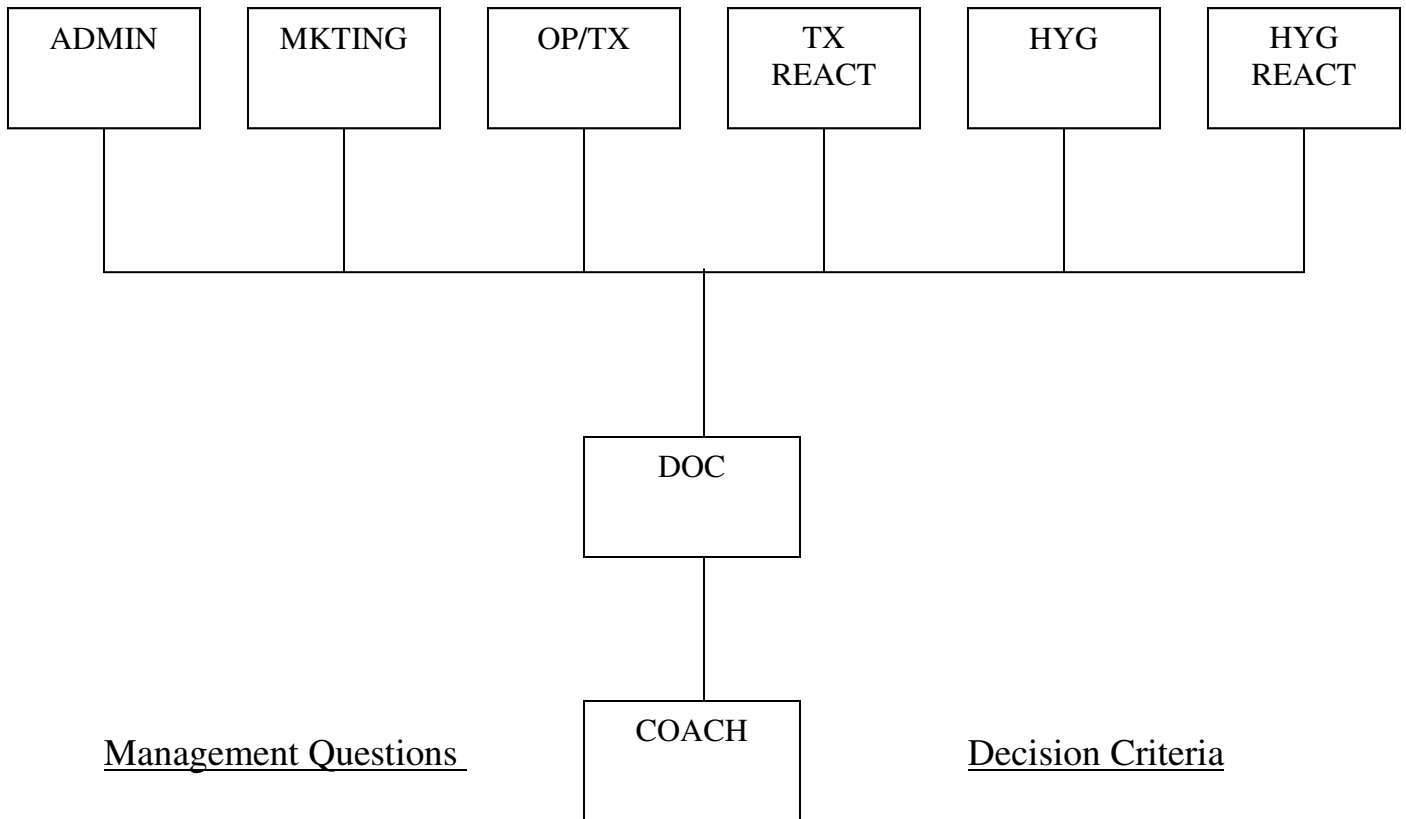


FRONTLINE LEADERSHIP



Management Questions

- 1 How can I improve this area? So what's my goal?
- 2 What is my plan for getting there?
- 3 Which part of this plan do I need to do? Who do I need support from and what do I need them to do?
- 4 How will I track what is working and what is not?
- 5 When, how often, and what can I do to make sure the plan is implemented and working?

Decision Criteria

- 1 Good for long-term vision? How?
- 2 Good for the patients? How?
- 3 Good for the team? How?
- 4 Good for the bottom line? How?