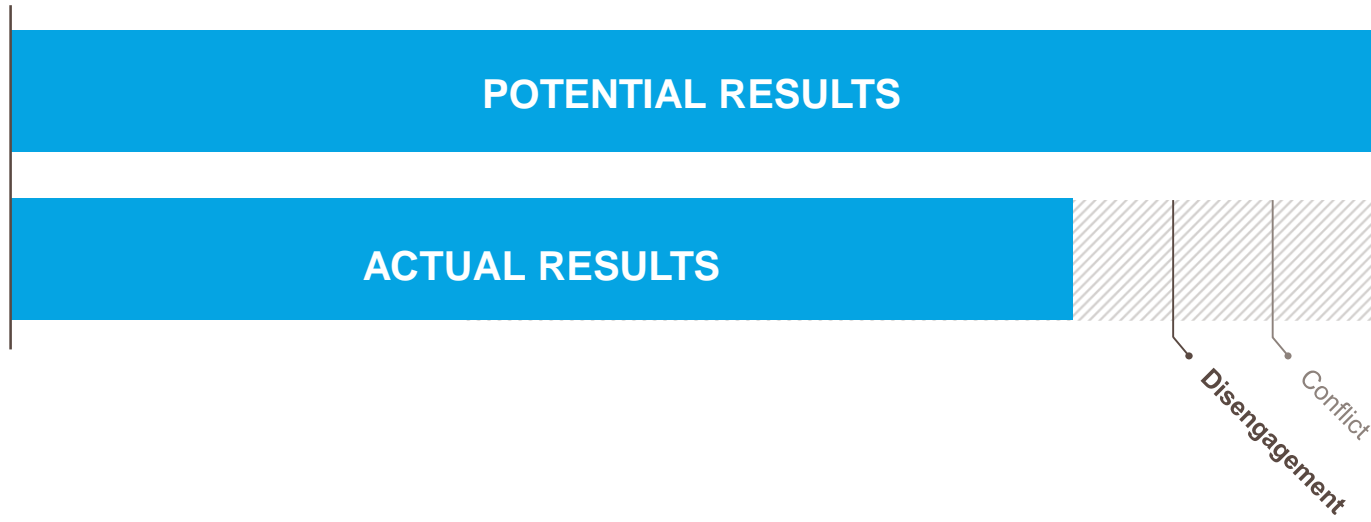
- Conflict
- Disengagement
- Leadership concerns
- Communication challenges
- Lack of self-awareness
- Collaboration challenges
- Customer service
- Employee stress
- Lack of Accountability

Innovation disrupts people, and because behavioral solutions do not solve the mindset issue, these problems persist...and therein lie the real costs.

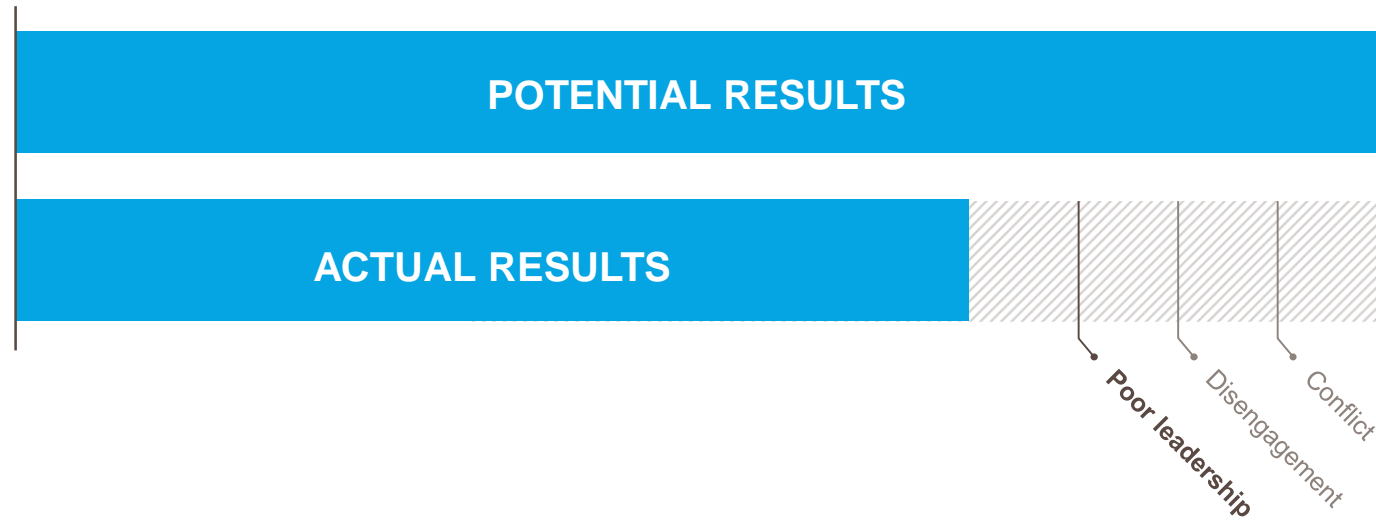
The Impact of Disruption on Adoption:



