

Criteria for Performance Excellence:

Helping Your Organization to
Improve...

January 11, 2007

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Learning Outcomes

- To provide you with a roadmap to achieve organizational excellence
- To assist you in identifying specific strengths and opportunities for improvement within your organization

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Agenda

| | |
|---------------|---|
| 12:30 - 12:35 | Introduction |
| 12:35 - 12:42 | Basic structure of criteria & Benefits |
| 12:42 - 12:50 | Core values & concepts |
| 12:50 - 1:15 | Group Activity |
| 1:15 - 1:35 | Facilitated discussion and sharing of responses from groups |
| 1:35 - 1:45 | Wrap-up & Questions |

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Basic Structure of Criteria

- Holistic roadmap to assist your organization in achieving performance excellence
- Full Criteria = 180 probing questions enabling internal and external review

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Basic Structure of Criteria (cont.)

- Divided into 7 Categories:
 - Leadership
 - Strategic Planning
 - Customer & Market Focus
 - Measurement, Analysis & Knowledge Management
 - Human Resource Focus
 - Process Management
 - Organizational Results

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Evaluation Dimension

Approach

- Methods
- Appropriateness
- Effectiveness
- Repeatable-based on data

Deployment

- Approach
- Consistently
- Used by all work units

Learning

- Refining – cycles of evaluation & improvement
- Breakthrough change
- Sharing refinements & innovation

Integration

- Approach aligned with needs
- Common measures, information & improvement systems
- Harmonized across work units – plans, processes, etc.

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Benefits of Criteria Sonora Quest Laboratories

- Enables organization to systematically evaluate current performance
- Integrated approach to organizational performance management
- Enhances Competitive Market Position
- Creates Opportunities for Sharing Best Practices
 - Bringing new insights on how other companies outside your industry are raising the bar on quality
- Helps Organizations Identify Opportunities for Improvement
- Awards Process Allows for External Validation of Organizational Performance

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Core Values & Concepts

- Values and concepts are the foundation for integrating key organizational requirements within a results-oriented framework.
- Values and concepts are the embedded behaviors found in high performing organizations.

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Core Values

- Visionary Leadership
- Customer-Driven Excellence
- Organizational and Personal Learning
- Valuing Employees & Partners
- Agility
- Focus on the Future
- Managing for Innovation
- Management by Fact
- Social Responsibility
- Focus on Results and Creating Value
- Systems Perspective

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Group Activity

1. Read Item 6.1.b.2
2. Understand definitions of words in CAPS
3. Break into groups
4. Discuss and record how your organizations would respond to the question
5. **Finish by 1:15pm**

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Item 6.1.b.2

- (2) How do you determine KEY work PROCESS requirements, incorporating input from CUSTOMERS, suppliers, PARTNERS, and COLLABORATORS, as appropriate? What are the KEY requirements for these PROCESSES?

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For the SCIP Measures:

Describe:

- the methods you use
- to what extent you use them, and
- how you embed them into the organization in order to obtain input and ideas from employees and stakeholders regarding:
 - evaluation and improvement cycles,
 - best practice sharing, and
 - benchmarking to produce:
 - benefits for your stakeholders
 - positive results for your organization

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Discussion & Sharing

- How did your organizations respond?
- Identification of “Strengths” & “Opportunities for Improvement”
 - Worksheet

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AZ State Quality Awards Program

- Allows for external review of application
- Provides feedback report containing gap analysis of organization – strengths & opportunities for improvement
- 2007 Applications due in July
- Informational Breakfast Presentations to be scheduled in February & March

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Past AZ Healthcare Recipients

- State Quality Award
 - Sonora Quest Laboratories (2005)
 - 56th Medical Group, 56th Fighter Wing, USAF (1999)
 - CIGNA Healthcare of Arizona (1995)
 - BCBS of Arizona (1993)
- Showcase In Excellence Awards
 - John C. Lincoln Hospital (2006)
 - Banner Thunderbird Medical Center (2004 & 2005)
 - Laboratory Sciences of Arizona (2004)

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Opportunity to Become an Examiner

- Develop a strong understanding of a global set of guidelines (road map) for running an effective organization
 - Receive 24-32 hours of training – FOR NO \$\$\$
- View and gain exposure to most/all facets of an organization
- Insight to innovative approaches of leading AZ organizations
- Work as part of a diverse team with representatives of organizations from all sectors of the economy
- Develop assessment, analytical, interviewing & writing skills
- Complimentary invitation to Awards Banquet

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?Questions?

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