

Network Session Summary

Session Topic:	LEADS in a Caring Environment: Achieve Results
Session Date:	April 14, 2021
Session Hosts:	Dr. Heather La Borde & Michele Hannay
Session Objectives:	<p>At the end of this webinar, you will be able to:</p> <ul style="list-style-type: none"> • Explain the importance of inspiring vision and setting direction with primary care teams and others. • Describe the 4 key steps leaders use to identify, establish and communicate clear and meaningful expectations and outcomes.

Recommended Resources:

- The Fifth Discipline: The art and practice of the learning organization (Peter Senge)
- The Advantage: Why Organizational Health Trumps Everything Else in Business (Patrick Lencioni)
- Drive: The Surprising Truth About What Motivates Us (Daniel Pink)
- [Podcast](#): One Nail at a Time episode 13. A Culture of Joy with Kush Badshah (IHI)
- [IHI Framework for Improving Joy in Work](#)

Session Highlights & Themes:

The ‘Achieve Results’ domain of LEADS in a Caring Environment is about helping leaders to make decisions to identify priorities and take action to achieve them. This session focused on the first of the four sub-domains: ‘Set Direction’.

4 steps to setting direction were reviewed:

1. **Establish values:** what are the principles and ideals that the team believes should guide their work?
2. **Define the vision:** Who are we as a clinic/PCN? What do we aspire to become? To achieve in the future (in 1, 5, 10 years and beyond)?
3. **Clarify the mission:** What is our purpose? Who do we serve and how? What sparks our passion for this work?
4. **Identify the performance indicators:** How will we know if we’re on the right track? What are our milestones?

Leaders can bring the ‘vision’ to the team, or can work with the team to define it. The other steps are best accomplished by gathering input from the entire group. If the people doing the work don’t believe that the values, vision and mission accurately reflect their beliefs, they won’t have utility in setting direction.

Values, vision and mission statements should be short, easy to remember and meaningful to the team. If they aren’t used routinely in decision-making and planning, there really isn’t any point in spending the time to develop them! Avoid long, jargony statements that will be quickly forgotten.

Session Statistics

Total Physician Participants	North Zone Physician Participants	Edmonton Zone Physician Participants	Central Zone Physician Participants	Calgary Zone Physician Participants	South Zone Physician Participants	PCNs Represented
33	10	6	3	13	1	20