

The Top 8 Skills Every Healthcare Process Improvement Leader Must Have



Communication

Clearly articulating concepts is the **#1 skill** for anyone who works in process improvement.

1

Trust Building

Articulate and communicate the vision to **build trust** that the outcome will be better than before.



2

Seeing the Big Picture



Managing the step-by-step details while keeping the **ultimate goal** in mind.

8

Coaching

Be a **good coach**: be supportive and know when to critique something that needs to be improved.



3

Resilience and Persistence



Tirelessly addressing resistance is the hallmark of a successful process improvement leader.

7

Understand Process Management

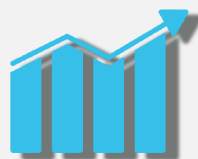
Understand the current **process**, determine a solution, and design & implement the new process.



4

6

5



Constructive Accountability and Conflict

Create an environment of constructive **accountability** to shatter the mold of “that’s the way we’ve always done it.”



Understand Care Management Personnel

Understand how the process relates to the real environment, including **frontline workers**.