

# Global Healthcare Conference 2020

## Resilience: Growth through Adversity







LOMA LINDA  
UNIVERSITY  
School of Dentistry

# Day 2: What's your Culture

Peter Young DDS MAGD



# CORPORATE CULTURE



# 4 Types of Organizational Cultures



Flexibility



Internal

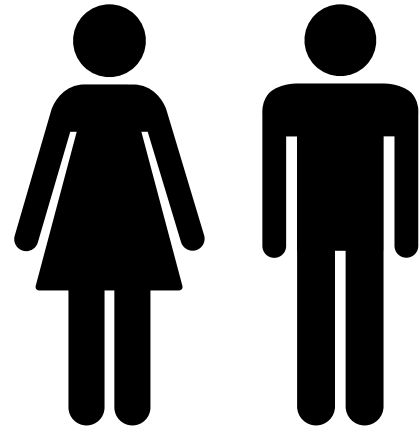


External



Control

Human  
Relation  
Model



Flexibility

Collaboration  
Do things  
Together

Internal

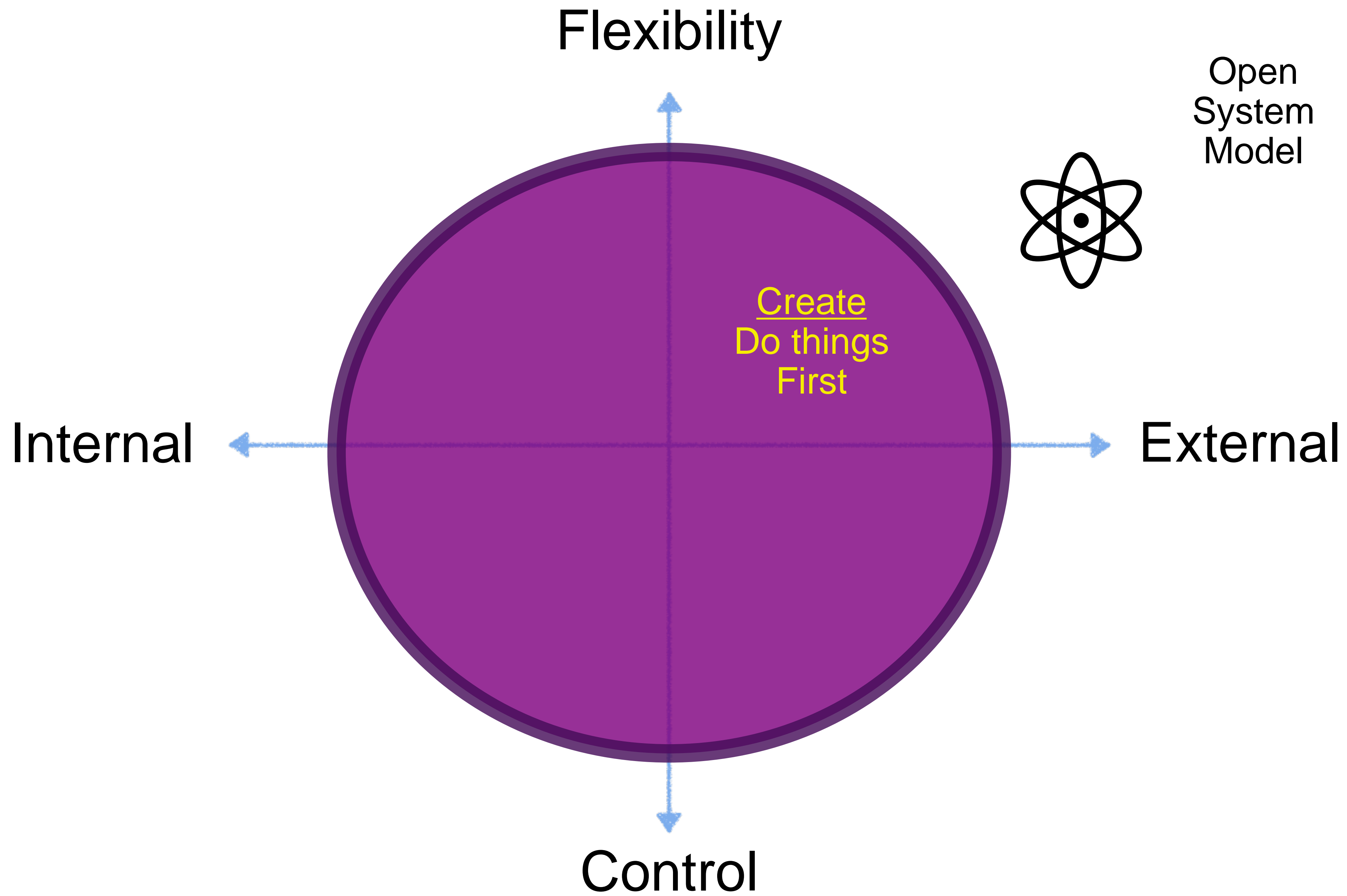
External

Control













creativity goes where?



Flexibility

Internal

External

Complete  
Do things  
Fast  
"D"