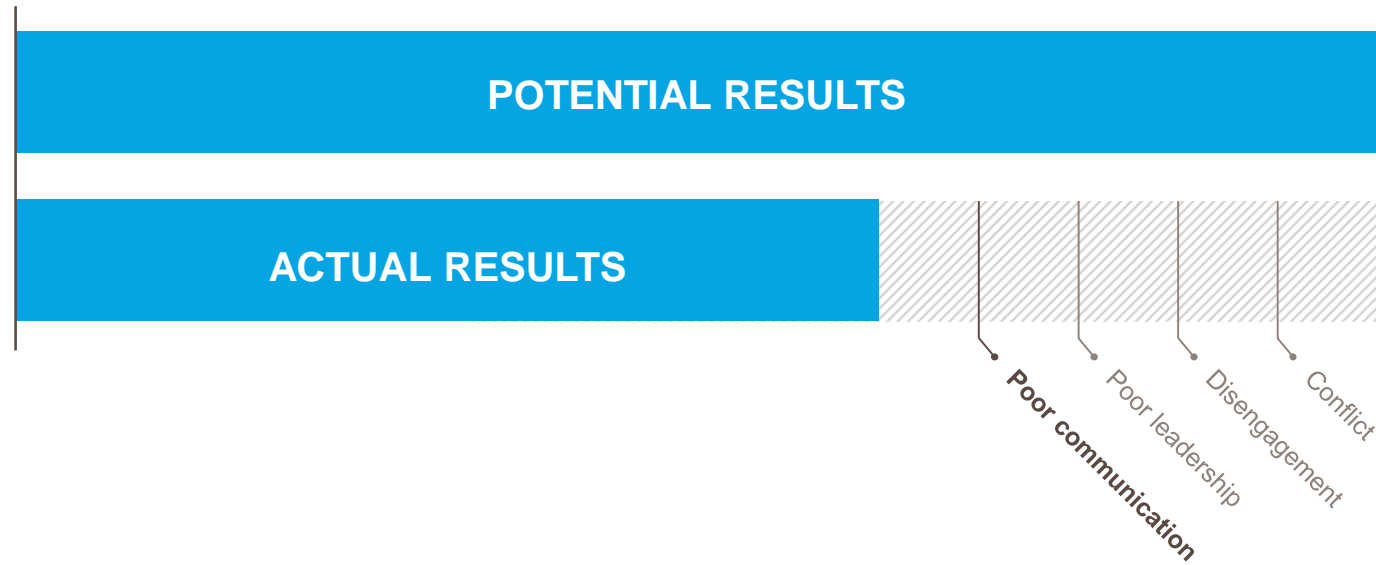
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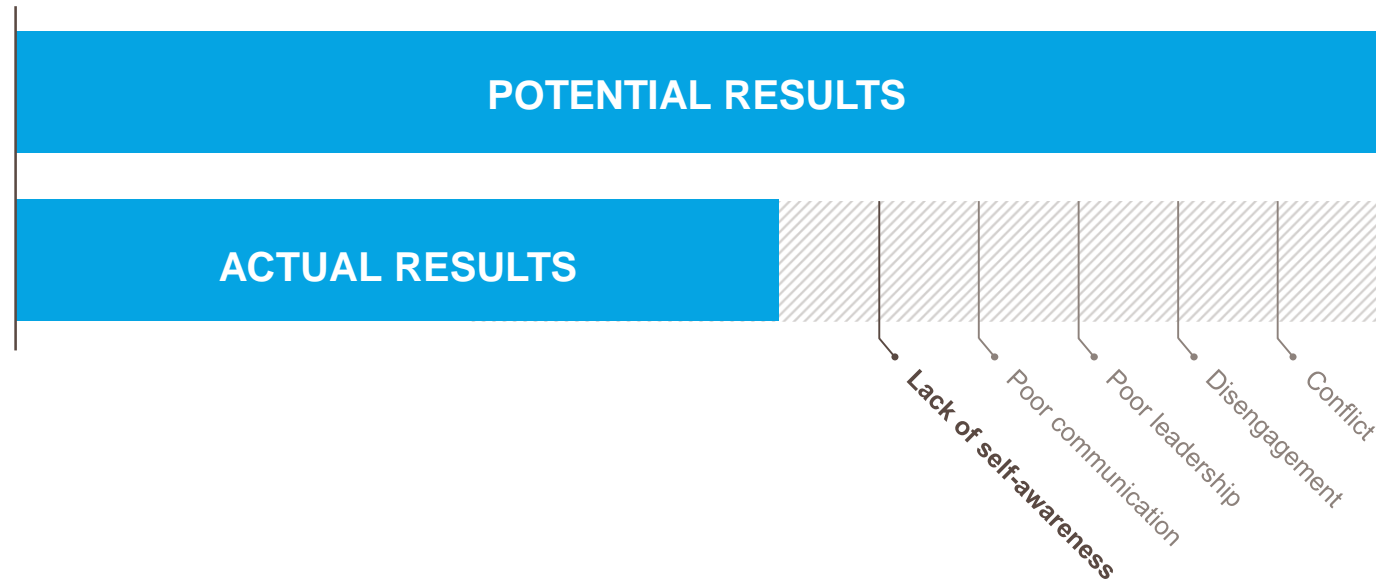
