

# ARCHITECTS OF THE NEW PRODUCTIVITY™ FOR HEALTHCARE



*You've got a great plan  
-now it's time to execute.*

*Your team his committed to patient care  
-now, more than ever their care is  
being tracked and reported.*

*You know your financial & strategic targets...  
-BUT do your people understand how  
to contribute to hitting them?*



## From 'Busy' to Focused

In today's healthcare organizations everybody is 'busy'. But, are they focused on organizational outcomes as well as patient outcomes?

Five Star's three-phase process takes your teams from 'Busy' to Focused.

- ▶▶ Phase 1: High-energy facilitated workshop
- ▶▶ Phase 2: Monthly progress reviews and learning on tactics to maximize execution.
- ▶▶ Phase 3: Regular log in to Vector5 to keep everyone on track, motivated and accountable — so REAL and LASTING change occurs.

## Five Star's VECTOR5™

Vector5 enables hospitals to effectively execute their plans and fulfill the expectations of patients, physicians, and shareholders. This easy to use online application facilitates transparency throughout your organization — providing the simplest route to accountability.

Everyone is clear how their actions impact their department's results and the health of the entire organization. Progress on individual actions is tracked against the measurable goals set by the team.

Vector5 also lets users communicate roadblocks and suggests shared resources for solutions.

For managers and administrators, Vector5's digital dashboard provides an immediate way to review goal status of every team-anywhere, anytime — from the desktop or on mobile devices.

"IN ALL MY CORPORATE LIFE I HAVE NEVER HAD A TEAM SO ALIGNED AND FOCUSED ON THE RIGHT GOALS AND ACTIONS."  
VP GENERAL MANAGER,  
MCKESSON (FORTUNE #18)

"THE PROCESS OF COLLECTIVELY ARTICULATING SPECIFIC ACTIONS TO FURTHER CITY GOALS ENCOURAGED A LEVEL OF COOPERATION AND COLLABORATION AMONG MY SENIOR STAFF THAT WAS VIRTUALLY UNPRECEDENTED."  
CITY MANAGER,  
CITY OF NORTHGLENN

"FOR THE FIRST TIME, MY SENIOR LEADERS ARE THINKING CONSCIOUSLY ABOUT HOW THEIR TEAM CAN FULLY SUPPORT THE GOALS OF ANOTHER FUNCTIONAL TEAM."  
GENERAL MANAGER,  
WESTIN WESTMINSTER

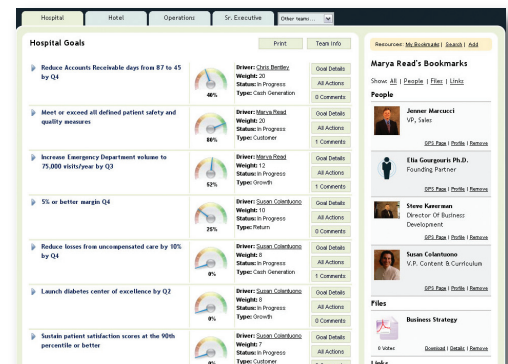
In healthcare there is no greater imperative than to deliver the highest level of patient care. But the bottom line is that if you are not successful in meeting financial and strategic targets, the resources you have for patient care will diminish.

For the majority of your staff, concepts like Cash Flow, Revenue, HPPD, AR Days, and other measures of organizational business success seem to have nothing to do with their day-to-day actions. And regulatory compliance is often seen as a set of distractions that take away from their time improving patient outcomes.

As a leader, your challenge is to inspire nurses, doctors, allied health professionals, support staff, researchers and others to see how their daily activities impact the bottom line and thereby impact their ability to help patients.

Now, the Five Star Institute offers a comprehensive discipline and online tool that help managers see and communicate clearly how actions throughout the organization tie to strategic goals.

Now, with Five Star's program and tools you can get everyone, in every department and discipline aligned to execute, so you will meet or exceed your goals.



# FIVE STAR SOLUTIONS



## The Five Star Solutions

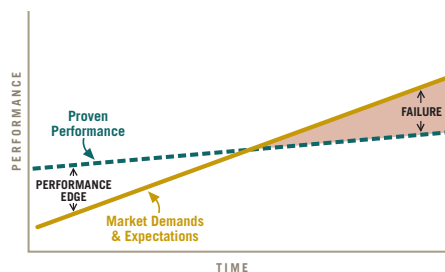
- ▶▶ Create **alignment** on key **OUTCOMES**
- ▶▶ Delineate **action** steps so that teams are in sync and executing at peak performance
- ▶▶ Hold individuals and teams **accountable** to themselves and each other
- ▶▶ Ingrain lasting change in behaviors and norms because the Five Star process and tools are **always** in use
- ▶▶ Build a positive **attitude** of goal 'ownership'

## Aligning for Execution™

Most teams move forward with steady incremental improvement — delivering a “proven” level of performance. The pace of regulatory demands and the challenge of competition are often greater than can be met by incremental improvements in a hospital’s business-as-usual.



To meet the expectations of patients, physicians, and shareholders, the Board, and /or Regulatory Commissions set new targets, in the form of care standards, and/or Financial Performance Targets. When hospitals miss these targets, the result is a **PERFORMANCE GAP**



To reach these new targets, incremental improvement is not enough. It requires change. It requires new key initiatives. **CLOSING THE PERFORMANCE GAP** and helping your team successfully execute on these new critical initiatives is what Five Star’s Aligning for Execution program is all about. Through aligned, accountable execution of your plan, a **NEW PERFORMANCE EDGE** is reached and sustained.

## Aligning for Personal Performance™

This two-hour engaging online learning course motivates individual contributors to focus their daily actions on desired outcomes and the right goals through the power of Vector5.

## Execution Engines™

In monthly Execution Engine meetings, teams use Vector5 to review progress on goals and actions, recognize successes, collaborate on solving problems and recalibrate as necessary.

## Our Teams’ Clients

Together, the Five Star team has more than 200 years of collective experience:

McKesson	EXXON Chemical
Baylor Hospital Systems	AETNA
Westin/Starwood	American Medical Service
City of Northglenn	Amgen
Microsoft	St Mary’s Hospital
U.S. Air Force	American Medical Response
Procter & Gamble	Unilever
Marriott, Intl.	Avon
Nestle	Sara Lee
PepsiCo	Heineken
Tap Pharmaceuticals	LG
Vodafone	Philips
Merck	Duke University School of Medicine
GlaxoSmithKline	

“THE CRITICAL QUESTION IS...HOW CAN WE DEVELOP A SUSTAINABLE RESOURCE ENGINE TO DELIVER SUPERIOR PERFORMANCE RELATIVE TO OUR MISSION...WITH AVAILABLE RESOURCES?”

JIM COLLINS  
GOOD TO GREAT AND  
THE SOCIAL SECTORS

“EXECUTION IS THE GREAT, UNADDRESSED ISSUE IN THE BUSINESS WORLD TODAY. - ITS ABSENCE IS THE SINGLE BIGGEST OBSTACLE TO SUCCESS.”

—LARRY BOSSIDY/RAM CHARAN,  
EXECUTION

“EVERYBODY NEEDS TO KNOW - ‘IF I ONLY HAVE ONE HOUR TO WORK, HERE IS WHAT I AM GOING TO FOCUS ON?’

—LEWIS CAMPBELL  
CEO, TEXTRON



ALIGNMENT > ACTION > ACCOUNTABILITY > ATTITUDE > ALWAYS

[www.5starinstitute.com](http://www.5starinstitute.com)