Control

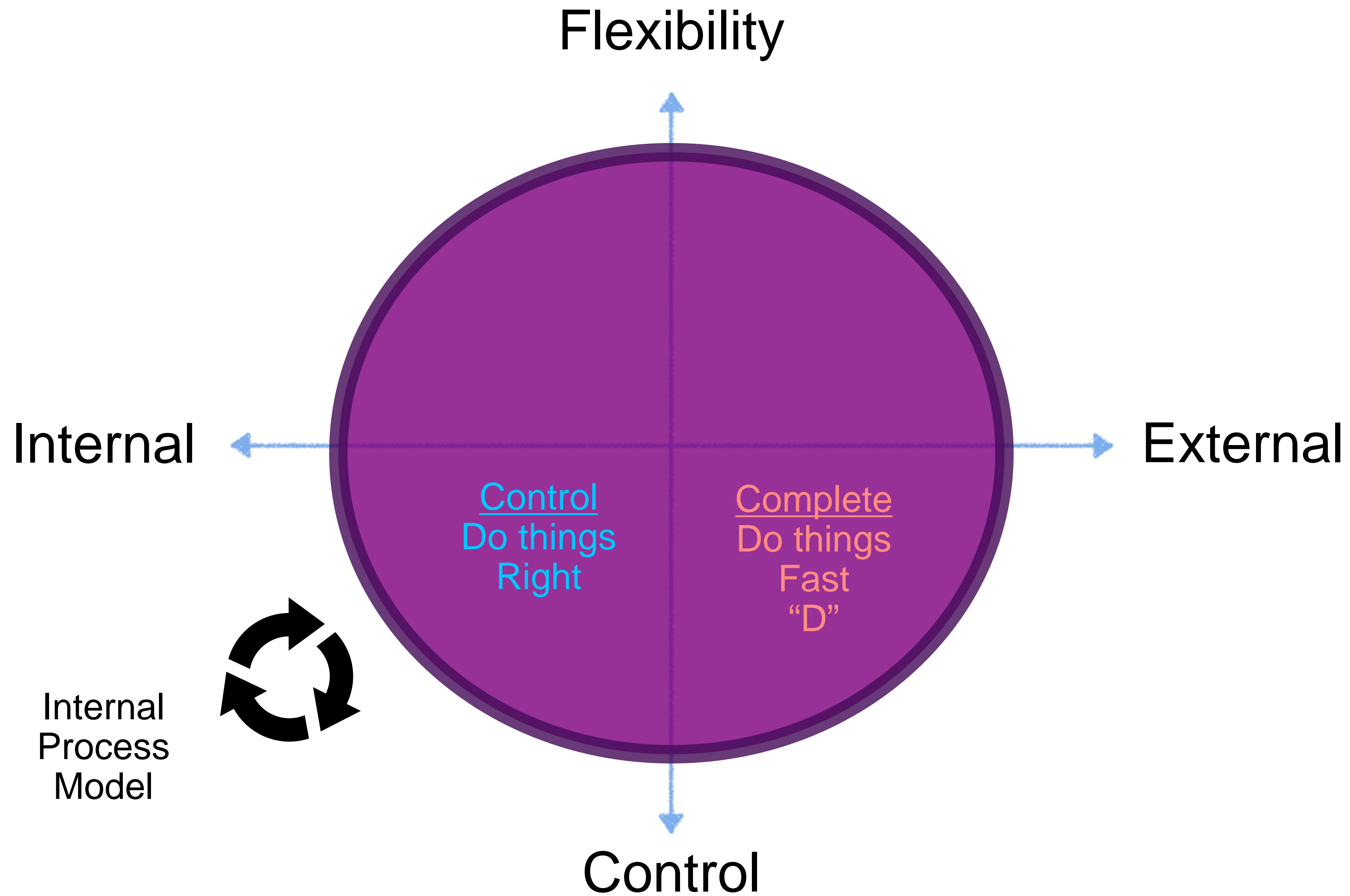


Rational  
Goal  
Model





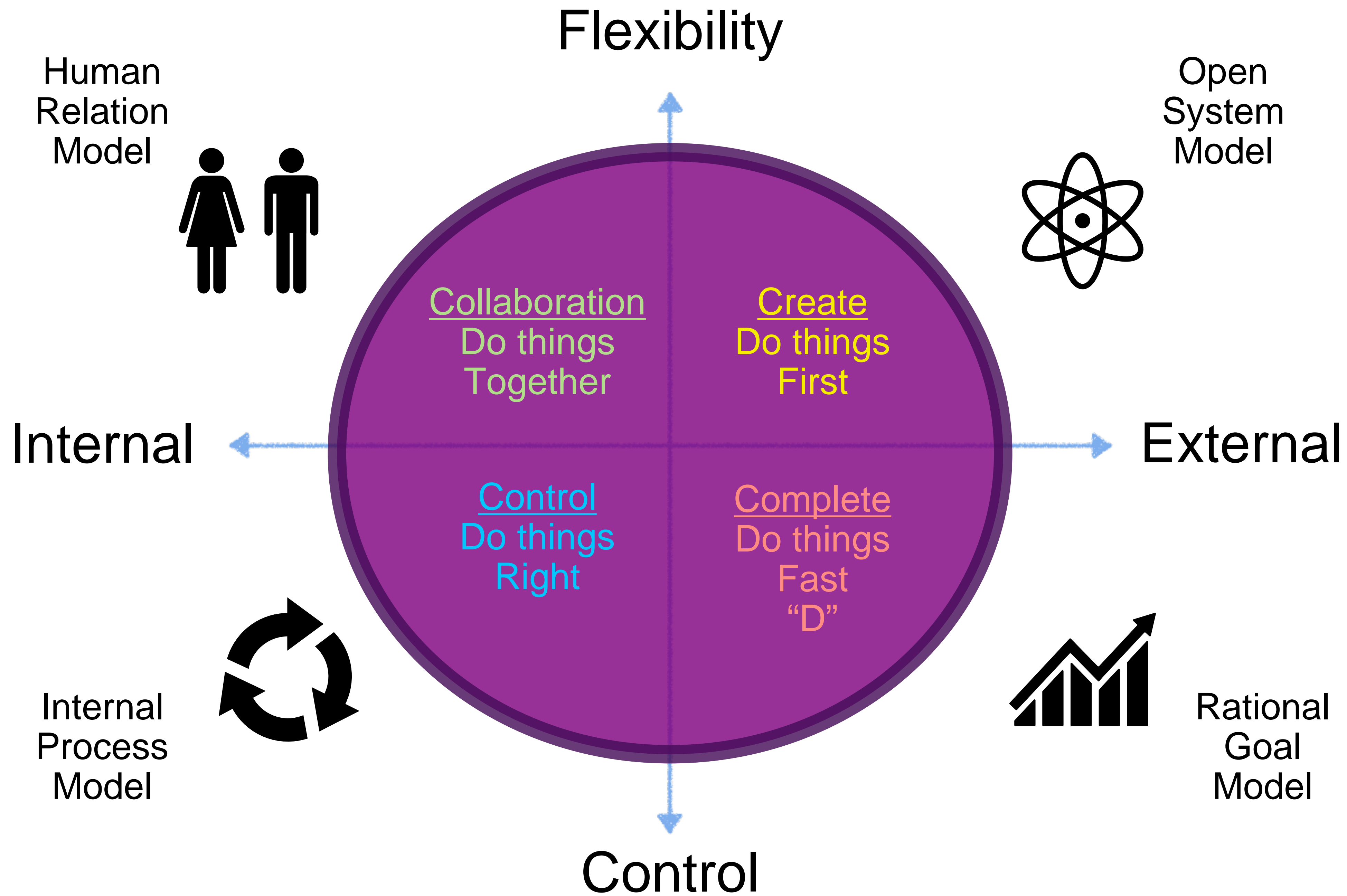






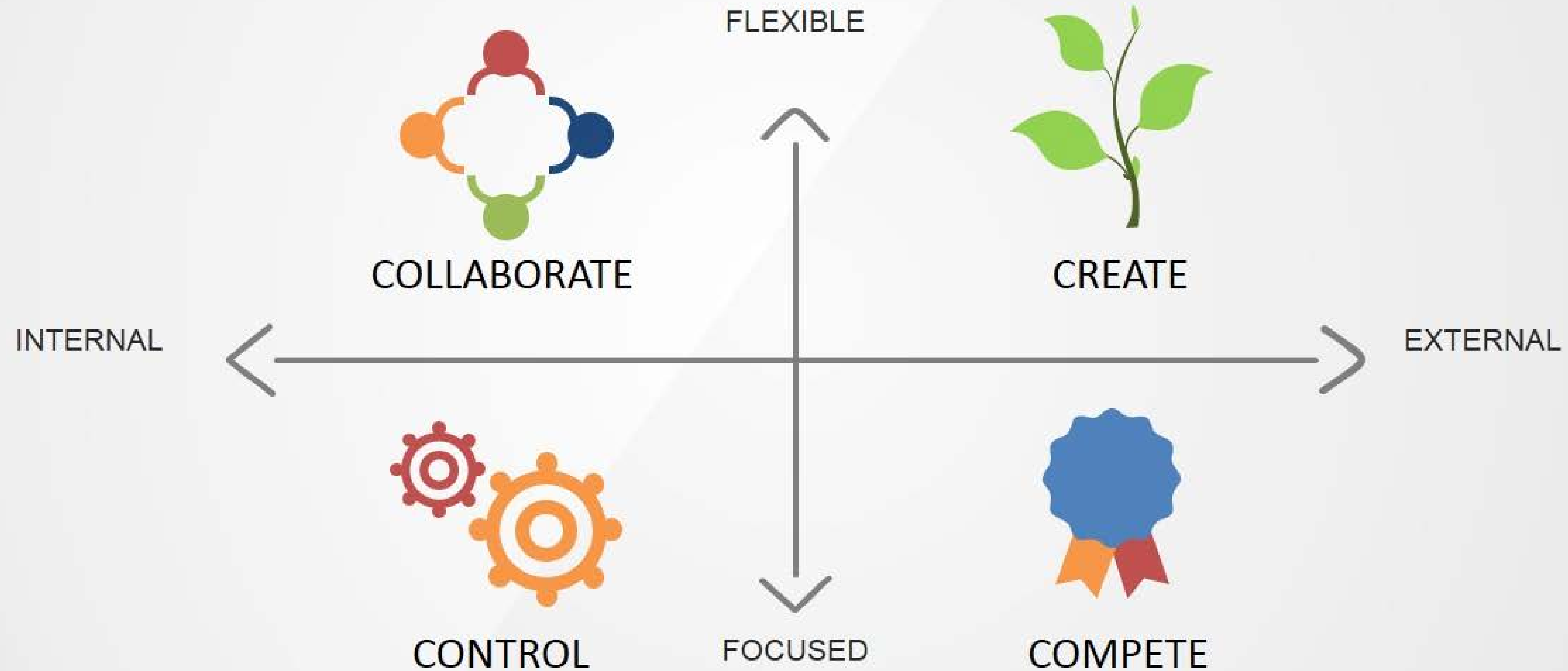






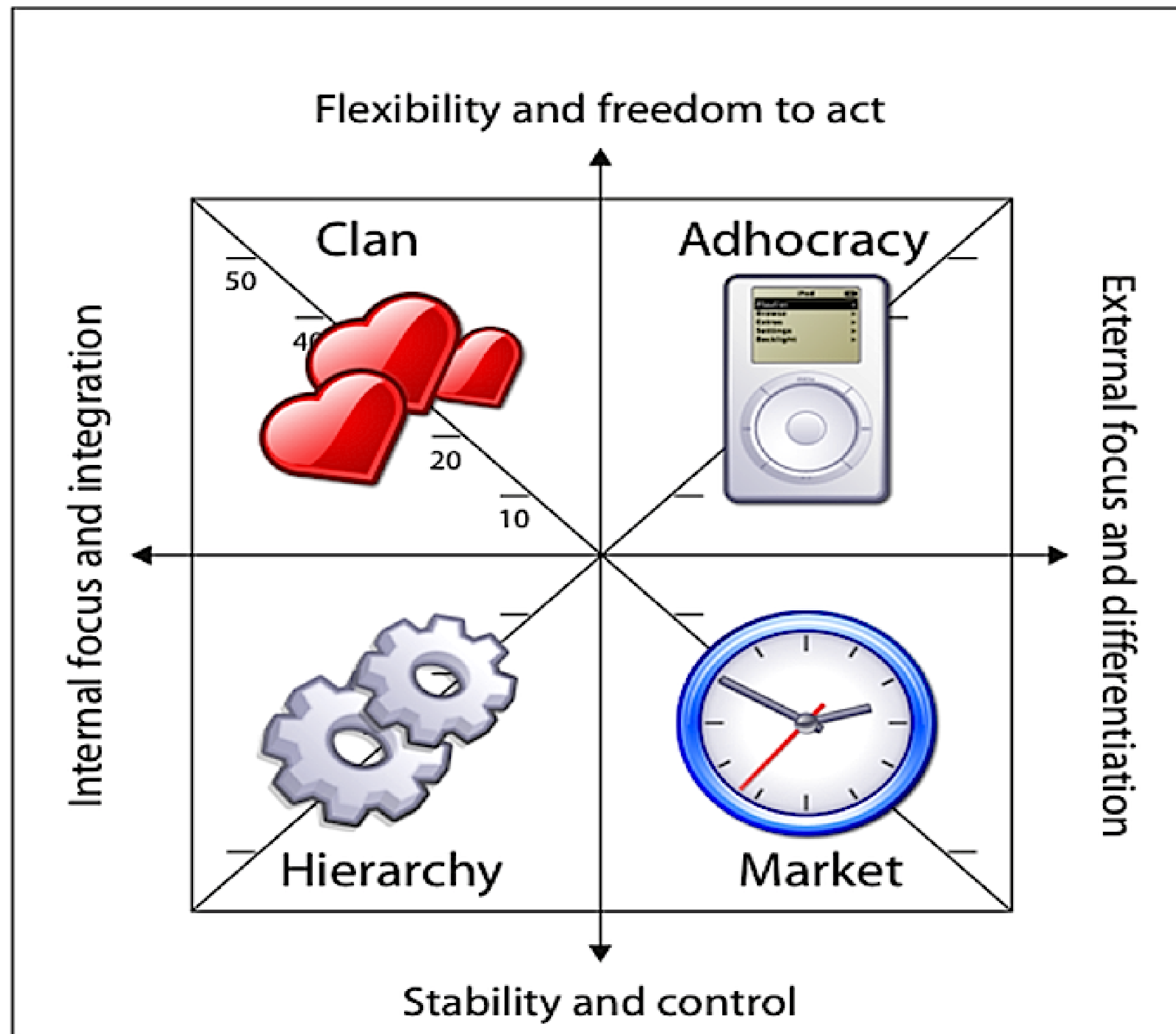