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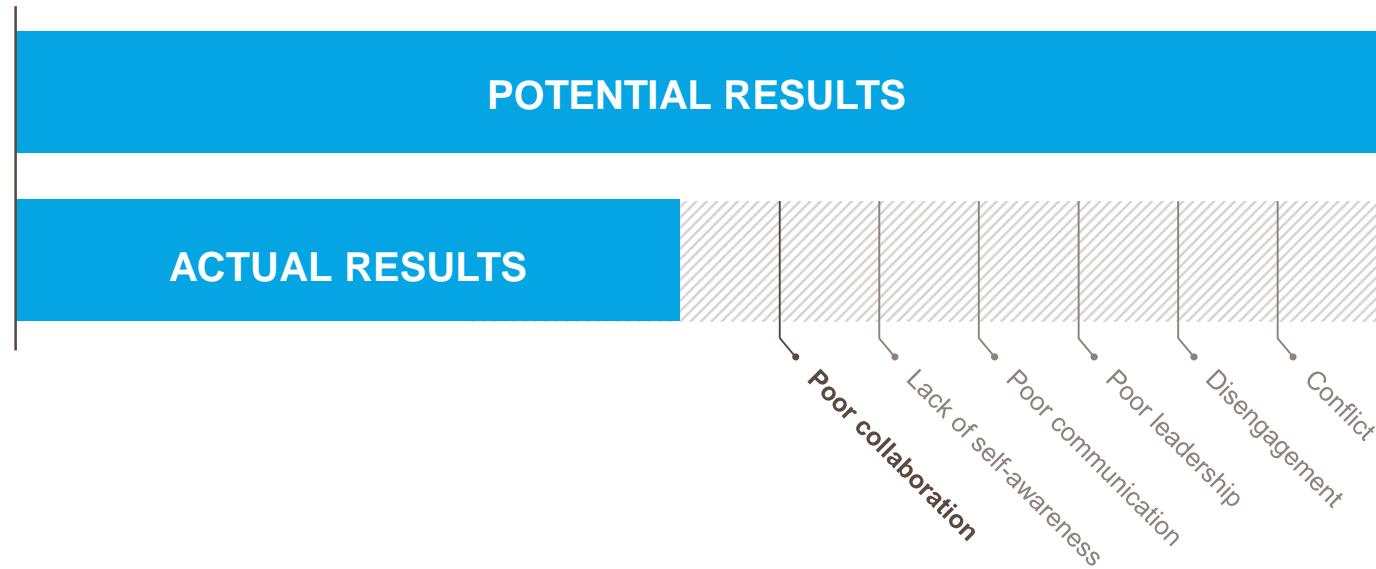
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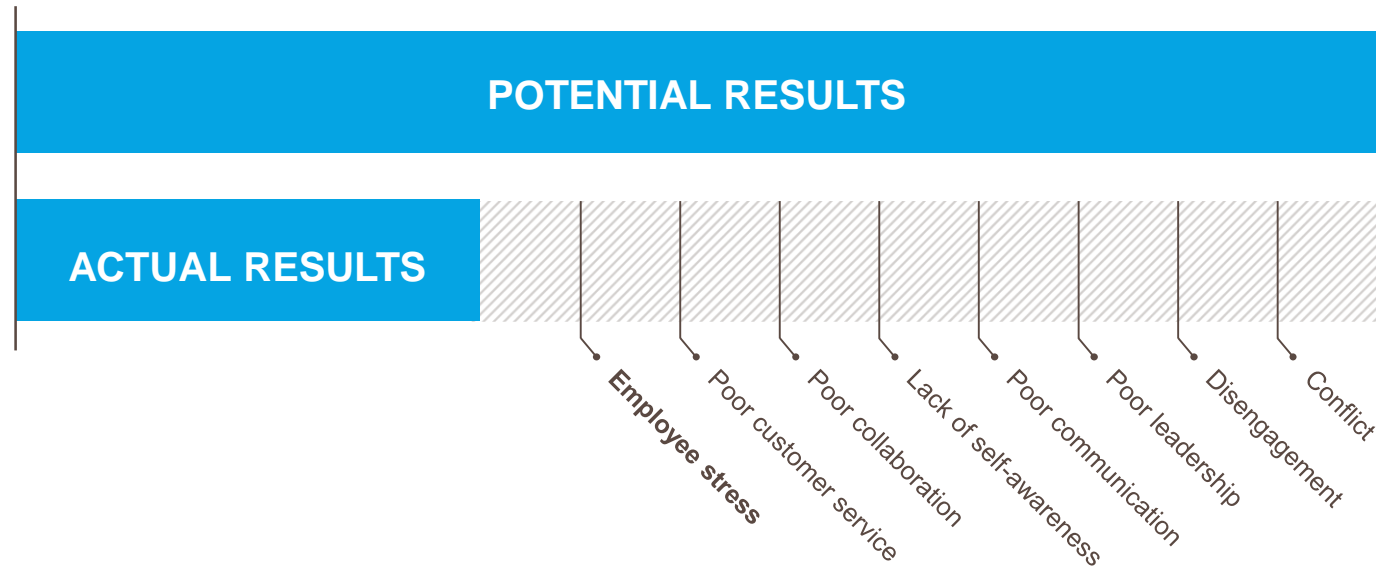
