

Creating a Culture of *Excellence*



Excellence

IS NOT A SKILL ITS AN ATTITUDE ~Ralph Marston



Teamwork

Understand the Goal



Education

Share the knowledge



Audits

Know better do better



Communication

Inside and outside SPD



IT STARTS WITH ME

Dear Lord,

I thank you for my job. I remember **BACK** when I was looking for a career; you gave me this one. When I chose this profession, I knew I was the **RIGHT** person for it. **RIGHT** when I was hired; with all excitement I **LEFT** my old job **BEHIND**, and I looked **FORWARD** to learning and using my gifts, skills and experience to make a difference. Lord, I pray **RIGHT** now that you help me to use all of my gifts, skills and knowledge for the **RIGHT** reasons. Allow my hands, the **LEFT** one and the **RIGHT** one to function with precision bringing **FORTH** perfect instrument sets and sterile supplies. Lord, help my mouth not to speak everything I think, especially when it's not **RIGHT**. Remind me that even when I'm **RIGHT** some things should be **LEFT** unsaid. Last, Lord, remember me as I try to do good, so I don't get **LEFT BEHIND**. Amen!

SPD LEADERS

**HE WHO CANNOT
BE A GOOD
FOLLOWER CANNOT
BE A GOOD LEADER**

ARISTOTLE

PICTUREQUOTES.COM

Lead Your Team!

- Work beside your team.
- Positive feedback always 1st
- Discover the talent within your team.
 - Who likes to teach?
 - Who is very organized?
 - Who is most flexible?
 - Who is the motivator?
- Create fair daily/weekly rotating assignments

FRONT LINE TECHS

UNDERSTANDING THE GOAL

- ❖ No Instruments No Surgery!
- ❖ Don't rush to judgement.
- ❖ Seek to understand
- ❖ Help whenever you can
- ❖ Ask for help!
- ❖ Share your knowledge freely



EDUCATION

THE GOAL OF EDUCATION
IS THE ADVANCEMENT
OF KNOWLEDGE AND THE
DISSEMINATION OF TRUTH.

—John F. Kennedy

@weareteachers

Educating the areas SPD serves....

- Identify process concerns that involve the OR/clinics/L&D
- Create a positive and/or fun learning experience for your the :
 - SPD Open House
 - In-services
 - Who is Amy (AAMI)?

EDUCATION

*“Education is a Progressive
discovery of our own
ignorance.”*

-Will Durant

EDUCATION DESIGNED FOR SPD

- ✓ **Understanding the end, result**
 - Observe surgeries
 - Visit Clinics

- ✓ **Surgical service leaders**
 - Presentations not complaining sessions

- ✓ **Vendor Presentations**

- ✓ **Surgeon Presentations**



COMMUNICATION

SPD AND SURGERY

Always be professional

- Don't air SPD's dirty laundry
- Don't slander teammates

Have a positive attitude

- Focus on solutions and not impossibilities.
- "What does the patient need?"

Own your wrong

- Respect is always the outcome of honesty



COMMUNICATION

SPD AND SURGERY

We are each others motivation

- Praise each others good work.
- Don't criticize the shift you don't work on.
- Always offer to help.
- Say thank you to one another

AUDIT TO MEASURE SUCCESS



Implement a Quality Program

- Audit all processing areas
- Document findings, good or bad
- Share audit results
- Provide education or plan an improvement project.

LET'S REVIEW

Teamwork

- Understand the goal

Education

- Share the knowledge



Communication

- Be professional

Audit

- Know better and do better

Every job is a self-portrait
of the person who did it.
Autograph your work with
excellence.

- Jessica Guidobono

THANK YOU!



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