# Organizational Culture Template



**Which one describe your organization?**









# What is the DNA of you organization?

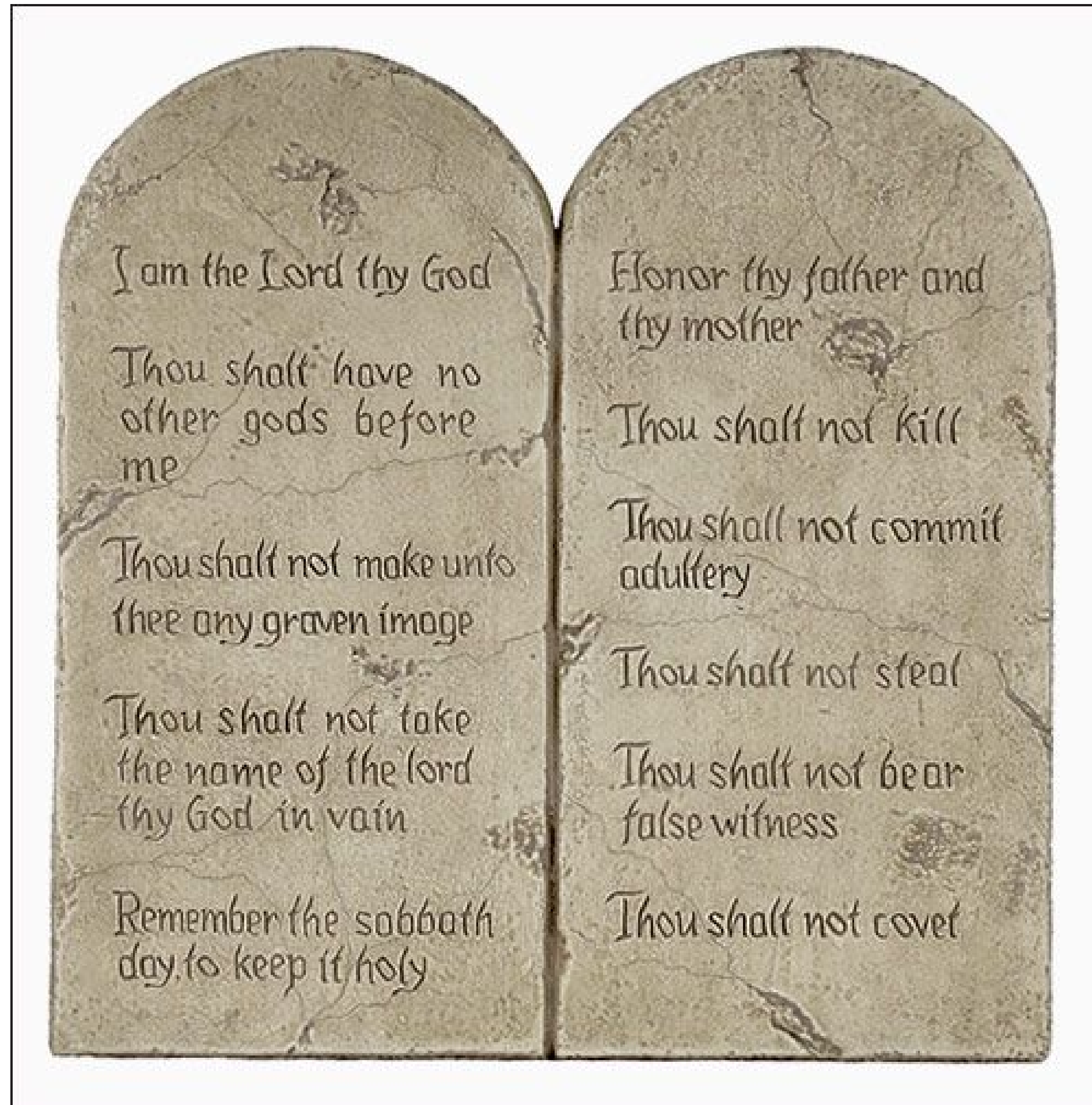




# Culture Questions

- 1) Define culture in your own words.
- 2) Briefly describe your own culture.

