

MANAGING PRIORITIES IN UNCERTAIN TIMES

During times of uncertainty, leaders must be able to pivot to meet the immediate needs of our patients and health system. Choices can be difficult. Some work/initiatives may need to be paused while others accelerated. Changing your team’s focus and realigning priorities is critical to success.

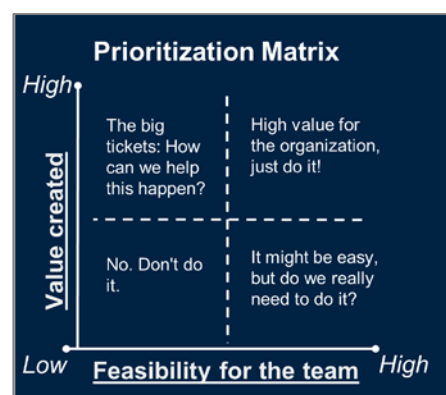
You may be wondering, *“How do I determine my team’s key priorities to ensure we add value and drive results during challenging times?”*

Prioritize What Matters Most

Prioritize by filtering work through key factors: These may vary depending on your team.

Use a [prioritization matrix](#) to help you identify which work/initiatives should start right away and which you can defer. Plot against two key organizational factors. For example, you may consider the following:

- To what degree will value be generated?
 - Is it mission-critical? Does it directly support key business or clinical strategies?
 - What will the impact be if deferred or slowed down?
- What is the feasibility of advancing in the next month?
 - Will additional resources be needed? Will there be challenges that are difficult to resolve?
 - Does your team have the capacity or skill set to take it on?



After completing the prioritization matrix, items that fall in the top right box should be on your priority list. Drop or defer the item that neither generate value nor are easily doable by your team.

Find the Right Balance

Focus on what’s most important to your team’s success

Use a [tracking system](#), like the one to the right, to view only the most important items in one place to avoid overloading your team.

- *Select no more than 3-5 priorities for your team’s focus to help keep them top-of-mind and ensure your team isn’t spread too thin.*
- *Focus on work that are high priority, generate value, and are aligned.*
- *Regularly discuss the progress against expected outcomes of your priorities with your team.*
- *Focus on what’s most important: avoid being sidetracked by emails and other tasks that take the team away from your agreed upon priorities.*

Initiatives	Metrics	Goal	Status	Progress
Increase online scheduling	MPM Online Scheduling	15%	12%	●
Implement behavioral health	Depression screening	30%	17%	●
Improve health screening	Annual wellness visits	20%	12%	●
New patient fall prevention	Falls: screening for risk	64%	12%	●

Drive your team’s engagement by focusing on key priorities!

We are one Penn Medicine, and we are in this together!



Want to learn more?

- [How to Prioritize Your Company’s Projects \(HBR\)](#)
- [Prioritize Your Workload \(Advisory Board\)](#)