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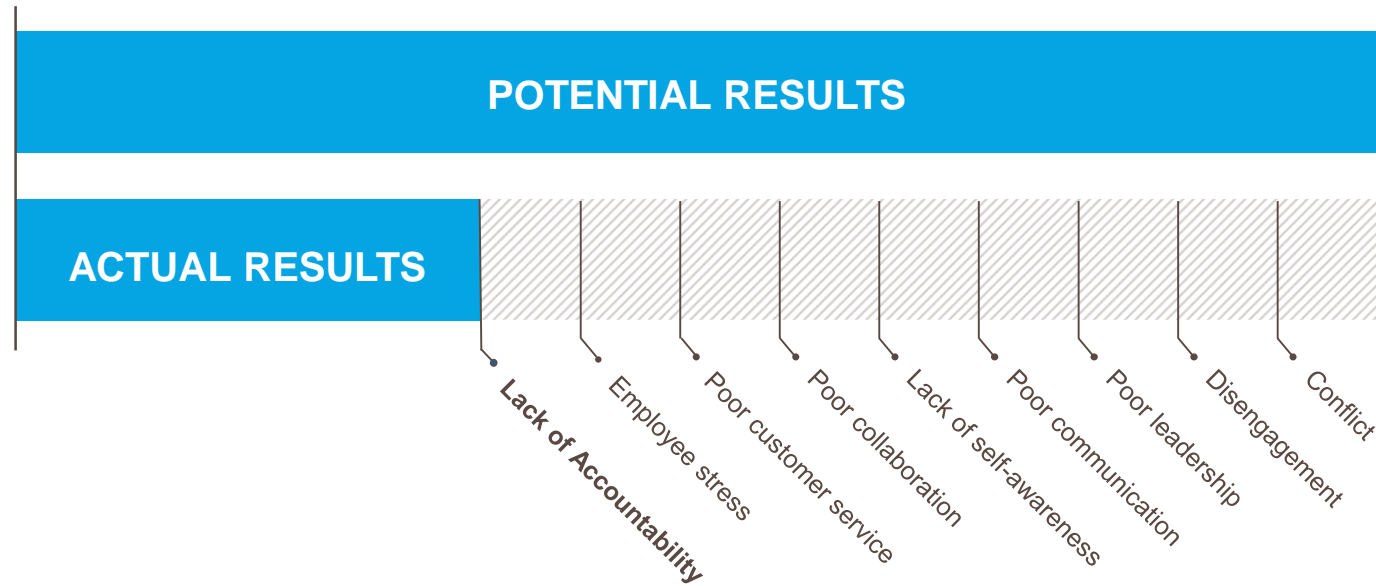
The Impact of Disruption on Adoption:



