

# *The* Accountability Protocol™



## **MISSION:**

To Hardwire for Successful Service  
Culture Transformation.

## **YOU WILL LEARN HOW TO:**

- ▶ Gain a meaningful commitment from leaders at every level for an annually-negotiated goal for resident/patient satisfaction and associate retention.
- ▶ Create individual accountability agreements that hardwire sustainable leader focus on annual strategic goals.
- ▶ Lead and facilitate a quarterly “Administrator’s Service Support Roundtable” and follow-up “Service Improvement Plans” that ensure continuous leadership improvement of resident/patient care outcomes.
- ▶ Personally demonstrate and model the inspiring and empowering leadership style that earns loyalty and support for improved patient and employee loyalty.
- ▶ Create standard operating procedures at every level to ensure personal enthusiasm for the vision of world-class resident/patient experience.
- ▶ Leverage onsite training as a means of inspiring leadership to focus on both the tangibles and intangibles of service transformation and cultural change.

## **SEMINAR ATTENDEES SAY IT BEST:**

“Outstanding strategies to hold middle managers accountable.”

– *Gerald Barbini, CEO, Allegan Healthcare, Allegan, MI*

“Exceptional grasp and understanding of creating and maintaining a culture of service excellence.”

– *Kenny Boyd, CEO, Girard Medical Center, Girard, KS*

