

Managing Change and Staff Satisfaction

*Setting the Stage for High-Quality
Patient Experiences*

CASSLING

Introduction

- 1) “Change” – Is Not a Curse Word
- 2) Knowing Ourselves Exceptionally Well
- 3) Think – Breathe – Then Deliver
- 4) The Other “C” Word – Communication
- 5) Leading Up, Down and Across
- 6) Handling Triggers – Stress, Anxiety, Overload
- 7) What the Patient Sees

Change is difficult, even in good times!

- New People
- New Leaders
- New Providers
- New Rules
- New Volumes
- New Coding
- New Populations
- New Hours
- New Competition
- New Technology
- Then there is all that stuff at home...



I CAN'T DO IT

Positive Sentiment Override

**DID YOU JUST CALL ME
A TECHNICIAN?**



**I am your Radiologic
Technologist, BOZO!**

Know Yourself Exceptionally Well

- What do you want for yourself?
- What do you want for others?
- What would the perfect work environment be like?
- What can I contribute to creating a healthy and peaceful workplace?

**Ask yourself: “Would I rather be RIGHT,
or would I rather be successful?”**

You always have a choice.

Your Non-verbals Matter – A Lot

Gottman and the
Four Horsemen

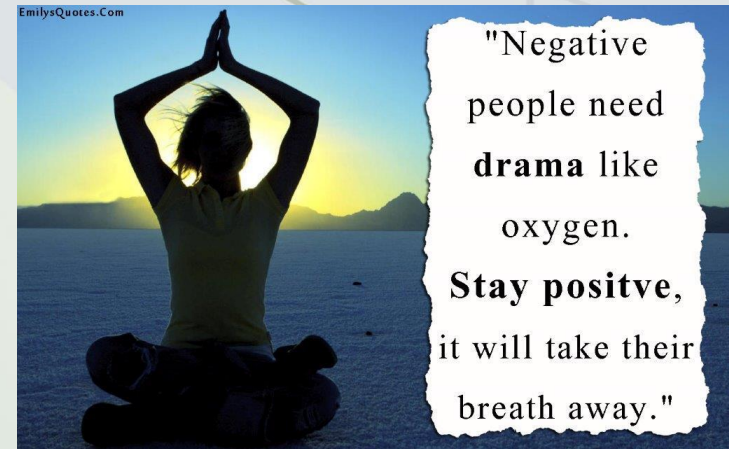


tion
& vvyland

Think – Breathe – Then Deliver

- Think first, think again, practice, then deliver.
- Follow the 24-hour rule in written correspondence.
- Find time to breathe before reacting.
- When in doubt, wait... still in doubt, let it go.

No one ever had
to apologize for
the something
they DIDN'T say.



"Negative
people need
drama like
oxygen.
Stay positive,
it will take their
breath away."