The Impact of Disruption on Adoption:




The Impact of Disruption on Adoption:



A city skyline is visible in the background, overlaid with a semi-transparent red filter. The text is white and outlined in white. A horizontal white line is positioned below the main text block.

PROBLEMS YOU ARE EXPERIENCING
LIKE WASTE, FRICTION, LOW MORALE,
DISENGAGEMENT, AND POOR
COLLABORATION **WILL LAST FOREVER.**

UNLESS...

An iceberg floating in blue water, with only a small portion visible above the surface and a much larger, jagged portion submerged below. The text is overlaid on the left side of the image.

...YOU FIX WHAT
IS **ACTUALLY**
CAUSING THESE
PROBLEMS.

HOW WE CAN HELP

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VIENNA GENERAL HOSPITAL 1840s

CHILDBED FEVER

Mortality Rates in Two
Maternity Wards

1/50
1/10





IGNAZ SEMMELWEIS

Analyzed and Equalized Differences

Turns out, that the maternity wards weren't identical at all



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CHILDBED FEVER

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CHILDBED FEVER

Mortality Rates in Two
Maternity Wards

1/50

1/100





IGNAZ SEMMELEWEIS

Father of Hand Hygiene

1861

Published “Etiology, Concept and Prophylaxis of Childbed Fever”

