Welcome to our virtual waiting room!

While you wait for the session to start, please take time to:

1. Familiarize yourself with BlueJeans
2. Check your name—update first and last if incorrect
   - 1 in the picture
3. Visit the chat window
   - 2 in the picture
4. Visit the question & answers window
   - 3 in the picture
Lunch with Leaders LIVECast:
The Blueprint for One Penn Medicine

February 11, 2021
Virtual Meeting Norms

Actively participate to make this engaging! You have several opportunities:

- Respond to all polls using your phone.
- Ask the facilitator questions in the **Q&A window** unless directed otherwise.
- Share your experience, add a comment, or ask for clarification using the **Chat feature**. A moderator will monitor the chat.

*Please note that the session will be recorded*
Welcome to Lunch with Leaders

- Welcome
- What is *Lunch with Leaders*?
What’s in the Mail?

What did you enjoy about the last session?

The session was energizing, interesting and a great break in the day from the usual pace we’re all keeping. It gives us time to pause and think about really important topics as leaders. Well done!

Robert L. Challender
Chief Operating Officer
Department of Pathology & Laboratory Medicine

The opportunity to hear snippets of each of the panelists' stories.

The final part - questions about the participant's own roads to leadership.

Anonymous comments from the evaluation survey

The candid and open sharing.

Transparency and Honesty!
Focus on the Economics of Penn Medicine

Objectives:

- Recognize the mission, structure and financial strategy of Penn Medicine
- Identify how and why Penn Medicine generates margin
- Recognize the changing healthcare landscape and pressures
- Identify Penn Medicine response to the changing landscape
- Determine how you as a leader play an active role in maintaining Penn Medicine financial balance

New! Launched in Knowledge Link to Replace Focus on Finance for New Managers
**Unconscious Bias Training: Due by April 1**

- **Introduces the common language of unconscious bias to faculty, staff and students**

- **Upon completion, everyone will:**
  - Be familiar with organizational systems and identify opportunities to mitigate bias
  - Understand stereotyping threat, blindness, and selective attention
  - Know diversity approaches that emphasize micro-advantages and micro-inequities

- **Assigned in Knowledge Link:** pennmedicine.org/ubt

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**Kevin Mahoney: Our Pledge of Anti-Racism**

"password: penn"

*Lead by example and help your colleagues meet the goal!*

Share your reason for completing this training or how you are encouraging your team to do so. Email text or short video message to:

Jennifer.Rader@pennmedicine.upenn.edu
Today’s Objectives

- Learn more about updated blueprint and key changes to this iteration
- Understand how the blueprint serves as an applicable framework to make effective decisions and implement High Reliability Organization (HRO)
- Hear leadership stories and insights on how executive leaders have navigated their journey
- Connect with others and share ideas on how to better align the blueprint with the department’s work and make it resonate with team members
Participate in Poll Everywhere

#1

To: 22333

#2

What emotions are you feeling today?
Lunch with Leaders Guests

PJ Brennan, MD  
Chief Medical Officer and SVP, UPHS

Jim Ballinghoff, DNP, MBA  
Chief Nursing Officer, PPMC

Theresa Larivee, MBA  
Chief Executive Officer, PAH

Karen Pinsky, MD  
Chief Medical Officer, CCH

Pat Sullivan, PhD  
Chief Quality Officer, UPHS
What emotions are you feeling today?
Connecting Blueprint Imperatives Through The Years

- Transitions in Care
- Coordination of Care
- Transitions in Care/Coordination of Care
- Reduce Variations in Care
- Reducing Unnecessary Variations in Care
- Provider Engagement, Leadership and Advocacy
- Accountability for Perfect Care
- Patient and Family Centered Care

ACCOUNTABILITY
PATIENT AND FAMILY CENTERED CARE
DIVERSITY AND INCLUSION
SERVICE EXCELLENCE
The blueprint to provide the best care and experience for our patients and staff. We are committed to achieving equity by understanding and addressing differences in experience, safety and outcomes.
DIVERSITY & EQUITY
Penn Medicine promotes an anti-racist culture that welcomes and respects all patients by committing to recruiting and advancing a diverse workforce.

CONTINUITY OF CARE
Penn Medicine delivers seamlessly coordinated care across all settings and service lines by eliminating unnecessary variation.

HIGH RELIABILITY
Penn Medicine strives to become a high reliability organization with a focus on safety, quality and efficiency within a culture of trust and resilience.

PATIENT & STAFF ENGAGEMENT
Penn Medicine partners with patients and families and incorporates all perspectives to achieve goals of care in a safe and respectful manner.

INNOVATION
Penn Medicine discovers and translates advanced care for its patients and the field of healthcare.

EXCEPTIONAL EXPERIENCE
Create a culture that advances exceptional experience by being:
• Compassionate
• Present
• Empowered
• Collaborative
• Accountable

ZERO HARM TO PATIENTS & STAFF
Become a learning healthcare system within a culture of safety, trust and continuous improvement:
• Focus on the presence of safety
• Design highly reliable clinical and operational processes
• Identify and mitigate potential harm
• Create value for patients, families and staff

EXCELLENCE IN PATIENT-CENTERED OUTCOMES
Achieve the best outcomes for each patient including advanced care:
• Make evidence-based clinical decisions
• Provide culturally effective care
• Meet patients’ goals of care
• Deliver equitable outcomes
<table>
<thead>
<tr>
<th>ONE PENN MEDICINE</th>
<th>DIVERSITY AND EQUITY</th>
<th>Continuity of Care</th>
<th>High Reliability</th>
<th>Patient &amp; Staff Engagement</th>
<th>Innovation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Major Maternal Morbidity and Mortality in Black Women</td>
<td>Improving Percent of Patients Discharge to Home</td>
<td>Reduction of Healthcare Acquired Infections</td>
<td>Improve Inpatient Satisfaction</td>
<td>Improve Clinical Performance through Technology</td>
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<tr>
<td></td>
<td>Colorectal Cancer Screening in Black Patients</td>
<td>Increase New Patient Visits within 10 days</td>
<td>Reducing Inpatient Sepsis Mortality</td>
<td>Anti-bias Training</td>
<td>Virtual visits in Medicine, Surgery and Primary Care</td>
</tr>
</tbody>
</table>
Inspiration Corner

Happiness Activity:
Spread Good Vibes

Letter to a friend

Letter to a loved one

Letter to someone who inspires you

What have you been reading, watching or listening?

We want to hear from you!

Letter to a past self

What have you been reading, watching or listening?

We want to hear from you!
Self-care Strategies for Managing through 2021
February 25, 2021 at 12pm

Our guests:
• Thea Gallagher, PsyD, Clinic Director, Center for the Treatment and Study of Anxiety, Department of Psychiatry and Penn Cobalt
• Angela Coladonato, DNP, RN, Chief Nursing Officer, CCH
• Bob Challender, Chief Operating Officer, Department of Pathology & Laboratory Medicine
• Craig Loundas, PhD, Associate Vice President for Patient Experience, PMA
Add the Series to your Outlook!

Upcoming Lunch with Leaders LIVECasts

March 11  Wax On. Wax Off. Everything I Needed to Know I Learned from 80s Pop Culture

March 25  Building Powerful Pairs!

Click here or visit Lead Strong Site to add the event series to your Outlook calendar.
Exit Poll Everywhere