

Three Perspectives on Maximizing Health System Performance: A Practitioners View

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Outline

- Introduction
- A Funny Thing Happened While Preparing the Speech
- Maximizing System Performance – Front Line Experience
- Maximizing System Performance: Organizational Contributions
- Maximizing System Performance: System Challenges and Potentials
- Concluding Observations

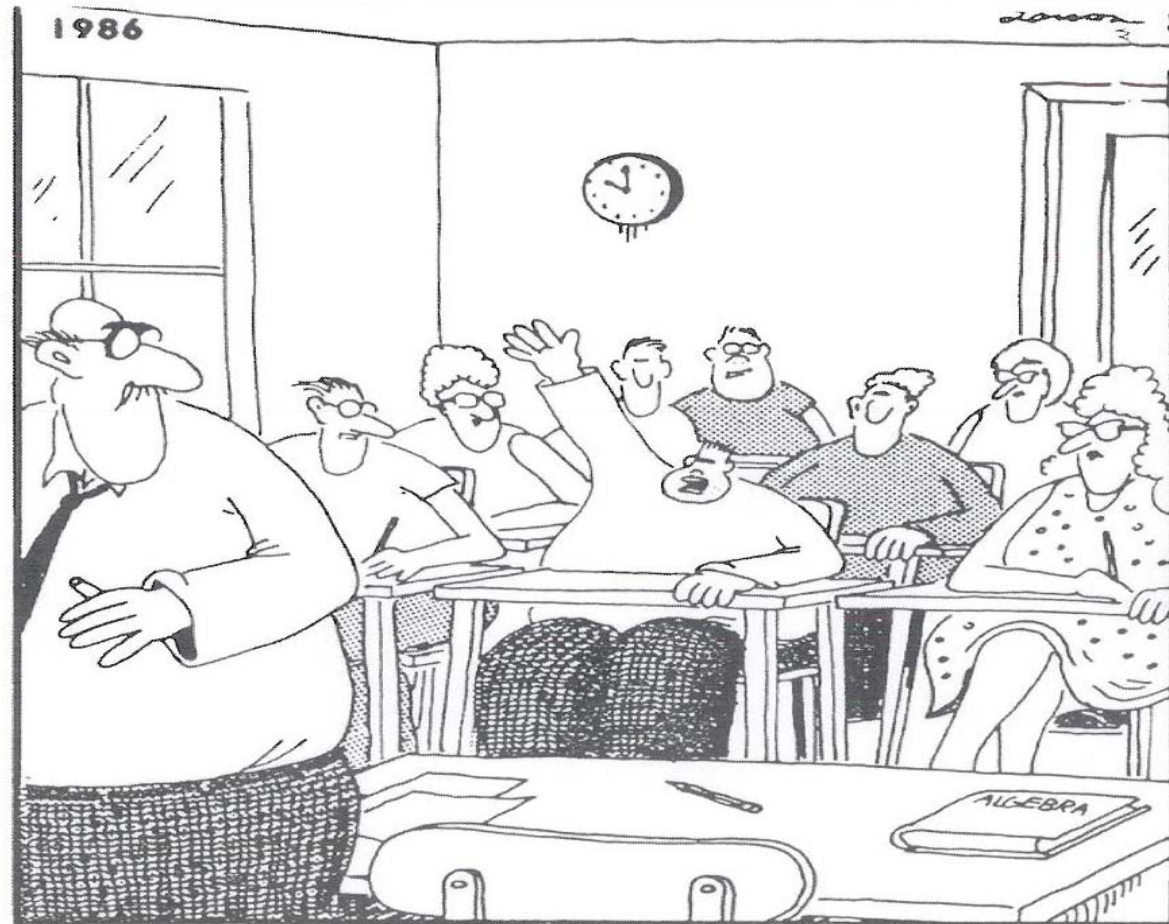
United States Preventative Service Task Force on Breast Cancer Screening

