

# SUMMIT on QUALITY 2021

## Toolkit

### SESSION 1

## Return to New, Not Just to Normal

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### Discussion prompts

#### *The care experience*

- How have the needs of our community (and individuals) changed?
- Do our processes accommodate these changed needs?
- When thinking about our new processes, have we mapped key steps?
- Does our technology sufficiently enhance the care experience?
- We are likely the most trusted organization in our community. How are we nurturing these trusting relationships to improve our community?

#### *The employee experience*

- How will you shift from “firefighting” to “fireproofing?”
- Does our technology sufficiently enhance the employee experience?
- Is Diversity, Equity and Inclusion a strategic asset? Or a side project?
- How can we create meaningful connections when physical presence isn't possible?

#### *Reflection*

During the pandemic, what have we learned about our:

- strategy and business model?
- culture and values?
- role in the community and health care ecosystem?
- patients and consumers?
- team members?
- ourselves?

### Resources

- [“Healing, Leading, and Thriving in Health Care During Crisis”](#)
- [“Eat, Sleep, Innovate” — book recommendation and review](#)
- [“Good to Great and the Social Sectors” — book recommendation](#)

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