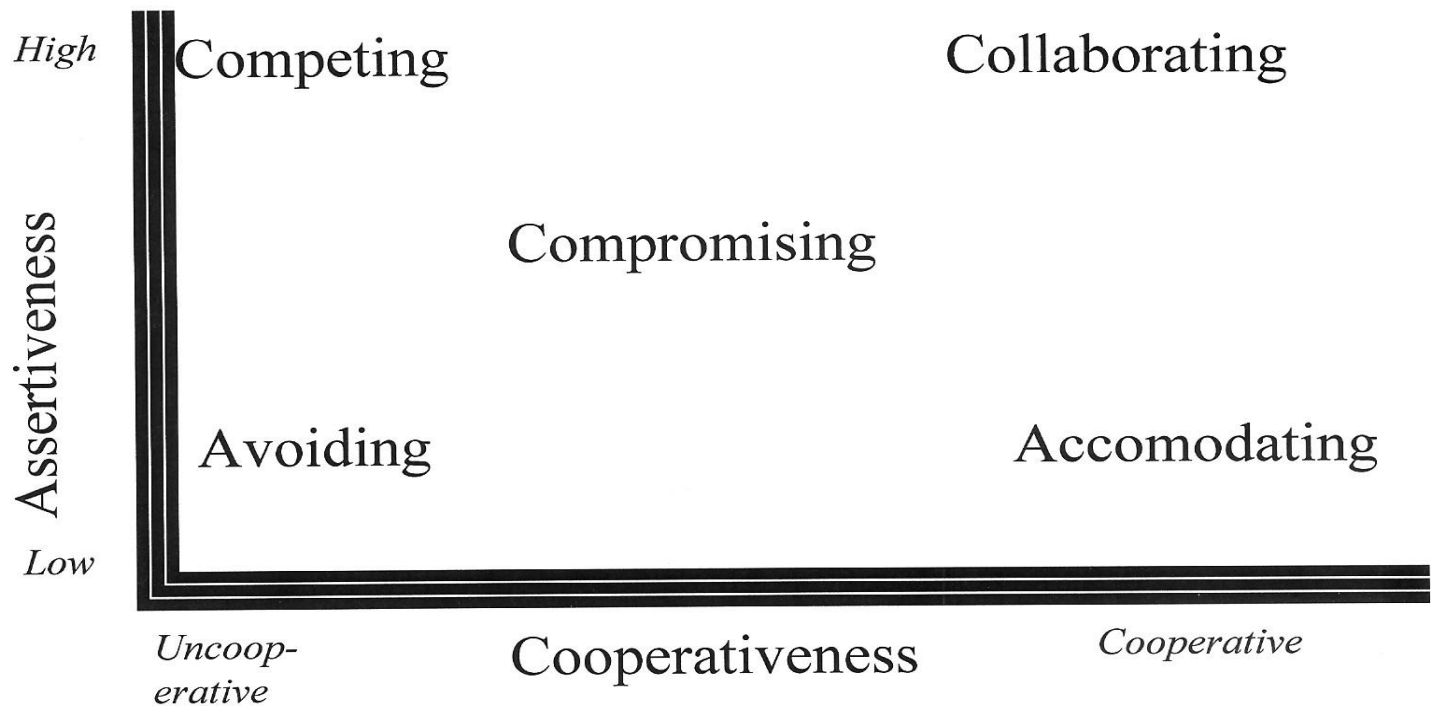
Alice's Rules of Engagement

1. Drop your end of the rope – (the emotional attachment to the issue)
2. Say hello first
3. No MSU (makin' stuff up)
4. Address the problem – not the people
5. It's not about the fight
6. Always be in the posture of – “I want for you what you want for you.”



Conflict Communication Model

Conflict Handling Modes



Problem-Solving Process

1. What is the problem?
2. What is the REAL problem?
3. Why is it a problem?
4. What are the options to solve the problem?
5. What is the agreed-upon solution?

Leaders at Every Level

- People follow leaders who:
 - They know – leaders who care
 - They trust – leaders with character
 - They respect – leaders who are competent
 - They admire – leaders with commitment

We must lead from where we are.

Handling Triggers

Stress-Anxiety-Fatigue-Pain

- Know yourself exceptionally well
- Check your non-verbals
- Travel with the right baggage – Work is for work, home is for home
- Practice active rituals using self-talk
- Build a mantra – “I have a choice.”
- If you are hurting – be aware that behavior will make the hurt more pronounced

**When I cannot
say I feel:**

needy
weak
sad
fearful
hurt
powerless
humiliated
rejected
abandoned
less than
pain
shame
guilt
dependent

