

Implementation and Formalization of the LVPG Triad Development Process

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Implementation and Formalization of the LVPG Triad Development Process

Division of Organizational Effectiveness
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Background / Current Conditions

- Lehigh Valley Physician Group senior leaders recognized need to develop leadership teams within physician practices
- Organizational Effectiveness was contacted to design a standardized model of leadership development that brought together a triad including a physician lead, practice manager and clinical coordinator
- Formation of a standardized process of LVPG Triad Development will ensure all Practice Leadership teams experience the same level of leadership development coaching and receive the same tools for improvement.

Methods

- Conducted one on one interviews with Organizational Development Consultants in Organizational Effectiveness
- Analyzed data from Triad Development Tracker
- Created client based survey and Organizational Development Consultant survey
- Participated in Myers-Briggs assessment to become knowledgeable on mandatory assessments used
- Analyzed and further developed Maturity Matrix

LVPG Practice Leadership Model



Recommendations

- Develop a strategy to assist in scheduling the three to four required meetings with physician practices
- Separate the Organizational Development Consultant work from the outside content teams
- Focus on physician practices that request Triad Development work and tailor assessments to individual practice needs
- Development of a Triad Development practice feedback survey to be given after completion
- Reduce the average 17.83 week PCMH Triad Development completion rate to 6 weeks

Results: Standardized Procedure

Initial Interaction

- Send introduction email to leadership team
- Explain and give links for completion of MBTI, Maturity Matrix (pre-measure) and TKI assessments before first meeting

1st Meeting

- Introductions of each individual
- Discussion of current team dynamics
- Decide what additional assessments would be beneficial

2nd Meeting

- Myers-Briggs Assessment Review
- Review individual results and how work flow is impacted by each type

3rd Meeting

- Thomas- Kilmann Conflict Mode assessment review
- Focus on how conflict styles effect work flow
- Additional assessment as suggestion

Closing Meeting

- Clients share biggest takeaway
- What the triad as a whole can work on improving
- What individual leadership styles can be improved
- Post measure Maturity Matrix

References

Briggs, K. & Briggs Myers, I. (2015). *The Myers-Briggs Type Indicator*.
 Jones, j. (1976). Thomas-Kilmann Conflict Mode Instrument. *Group & Organization Management*, 1(2), 249-251.
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