Maximizing System Performance Front Line Experiences

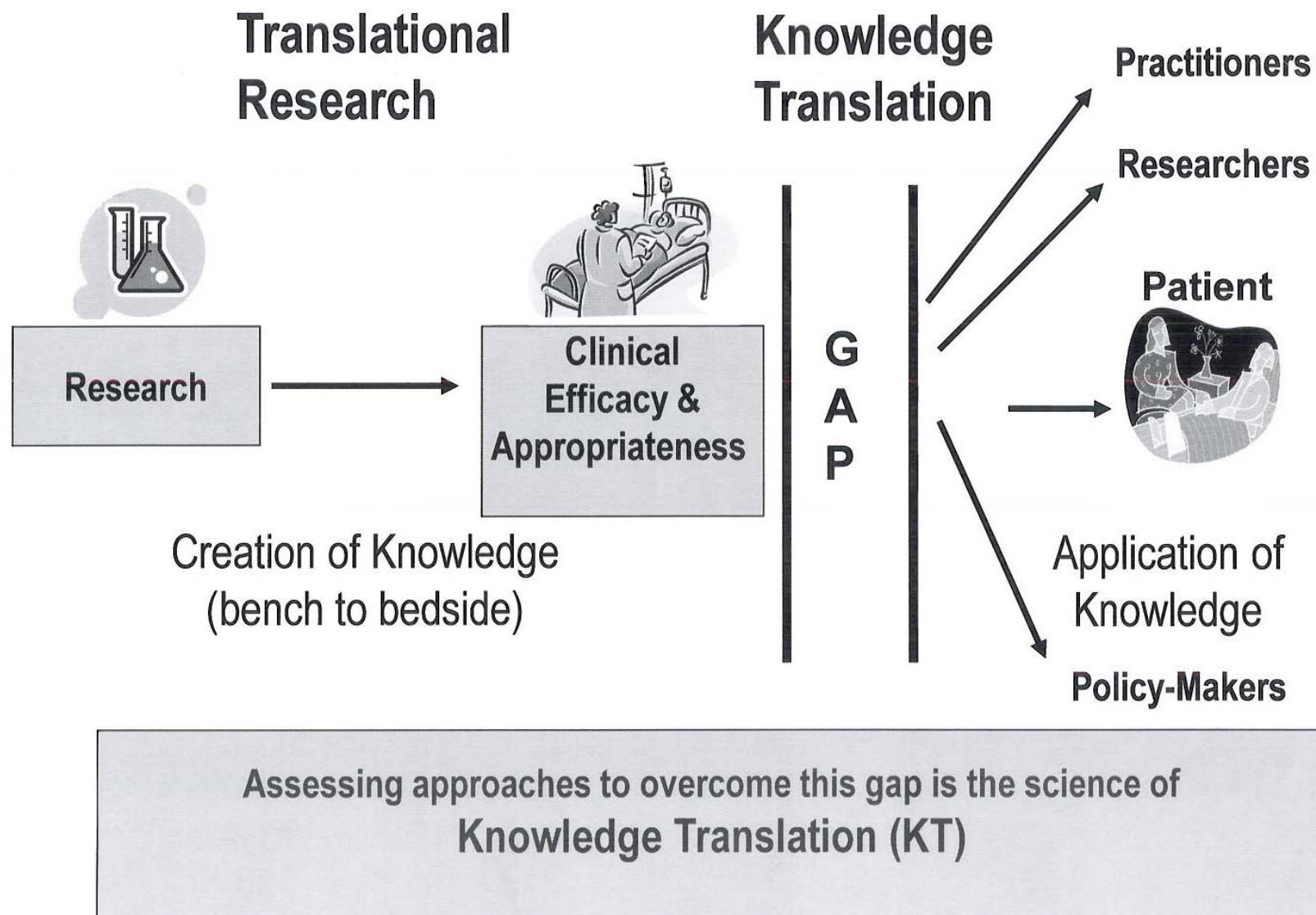
Why does this “GAP” occur?



Why does this “GAP” occur?



"Mr. Osborne, may I be excused? My brain is full."



Knowledge translation sounds simple but is it actually quite difficult. Knowledge gets trapped – in people places and habits.