1864

Committed to an asylum and died 2 weeks later

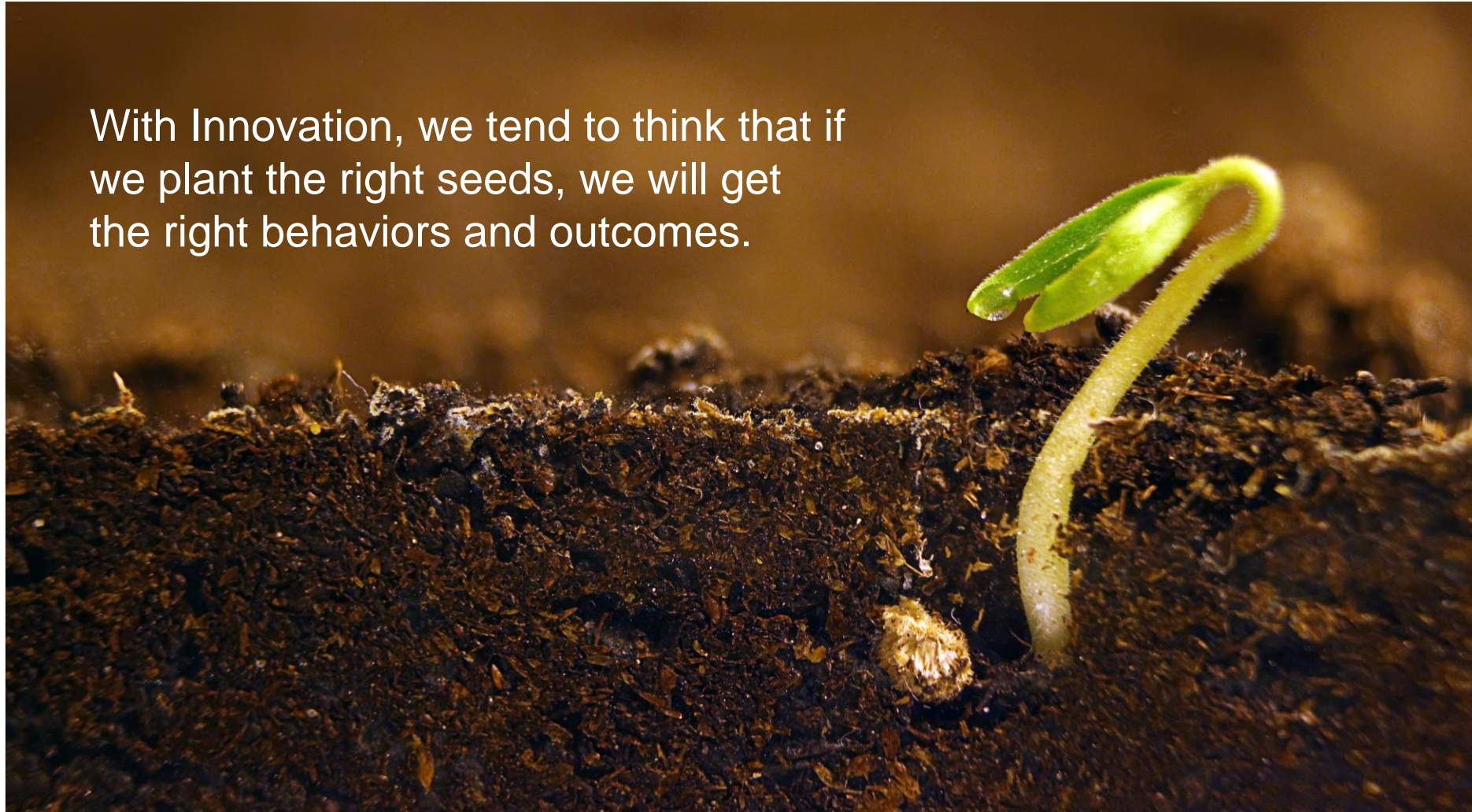


Organizations that identify and address pervasive mindsets at the outset are **four times more likely** to succeed in organizational-change efforts than are companies that overlook this stage.

Nate Boaz and Erica Ariel Fox

“Change Leader, Change Thyself,” *McKinsey Quarterly*, March 2014

With Innovation, we tend to think that if we plant the right seeds, we will get the right behaviors and outcomes.





