



TOOL

Old Behaviors versus New Behaviors

PURPOSE

This tool provides a list of behaviors for labor, management, and physicians to use to examine their behaviors.

When to Use

Use this tool when you want team members to examine their behaviors and attitudes toward the unit-based team.

Who Uses

Co-leads, team members, physicians.

How to Use

Use this list to examine your behaviors and attitudes to see where to refocus energy on the member.

Old Behaviors

New Behaviors

Physicians	
My job is to see patients in the clinic.	➔ My job is to make sure my panel of members/patients stays as healthy as possible.
I am totally responsible for getting the work done.	➔ I work with many others to constantly improve systems, relationships, and processes to get the results our members need.
I am responsible for my own behavior only.	➔ I am responsible to work with my colleagues and staff to ensure we all thrive in our workplace—working together we will achieve more.
It is up to me to solve the problems.	➔ The team identifies system problems and creates good solutions.

Continued on next page



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Old Behaviors

New Behaviors

Labor

My job is to perform assigned tasks.



My job is to constantly improve how I do my work by improving processes and relationships so that our members and colleagues thrive.

I am only responsible for supporting my provider.



I am responsible to participate in the delivery of care to meet the needs of all our members.

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I am an important part of the team and my contributions ensure that our members are receiving affordable, high-quality health care every day.

Management

I am responsible for making change happen.



I am responsible for creating an environment of collaboration and trust, empowering teams to create change.

I am solely responsible for the budget.



I include UBTs in the budget process. We are all be accountable for decisions we make together.

It is my job to control the physicians and staff.



It is my job to mentor and coach teams; to provide tools the team needs to meet organizational goals and achieve outcomes consistent with the Value Compass.

All

I just want the status quo.



In order for KP to survive, we all have a responsibility to change, even when it feels uncomfortable to do so; I am open to change.

I just want to learn what is necessary and be finished.



We embrace the notion that we must learn, unlearn, and relearn, and every day is an opportunity to create improvement in processes, systems, and relationships.

I must be in control.



We are open to each other's ideas and perspectives. We create an environment of shared accountability and empowerment so we are all the best we can be, together.

I just worry about my own constituency and what's best for us.



Partnership is a focus for all constituencies: physicians, union, and management.