

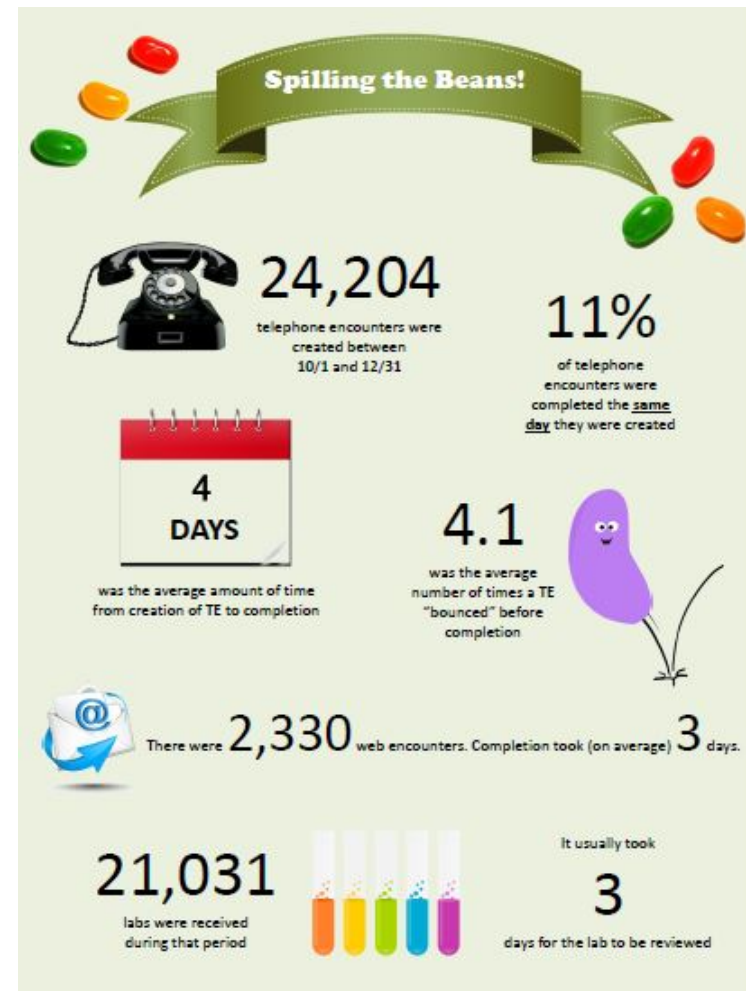
CCI Site Visit: Leadership, Decision Making, and the Future

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Leadership: PHC Approach to Change

- Include and Listen
 - Team Meetings
- Identify the Problem
 - Data to the End User
- Innovate Together
 - Design Creativity
- Collaborate on Solutions
 - Work Across the Organizational Chart
- Use Data to Define Success
 - Let Go of Failure



Leadership: Decision Making



- Core values: collaboration, innovation, and excellence
- Empowerment: conversation and solution finding can happen at lower ends of the organizational chart
- Structure: a solid structure allows the final success of “great idea” to “that’s how we do it here”



Leadership: Engagement

PHC Staff and Provider Engagement Results:

- When looking at the 26 drivers of engagement that we measure, the highest score received was for employee's **pride** in working for PHC.
- Employees also gave high scores for doing top notch work, working well together as a team, their role in the organization's success, and trust with their immediate manager.

Leadership: Engagement



“...everyone is really here for the betterment of their patients, not for money or any other reason. They care about their patients.”

“The supervisors, managers, and directors of this clinic actively strive to improve how we deliver care to our patients. I am proud to be part of the improvement process.”

“PHC seems to value feedback on how to become better and that in itself is appreciated by employees.”

“We have a fabulous staff who go out of their way to serve our patients and are wonderful to work with.”



Leadership: Wellness

- Building
- Career Growth
- Employee Health
- Support
- Mindfulness
- Celebration



Our Results

- Excellence in Our Work:
 - Joint Commission Accreditation: 2015, 2018
 - NCQA PCMH Level 3: 2013, 2016
 - HRSA National Quality Leader: 2013, 2015, 2016, 2017
 - HRSA Health Center Quality Leader: 2013-2017
- Engagement and Wellness of Our Staff
 - North Bay Best Place to Work: 2010 – 2017
 - Omada Prevent Program
 - Fun & Celebration
 - Resilience & Mindfulness in the Workplace



The Future

- Improve Population Health
 - Health Outcomes
 - Disease Burden
 - Behavioral and Psychological Factors
- Improve Patient Experience
 - CAHPS, Net Promotor Score
 - Safe, Effective, Timely, Efficient, Equitable, and Patient-centered
- Reduce Per Capita Cost of Health Care
 - ER/Hospital Utilization
 - Total Cost per Patient