Implementation and Formalization of the LVPG Triad Development Process

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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

Practice Lead

Clinical Coordinator

Team Building
Collaboration

Consistent Team Meetings

Professional Development

Improved Communication

Practice Manager

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


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