# God's Culture Guides for the Human Race



## *The Beatitudes:*

### *(Blessed Are)*

the poor in spirit, for theirs is the kingdom of heaven.	~	they who mourn, for they shall be comforted.
the meek, for they shall inherit the earth.	~	they who hunger and thirst for righteousness, for they shall be satisfied.
the merciful, for they shall obtain mercy.	~	the pure of heart, for they shall see God.
the peacemakers, for they shall be called children of God.	~	they who are persecuted for the sake of righteousness, for theirs is the kingdom of heaven."



# Create a Culture Guide





# 1. Be Punctual







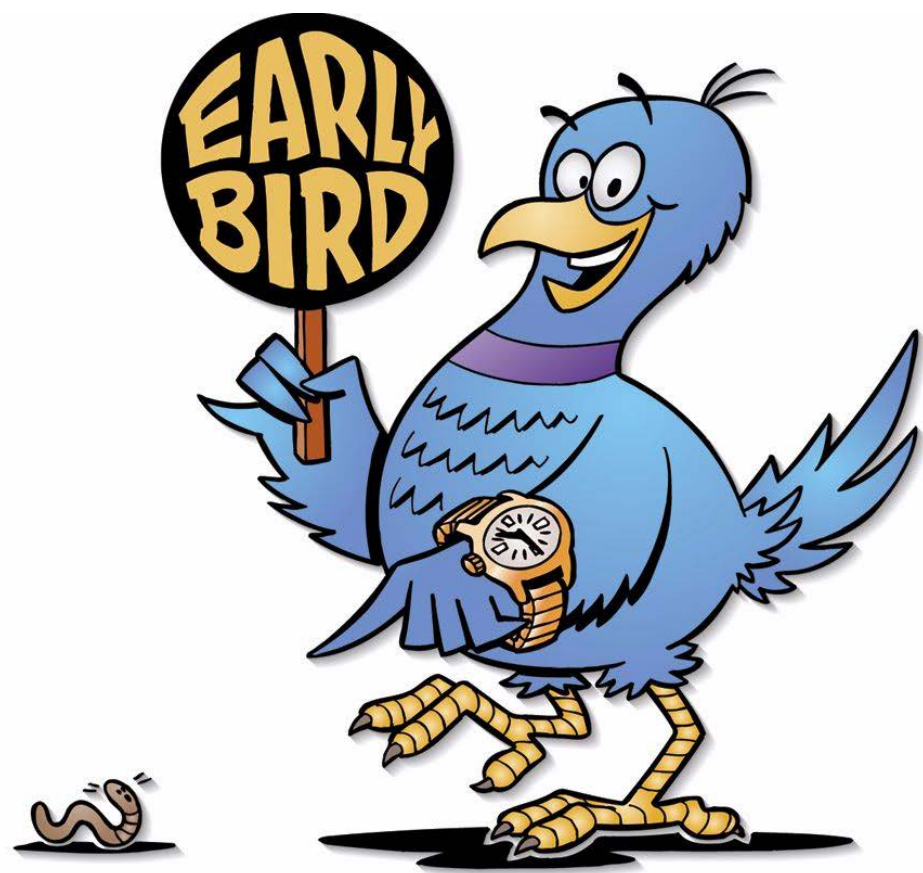
**Domino's Pizza 30 Minute Delivery Guarantee**



**30 Minutes or Free**

**Order Now**

# Be on Time





## 2. Be a “10”





# 3. DRESS *for* SUCCESS





# 4. Be Truthful, Do what you say you'll do Being Ethical and Moral





## These are the world's most respected professions

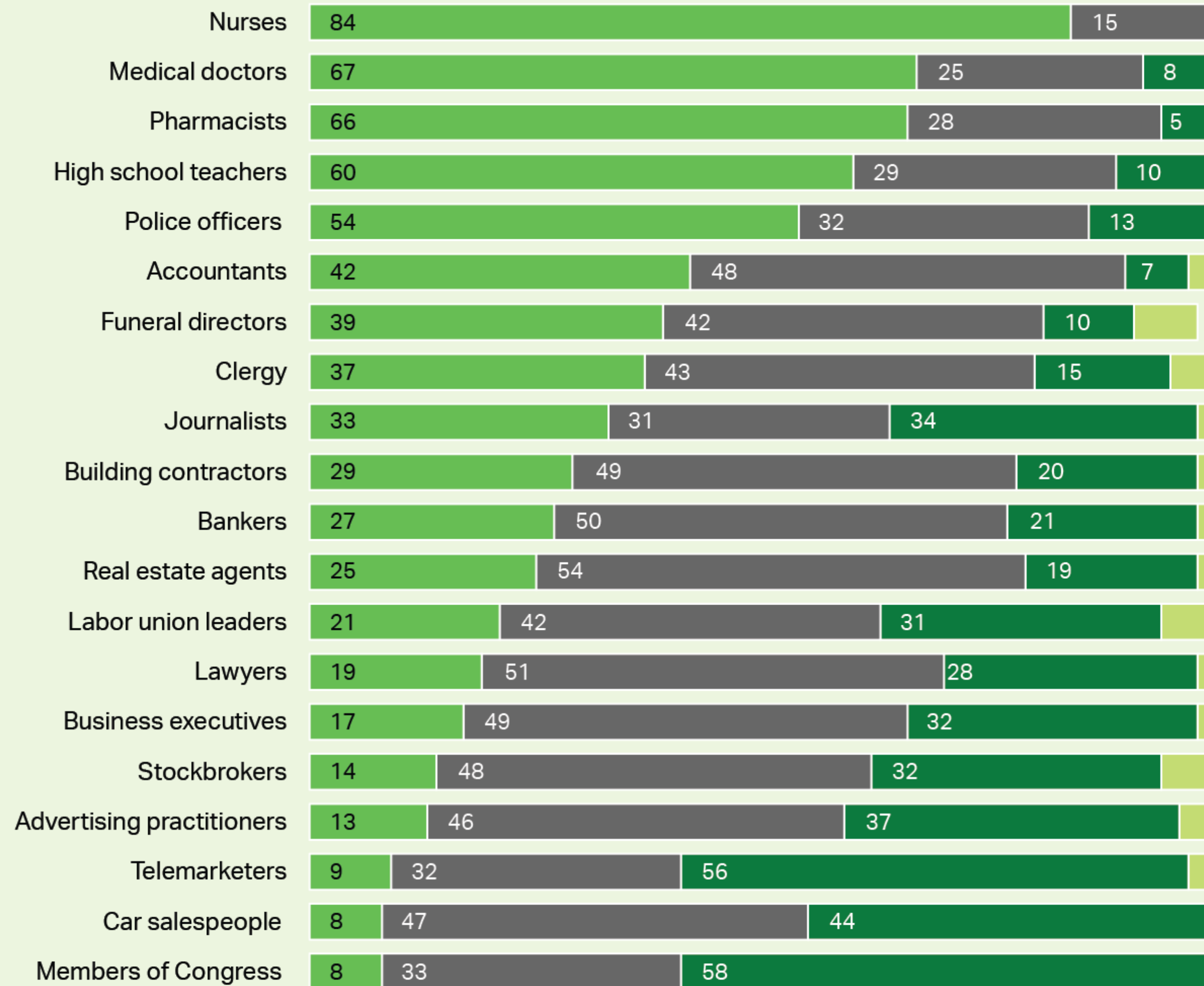
Based on rankings from the Global Teacher Status Index, 2018