Andreas Laupacis

Management System Performance – Front Line Experiences

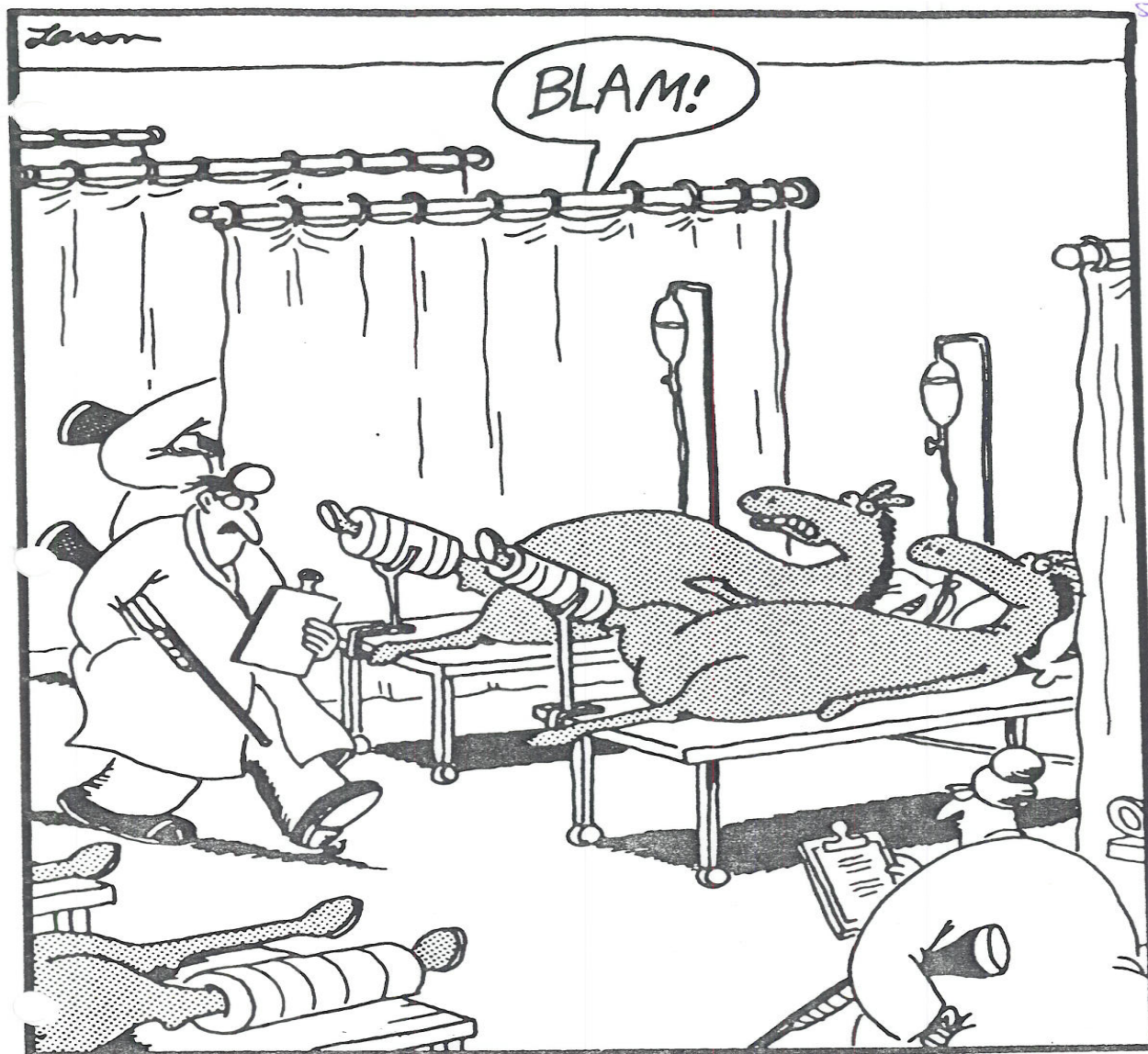
Relevant Academic Discipline

- Organizational Design
- Knowledge Translation
- Work Factors Engineering
- Inter Disciplinary Education
- Change Management
- Clinical Leadership / Education

