



IMPROVEMENT STRATEGY

Skill: Ensure that clinical and administrative operations are continuously aligned

Level	Behavioral Examples
5-Expert	<ul style="list-style-type: none"> ▪ Monitor the industry to identify best practices for aligning the goals and objectives of clinical and administrative operations ▪ Demonstrate Skilled behaviors
4-Skilled	<ul style="list-style-type: none"> ▪ Follow best practices for aligning clinical and administrative operations ▪ Mentor clinical and administrative staff members in taking ownership of, and actively maintaining, aligned strategic goals and related tactical objectives ▪ Demonstrate Applied behaviors
3-Applied	<ul style="list-style-type: none"> ▪ Ensure organizational success in continually meeting aligned clinical/administrative goals and related annual objectives ▪ Work with appropriate C-suite staff to develop, and keep current, aligned clinical and administrative (including financial) long-range goals ▪ Work with appropriate C-Suite staff to annually develop aligned short-term clinical and administrative (including financial) objectives that promote their respective long-range goals ▪ Demonstrate Basic behaviors
2-Basic	<ul style="list-style-type: none"> • Fully understand clinical/administrative (including financial) alignment and its ramifications
1-Learning	<ul style="list-style-type: none"> • Aware of the need for alignment of clinical and administrative operations, but do not fully understand all related ramifications