	Occupation	Average rank (1-14)
1	Doctor	11.6
2	Lawyer	9.5
3	Engineer	9.1
4	Head Teacher	8.1
5	Police Officer	7.8
6	Nurse	7.4
7	Accountant	7.3
8	Local Government Manager	7.3
9	Management Consultant	7.1
10	Secondary School Teacher	7.0

Source: Varkey Foundation

# Please tell me how you would rate the honesty and ethical standards of people in these different fields -- very high, high, average, low or very low?

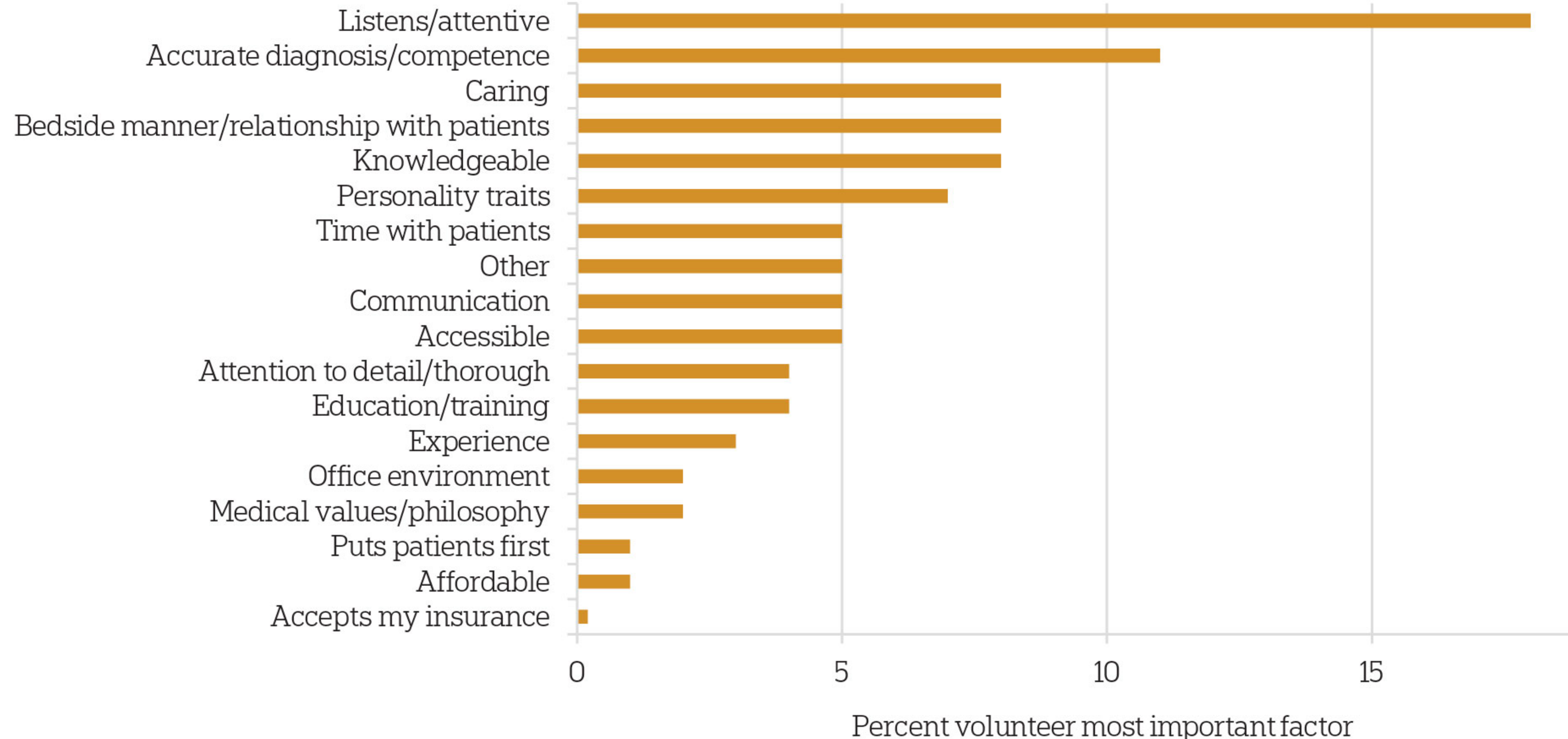
■ % Very high/High 
 ■ % Average 
 ■ % Low/Very low 
 ■ % No opinion