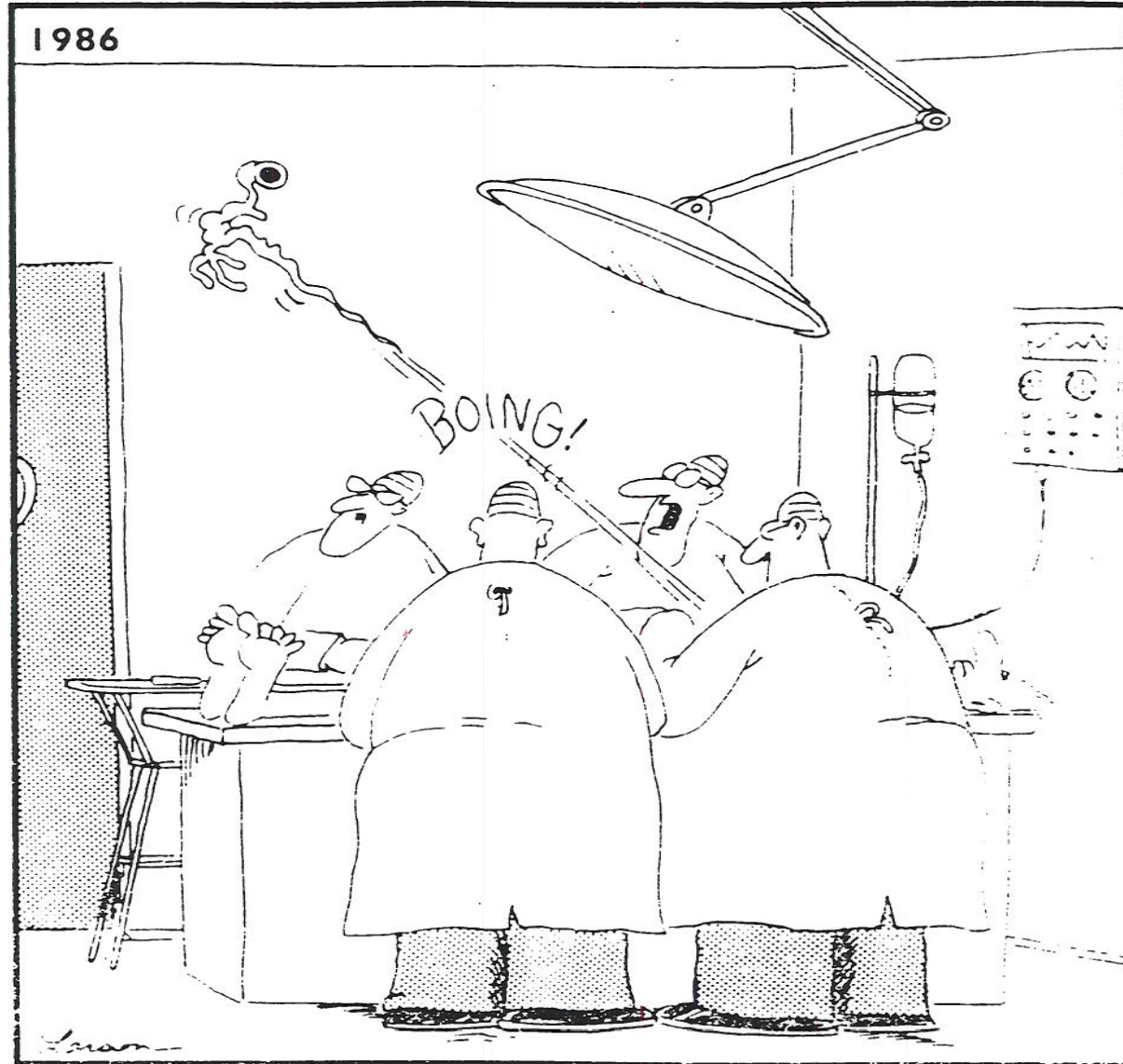
Maximizing System Performance Organizational Contributions



"Whoa! *That* was a good one! Try it, Hobbs—just poke his brain right where my finger is."



Horse hospitals



"Whoa! Watch where that thing lands—we'll probably need it."