Hurt people... *hurt* people

... I become ----->>

**HOSTILE
CONTROLLING
PUNISHING
JUDGING
RESENTFUL
WITHDRAWN
DISHONEST**

Vulnerability To Hostility Conversion

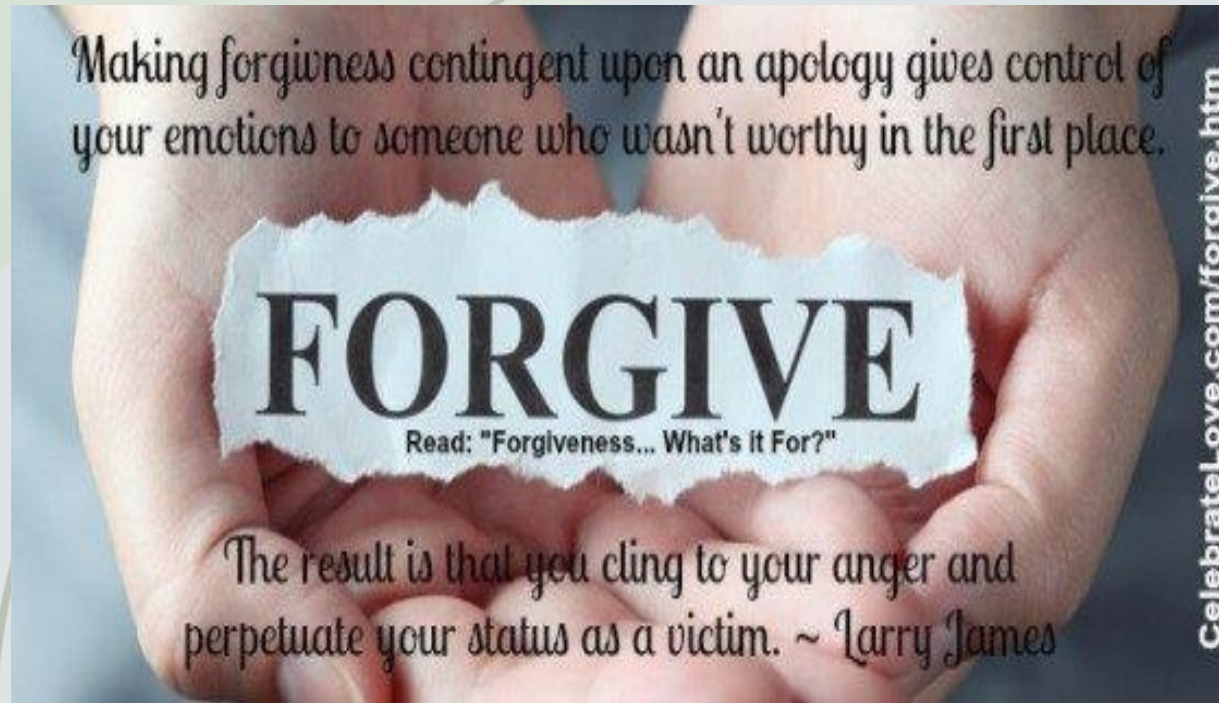
What difficult feelings might I, or my partner, be having underneath the hostility, judgment or withdrawal?

What are my '*usual suspects*' of hurt, difficult feelings that get converted to fight or flight hostility or avoidance?

Copyright Marc Sadoff 2015

from www.RealHope.com/free_tips/

Letting Go Gives You Freedom



What the Patient Sees

“I have learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

–Maya Angelou

- **Primary Customer:**
 - The person whose life is fundamentally altered by what we do.
- **Supporting Customer**
 - Those who must also be satisfied.



Even when you are harried.... Use these questions to give others comfort.

- How can I serve you right now?
- What can I do to support my fellow workers to free them to better support patient needs?
- What can I do today to add value to the patient experience?
- What is my contribution to successful patient service/experience in this department?
- What can I do to lighten a co-worker's load?

Small adjustments... Big differences

- Your actions matter
- Consistency is critical
- You will see change over time
- Adapting your behavior to get different results will take a little practice...

***“Wisdom is what
you learn after you
know it all.”***

John G. Miller



WWW.EXTREME-
ACCOUNTING.COM
SPONSORED BY CODA & CIMA



**Thanks for welcoming me into
your world!**



Thank You!



818 S. Hawthorne Avenue
Sioux Falls, South Dakota 57104-4537
(605) 336-0244 or (888) 4-SUMPTION

www.sumptionandwyland.com