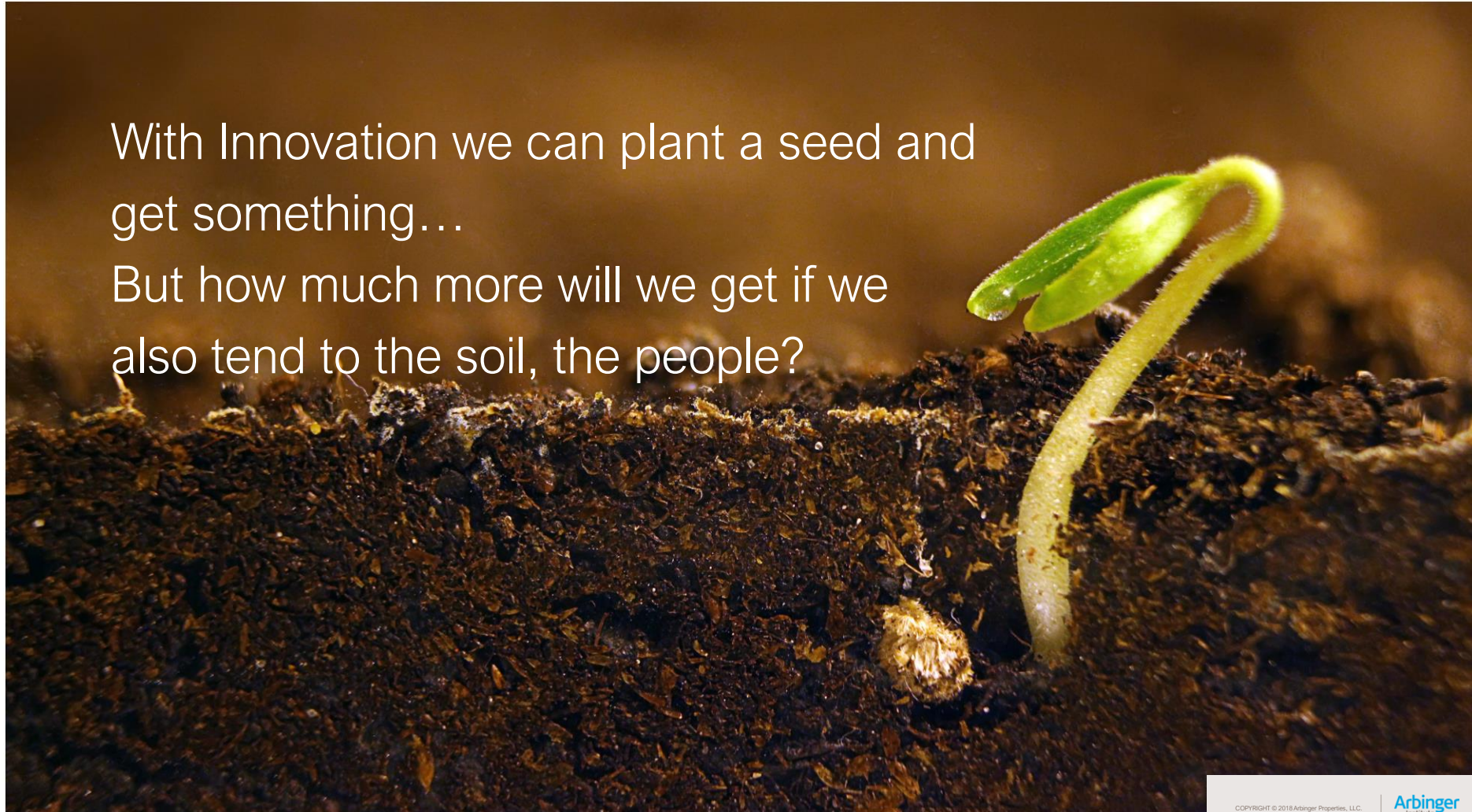
SOIL

A close-up photograph of a young green seedling with two leaves growing out of dark, rich soil. The seedling is positioned on the right side of the frame, with its stem curving slightly to the right. The soil is dark brown and textured, with some small white particles visible. The background is a soft, out-of-focus brown. The word "BEHAVIORS" is written in white, bold, uppercase letters in the upper right quadrant of the image.

BEHAVIORS

MINDSET

With Innovation we can plant a seed and
get something...
But how much more will we get if we
also tend to the soil, the people?





IGNAZ SEMMELEWEIS

Father of Hand Hygiene

What if his greatest contribution is...