**The sad fact is that almost
universally organizations change
as little as they must rather than as
much as they should.**

(Kantor, Stien, Jack)

**It is only when you are pursued that
you become swift.**

(Kahil Gibson)

Organizational change

Maxims

- Support those who embrace change and deal with those who can't
- Look for clear, specific results
- Avoid paralysis – there is no substitute for action
- Understand there are no absolute right answers
- Do not overcomplicate issues
- Process is not as important as results
- Process is important
- You cannot over communicate
- Never promise what you cannot deliver
- Do not be afraid to say you do not know – but not too often
- Improve your core business
 - ❖ Quantitatively
 - ❖ Efficiency

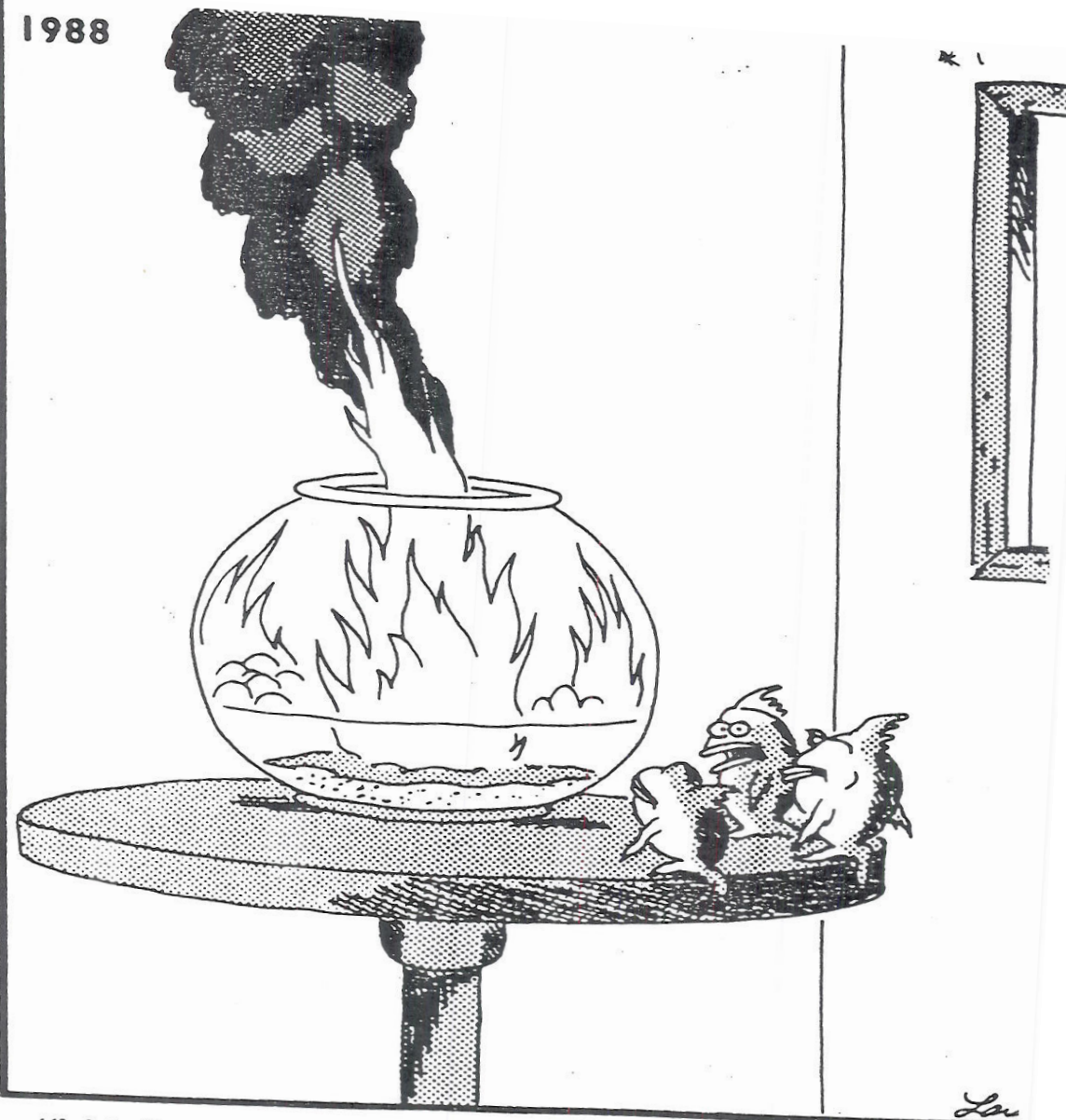
Maximizing System Performance Organizational Contributions

