



MEETING MINUTES

Department /
Committee:

District 1

Date: **4/8/14**

Recorder: **Beth Cavanaugh**

Present RNs: Tim Satrang, Nancy Nelson, Cori Johnson, Suzanne Campbell, Cathy Allan, Chris Murray, Deb Colson, Beth Cavanaugh, Mary Ericson, Tamara : Tasseff, Phil Boettcher, Shanon Waldner, Sarah Blenner, Tina Dillon, Rita Haxton

Absent: _____

Guests: None

Topic	Findings / Conclusions	Recommendations / Actions	Responsible Person Date Report Due
Agenda Review	No Changes	Continue with Meeting	Beth Cavanaugh
Welcome New Members	None	None	Beth Cavanaugh
January 20 th , 2014 Board Meeting Update	Updates, primary discussions at the board meeting were regarding state meeting	None	Phil Boettcher
Officer List	Updated list for all members	None	Beth Cavanaugh
Educational Offering	Patients Come Second by Spiegelman and Berrett <ul style="list-style-type: none"> • 10 keys to leadership • Cultural IQ-score 	Education	Cathy Allan

Open discussion	Upcoming educational offerings	Kamela Johnson's Transformational Leader and Beth and Phil to present AONE topics	Beth to Schedule
Adjourned			

Patients Come Second

Leading change by changing the way you lead

10 Keys to Leadership

We need to get back to the basics of building employee engagement, driving core values, and pursuing purpose in our work.

We are in the relationship business
Hire Superstars
Focus on the Small things
Never be a bottleneck
RCRH is a reflection on all of us
Do what you say you're going to do
My Direction, their voice
Weed the garden
Get out of the zone
Understand the personal vision of employees

Cultural IQ-Score from 1-10		
1-We suck at this 5-We are headed in the right direction 10-We are rock stars	Score	Comments
Our core values are deeply engrained into our decision making process.		
We have fun at work.		
We have a system in place to show that we care about the personal lives of our employees.		
We hire for fit in addition to skill.		
We quickly and appropriately move the wrong people out of the organization.		
Our employees get personally involved in our community service activities.		
We regularly measure employee engagement, create action plans and communicate results.		
We have a robust reward and recognition program.		

We regularly demonstrate our commitment to growing and training our employees.		
Our employees feel as though they are here for a purpose beyond just their job.		
Total		

0-30: Think about a career change.

31-50: Don't worry, there's hope.

51-75: You're on the right path-keep at it!

76-90: Consider yourselves special. Now keep at it.

91-100: Really? We'll take your word for it.

General notes for me

1. Improving the experience for the patient
2. The most successful organizations have focused first on an internal culture of engagement, where leadership shows a genuine interest in the growth and development of its people.
3. The best way to improve the patient experience is to build better engagement with their employees, who will then provide better service and health care to patients.
4. It's important to show that what employees thought and did mattered.
5. Commit to a lifetime of learning

For culture IQ test

6. Be honest
7. If you have a score between 0-30, are you being too harsh? Too generous if above 90?
8. Step outside the box. Think different and reconsider what everyone thinks they are supposed to do.
9. Ultimate payday-delivering meaningful care to those who need it. Do it for you, you and your patients will be so happy you did.