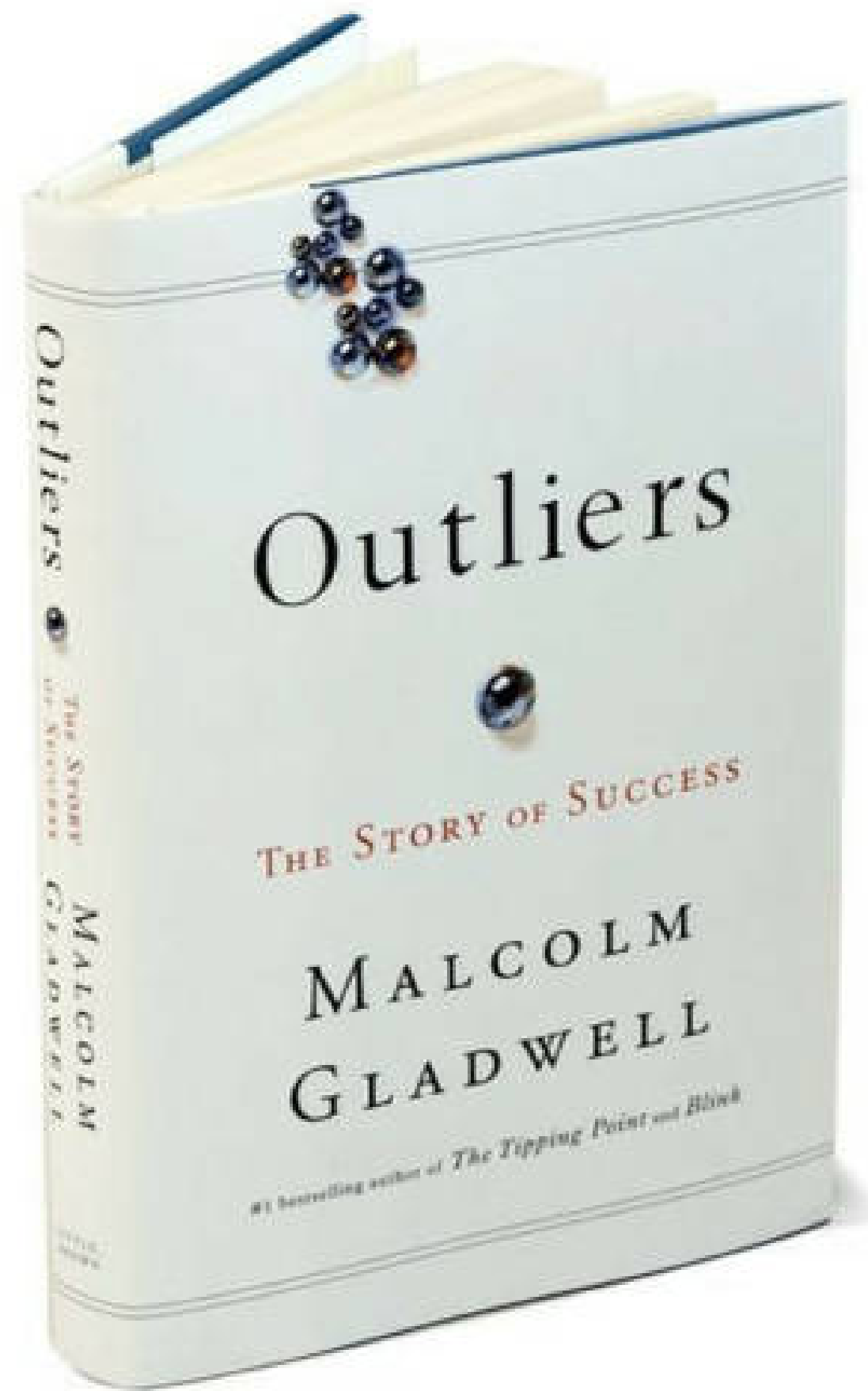


# 5. Be Interested not Interesting

Most important factor that makes a high-quality doctor



## 6. Be an Expert in Your Field.





10,000 hrs  
IS THE AMOUNT OF  
*practice*  
YOU MUST PUT IN  
*to attain*  
MASTERY

“OUTLIERS” *by*  
Malcolm Gladwell

10000

hours to master your craft

1 8 5 44 for 5½  
hours days weeks  
a day a week a year years

Better get started!



## 7. Show Respect and Be Kind







KEEP  
CALM  
AND  
BLOW  
BUBBLES



## 8. Be Organized and Neat



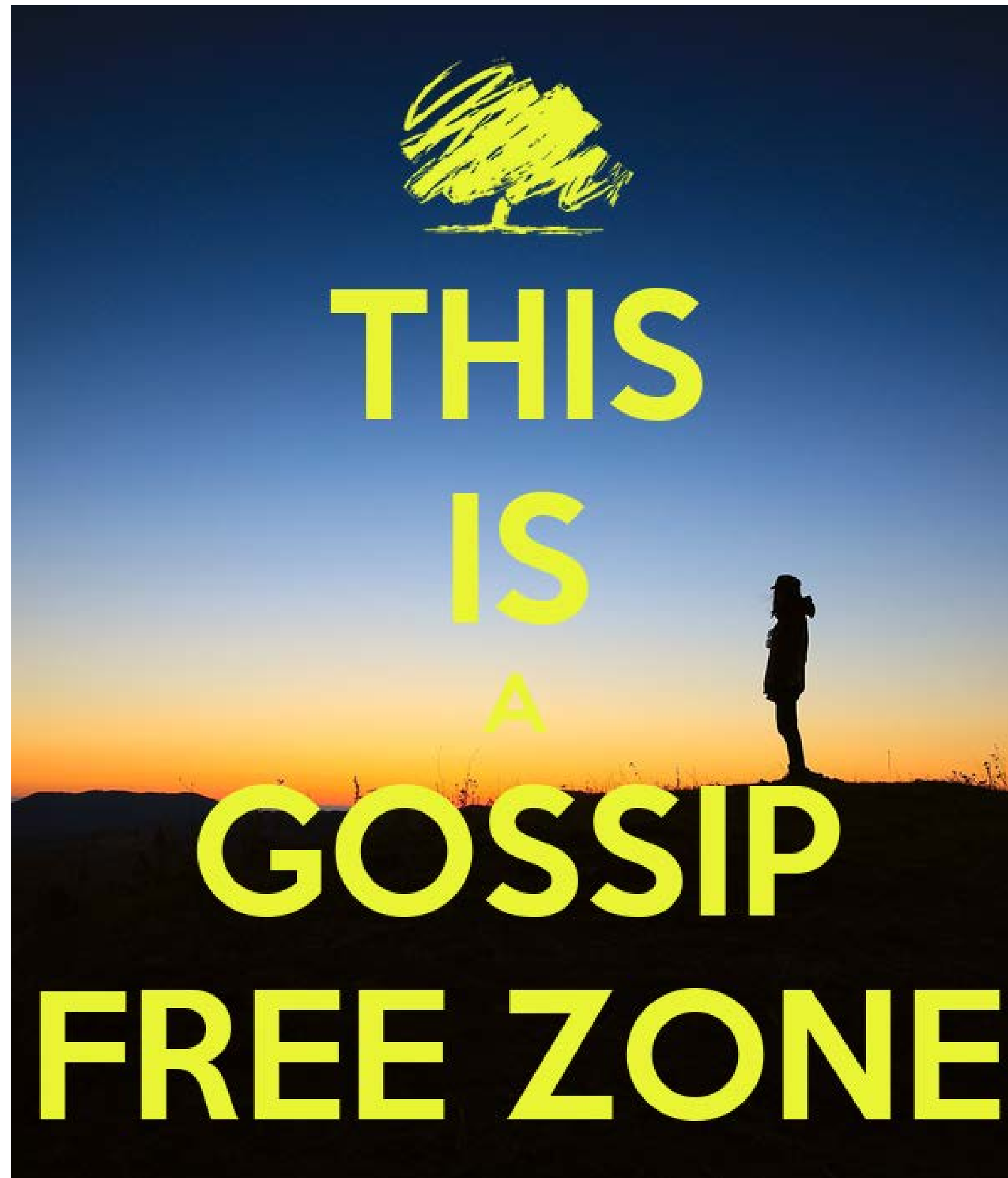




## 10. Be Present



# 11. Take Problems to the Source





# Culture Guide Evaluation

Culture (Core Values)	Rate 1-5
Be on time	
Be Nice to your fellow team members	
Be respectful to our patients	
Take problem to the source. (Don't gossip)	
Be a willing wit.	
Be willing to learn new technology	
Others	

[illegible]





S

- **SPECIFIC**
- Define the goal as much as possible with no unclear language
- **Who** is involved, **WHAT** do I want to accomplish, **WHERE** will it be done, **WHY** am I doing this – reasons, purpose, **WHICH** constraints and/or requirements do I have?