Relevant Academic Areas

- Organizational Design
- Information Management
- Performance Metrics
- Case Studies
- Leadership Theory
- Team Functioning

Maximizing System Performance System Challenge and Potentials

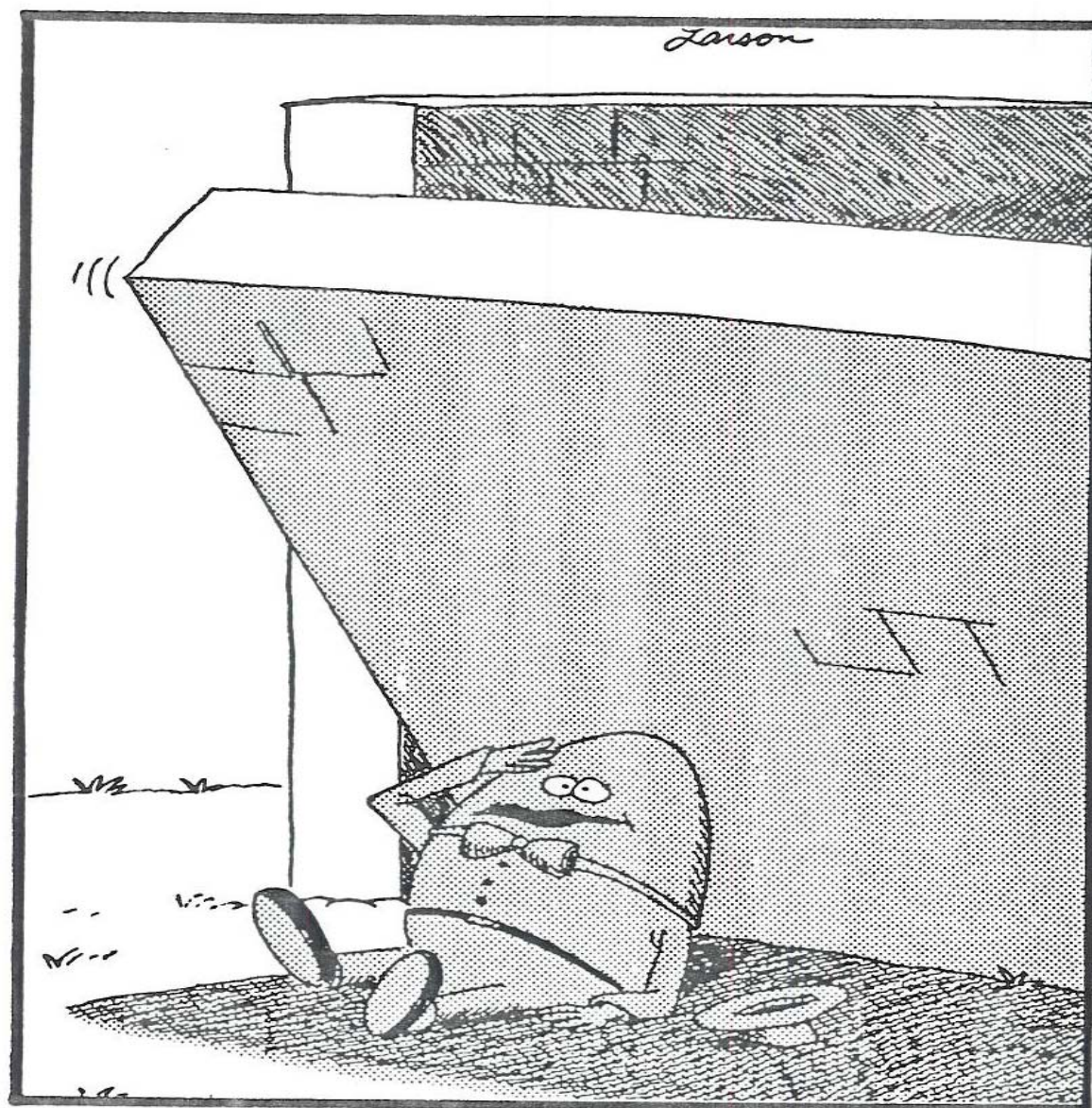
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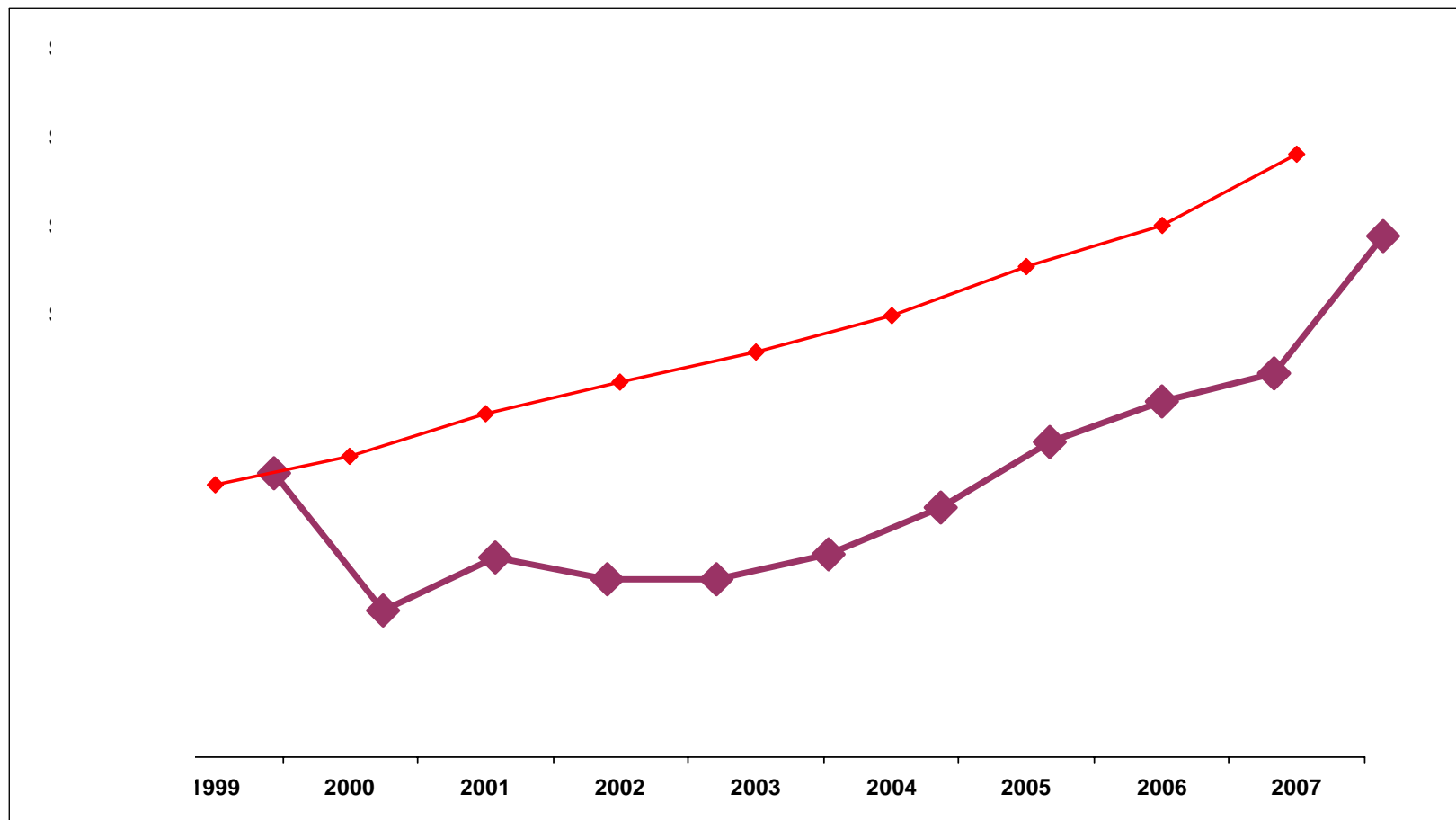
"Well, thank God we all made it out in time.
'Course, now we're equally screwed."



“C’mom, c’mom—it’s either one or the other.”



“Well, I’ll be danged! . . . I’m OK!”



Maximizing System Performance System Challenged Potentials

Relevant Academic Areas

- Political Science
- Economics
- Information Management
- Public Affairs
- Social Dynamics