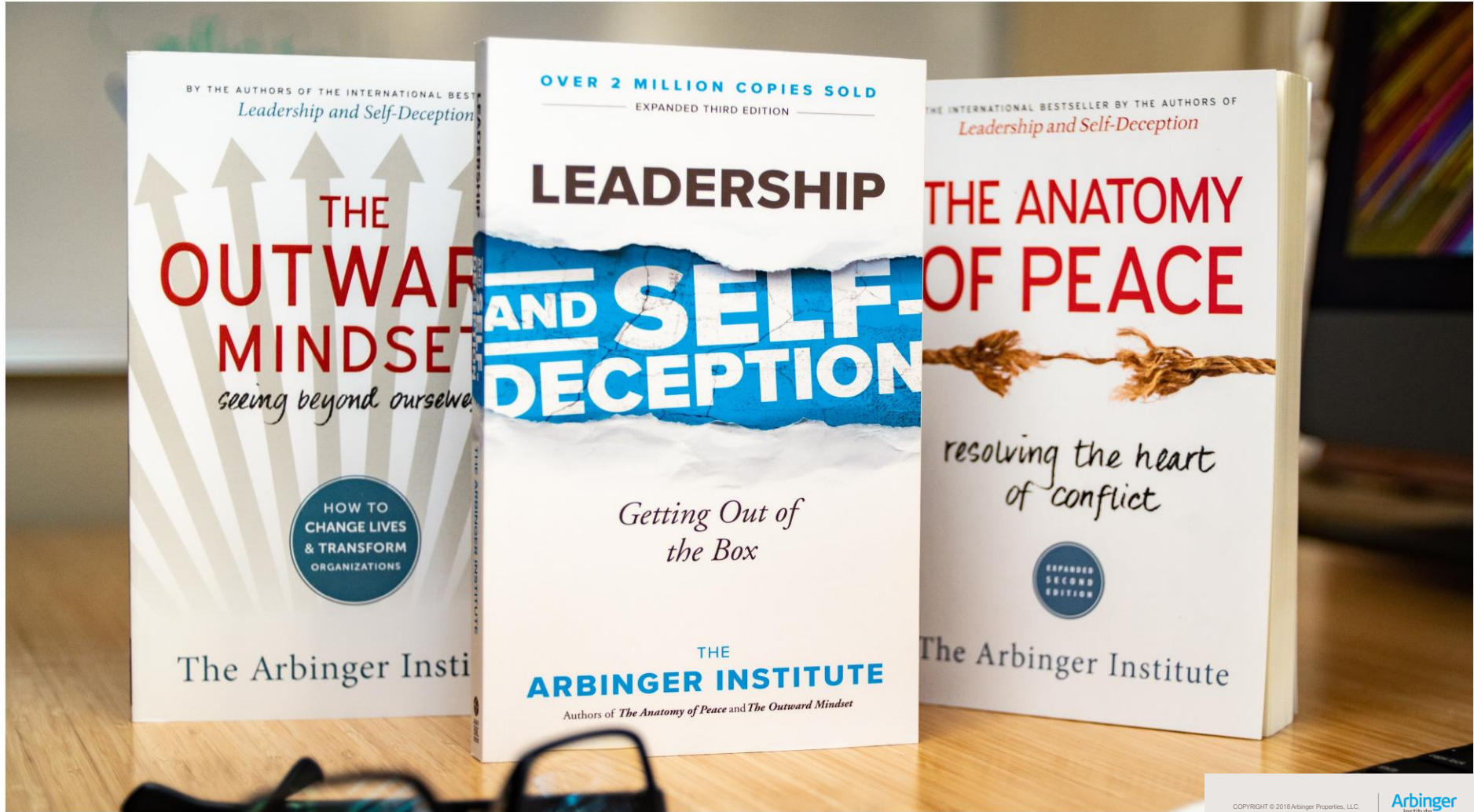
Father of Self-Awareness...

...that we may be contributing to the very problem we claim to be trying to solve

A blurred photograph of a crowd of people walking in a hallway, overlaid with a solid blue color. The image is centered around the text 'Arbinger Institute'.

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- Answer brief questions
- If interested, select workshop offer
- **Press submit**

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