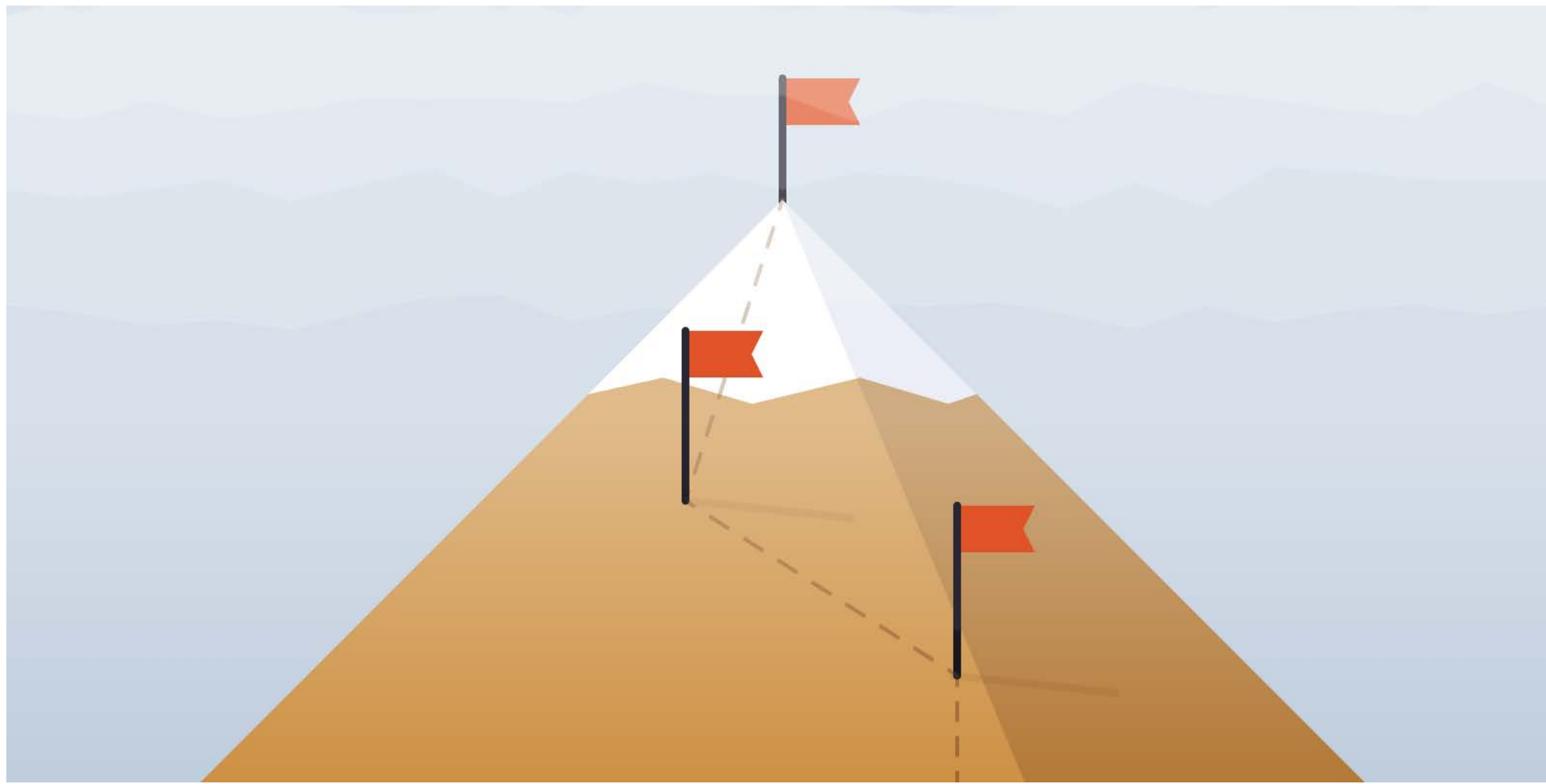


M

- **MEASURABLE**

- Can you track the progress and measure the outcome?
- How much, how many, how will I know when my goal is accomplished?





**A**

- **ATTAINABLE/ACHIEVABLE**

- Is the goal reasonable enough to be accomplished? How so?
- Make sure the goal is not out of reach or below standard performance.







**R**

- **RELEVANT**

- Is the goal worthwhile and will it meet your needs?
- Is each goal consistent with the other goals you have established and fits with your immediate and long term plans?



**T**

- **TIMELY**

- Your objective should include a time limit. Ex: I will complete this step by month/day/year.
- It will establish a sense of urgency and prompt you to have better time management.





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# Key Performer Indicators samples (KPI's)

1. \$ Average Personal Productions by Pod
2. \$ Over-the-Counter- Collection (OTC)
3. # Crowns (implant crown = 2 units)
4. # Fillings
5. # SPR
6. # Extraction
7. # Denture Units
8. \$ Preventive Procedure

# What's the Score

JANET EVANS SWIM COMPLEX											
LENGTHS			RECORD								
00			:			EVENT			58 HEAT 4		
LANE	PLACE	TIME	LANE	PLACE	TIME						
1	7	1:42.57	6	2	1:32.41						
2	5	1:36.26	7	6	1:41.18						
3	4	1:34.64	8	8	1:44.13						
4	1	1:31.42									
5	3	1:32.79									

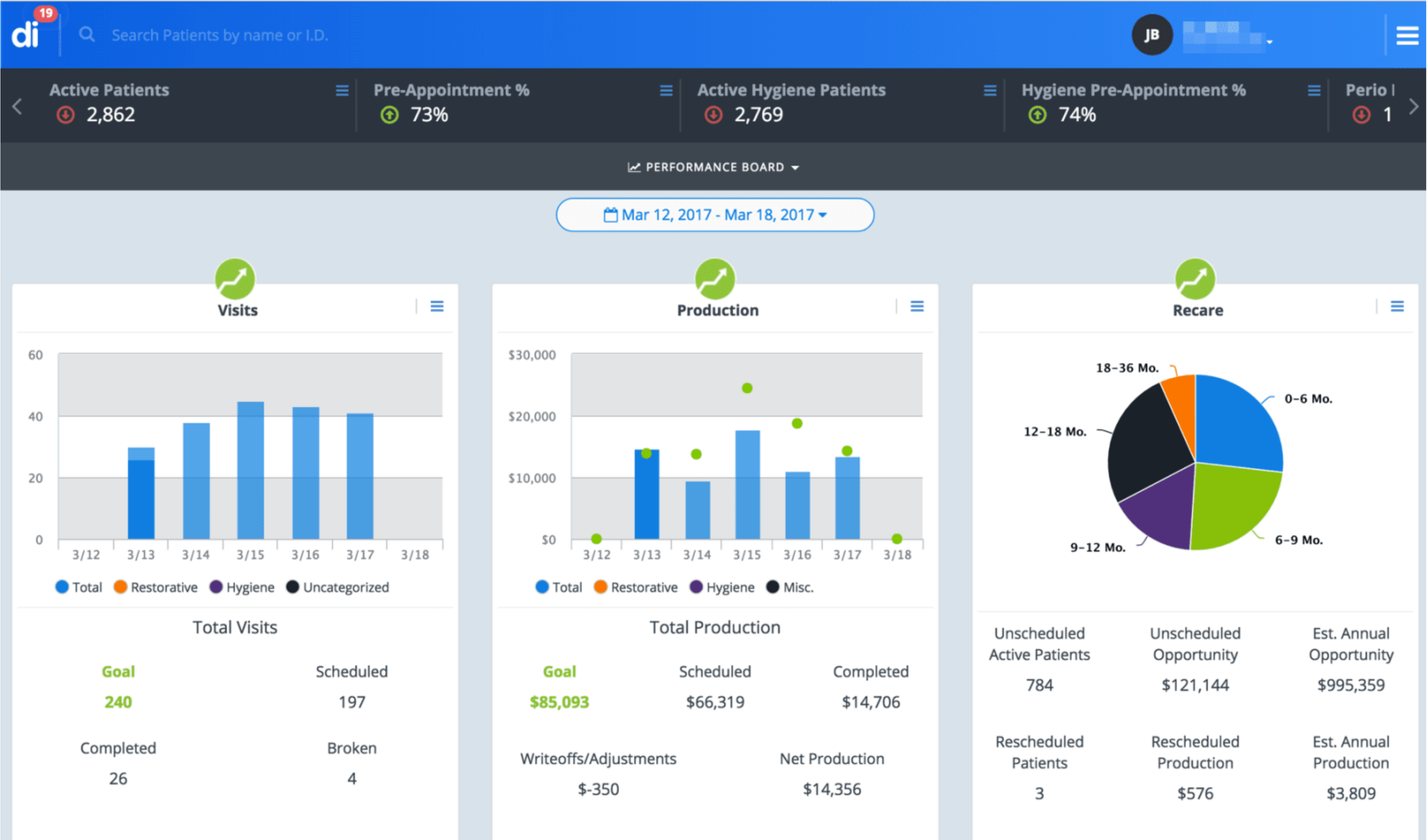
		LEADERS																	
HOLE		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
PAR		4	5	4	3	4	3	4	5	4	4	4	3	5	4	5	3	4	4
5	WATSON, B.	5	5	4	5	5	6	6	7	8	7	7	7	8	8	8	8	8	8
4	BLIXT	4	4	4	4	4	4	3	4	4	4	4	4	5	5	5	5	5	5
5	SPIETH	5	6	6	7	6	7	8	7	8	6	6	5	5	5	5	5	5	5
3	JIMENEZ	2	3	2	2	1	1	1	1	1	2	1	2	2	3	3	4	4	4
3	FOWLER	4	3	3	3	3	3	3	3	3	2	1	1	1	2	2	2	2	2
4	KUCHAR	4	5	6	4	4	4	4	4	3	3	4	4	4	4	4	4	3	2
2	WESTWOOD	2	2	1	1	1	1	1	1	0	0	1	1	0	0	1	1	0	1
3	LANGER	2	0	1	1	0	0	0	0	0	2	2	2	1	3	2	1	1	0
2	WALKER	1	1	1	1	1	0	1	1	1	0	1	1	0	1	0	1	1	0
3	MOURDY	3	3	3	4	4	4	3	2	1	1	0	0	1	0	1	0	0	0

