Lead Big
CREATING CHANGE AT SCALE

Amy Compton-Phillips, MD
EVP, Chief Clinical Officer
Providence Health & Services

US Healthcare
What the Boss Wants:

- Transformation
- Spread/Scale
- Safety
- Efficiency

Service initiatives:
- Sepsis bundle
- Hourly rounding
- Population health
- Bounding patient families
- Sepsis initiatives
Management Conversation:

Prioritization

THE POWER OF POSITIVE DEVIANCE
HOW UNLIKELY INNOVATORS SOLVE THE WORLD'S TOUGHEST PROBLEMS
Autonomy  
Mastery  
Purpose

Vision: Start with Why

Insert Link to Simon Sinek YouTube clip - golden circle
### The Faces of Leadership at Kaiser Permanente

<table>
<thead>
<tr>
<th>Name</th>
<th>Why</th>
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<tbody>
<tr>
<td>&quot;Why&quot; Finder</td>
<td>Spend time getting agreement on problem to solve = &quot;why&quot;. Help people believe it's their idea. Gather teams who have passion around common ground. WHY and why.</td>
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</tbody>
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**Story:**

Lao Tzu: "we did it ourselves"
Leadership Conversation:

Align and Empower for Action

Practice:

5 Whys
Case Study
We will reduce deaths from heart disease in our members by 50% in 5 years

We will reduce deaths from heart disease in our members by 50% in 5 years

- Prevention
- Screening
- Diagnosis
- Treatment
- Survivorship
Prevention

Screening
Diagnosis

Treatment

Change to pictures of BP cuff, meds, and exercise
Survivorship

KP NCal Member Tobacco Use 2002-2005

Percent of adult population who currently smoke

<table>
<thead>
<tr>
<th></th>
<th>2002</th>
<th>2005</th>
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<tbody>
<tr>
<td>United States</td>
<td>23.0</td>
<td>20.9</td>
</tr>
<tr>
<td>California</td>
<td>16.4</td>
<td>15.2</td>
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<tr>
<td>Kaiser Permanente</td>
<td>12.2</td>
<td>9.2</td>
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Healthy People 2010 Goal 12%

source: The Commonwealth Fund Case Study Organized Health Care Delivery System • June 2009

Percent of hypertensive patients with blood pressure under control (<140/80)

*Measure definition changed in 2008 from population ages 46-85 to ages 18-85.

Kaiser Permanente Northern California Age Adjusted Mortality 2000-2008

Circulation 2011; 124: A13610
Amy’s Top 5 Tips

1. Keep the **Why** up front
2. Invest in **Networks**
3. **Measure** what Matters, share transparently
4. Focus on the **Bright Spots** as
5. **Trust** patients and staff to help

Amy Compton-Phillips, MD
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amy.compton-phillips@providence.org