FINAL											
7.07			👑 2019 👑			4.57					
PREVIOUS SETS						SETS GAMES POINTS					
7	1	7	4	Novak DJOKOVIC		3	13				
7	7					7					
v											
6	6	6	6	Roger FEDERER		2	12				
5	4					3					
Wimbledon											

TOUCHDOWN EAGLES!!											
EAGLES				14:56				GUEST			
21								3			
DOWN			TO GO			BALL ON			QTR		
4			18			48			3		



# Practice DashBoard- KPI



# Dashboard

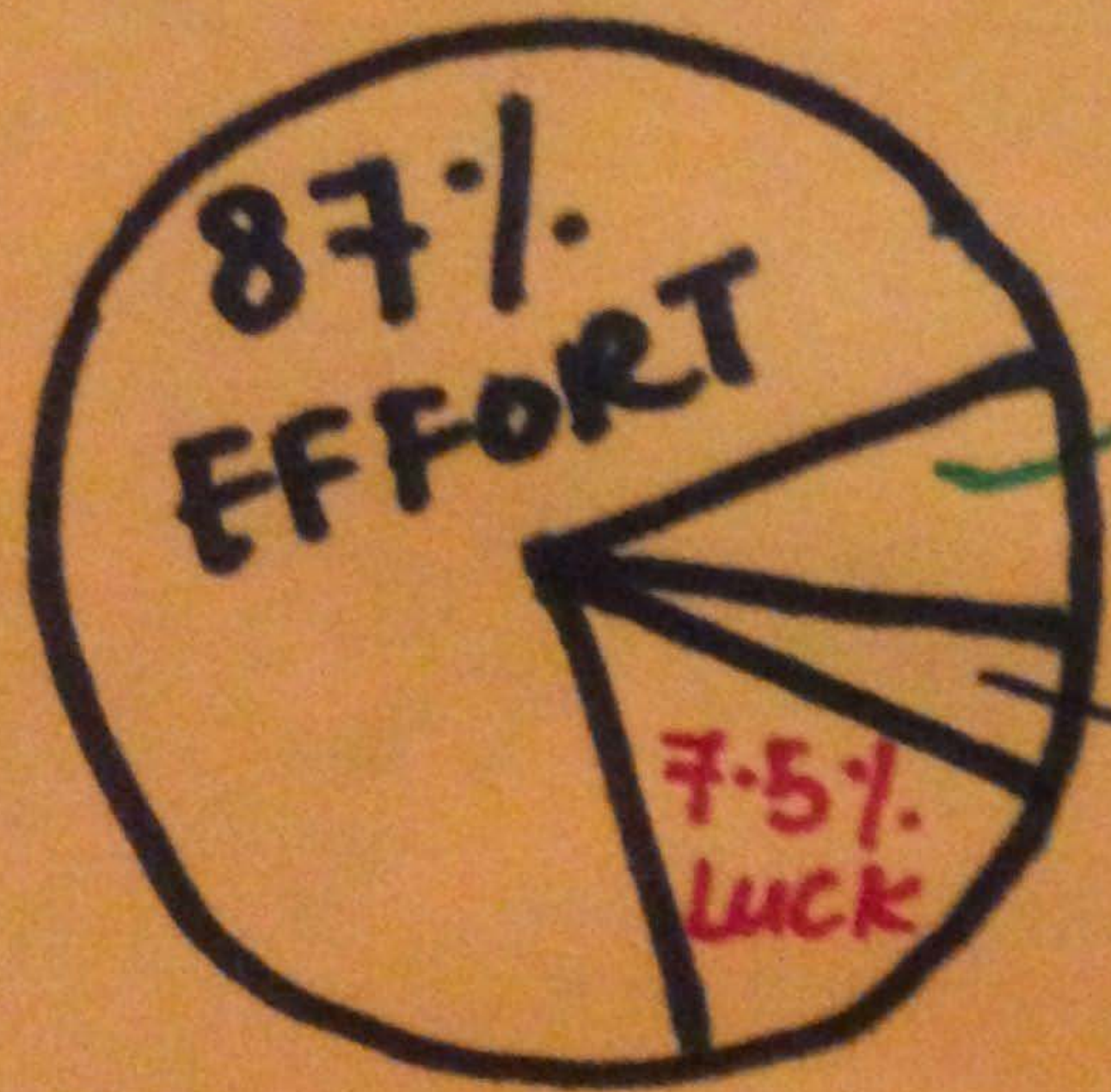
		#Extractions					
	A	B	C	D	E	F	G
1	Pod:	Week1 9/23-27	Wk2 9/30-10/4	Wk3 10/7-11	Wk 4 10/14-18	Wk5 10/21-25	5WksTotal
2	Production (\$7000)	0	0	0	0	0	0
3	OTC collection	0	0	0	0	0	0
4	# Crowns	0	0	0	0	0	0
5	# Fillings	0	0	0	0	0	0
6	# SPR	0	0	0	0	0	0
7	#Extractions	0	0	0	0	0	0
8	# Dentures	0	0	0	0	0	0
9	\$ Prentative Procedures	0	0	0	0	0	0
10	#Cancellation	0	0	0	0	0	0
11							
12	Name:						
13	Production (\$7000)						0
14	OTC collection						0
15	# Crowns						0
16	# Fillings						0
17	# SPR						0
18	#Extractions						0
19	# Dentures						0
20	\$ Prentative Procedures						0
21	#Cancellation						0
22							



1. Pick no more than 3 goals.
2. Focus only these goals
3. Share with the whole team.
4. Track it and review daily.



# SUCCESS



5% STAYING OFF  
THE INTERNET  
FOR CONSECUTIVE  
90 MINUTES !!

0.5% TALENT  
&  
DIVINE INSPIRATION

EVERY  
MOUNTAIN TOP  
IS WITHIN REACH  
IF YOU KEEP  
CLIMBING





## Jurgen Kloop's Successful Culture

1. Create a psychologically safe environment- it is okay to make mistakes.
2. Have a clear strategic plan and ruthless priorities.
3. Overcome your ego—hire specialists and let them have autonomy
4. Cultivate a inclusivity and a proper sense of purpose
5. Focus on the fundamentals and brilliant basics
6. Being detail orientated separates “The Good” from “The Great”



<b>Kaizen Action Plans</b>	<b>Who will write it?</b>	<b>When will this be shared with the team?</b>	<b>Has the team own it and put it to practice?</b>
<b>Name the Culture</b>			
<b>Create the Culture Guide</b>			
<b>SMART Goals</b>			
<b>W.I.G. and Score Board</b>			