

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

BlueJeans Participant Screen

Attendee View

(David Lee)

Entry banner alerts Attendee that nobody will be able to see or hear them.

Event title → Sales Kickoff

Speaker Volume →

Mute Speaker →

Full Screen →

Slider bar – drag to change the size of video and content

Exit the event

Main (roster) view 1

Chat w/ everyone 2

Chat w/ Moderator

Questions & Answers 3

Expand side navigation (display Presenter roster)

Settings (choose which speaker to use)

The event is live - You are in a view only role and can not be seen or heard DISMISS

100% 75% 50% 25% 0%

2004 2005 2006 2007 2008 2009 2010 2011

RED BLUE GREEN YELLOW



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.

Welcome to Lunch with Leaders

- ▶ Welcome
- ▶ What is *Lunch with Leaders*?

The screenshot shows the Penn Medicine UPHS COVID-19 Learning website. The header includes the Penn Medicine logo and a search bar. The main navigation menu on the left lists various resources: Curricula for Clinicians, Treatment and Testing Guidelines, Infection Control and PPE, Quick References, Telemedicine, Switchboard (PennKey protected), Pennchart Education, and Patient and Family Communication. The 'Lead Strong' page is highlighted, featuring the 'LEAD STRONG' logo and a message from Penn Medicine leadership. The message states: 'As a Penn Medicine leader, we truly appreciate all you are doing to navigate these unprecedented times. Whether leading teams on the front lines or adapting to the new virtual environment, each and every one of you have stepped up like never before. This site is designed to provide ideas and best practices around leading yourself and your team during adversity. Remember that there is a potential for leadership at all levels. Now is the time to take action and make a difference. Use these resources plus your own creativity to design new ways to lead in tough times, great times and everything in between.' Below this message is a section titled 'Lunch with Leaders' which includes the 'LEAD STRONG' logo and a call to action: 'We are leading in a time of transformation. "Lunch with Leaders" is a one-hour, virtual leadership development series which Penn Medicine leaders can connect and share practical tips for leading effectively. Please join us live, Thursdays at noon! BYOL - bring your own lunch!'.

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

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

The candid and open
sharing.

**Transparency
and Honesty!**



Anonymous comments from the evaluation survey

Focus on the Economics of Penn Medicine

New! Launched in Knowledge Link to Replace Focus on Finance for New Managers

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



SHARE YOUR REASON WHY



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

Unconscious Bias Training: **Due by April 1**



Complete
in 1-hour



Required for
all faculty, staff
and students



Must be
completed by
April 1, 2021

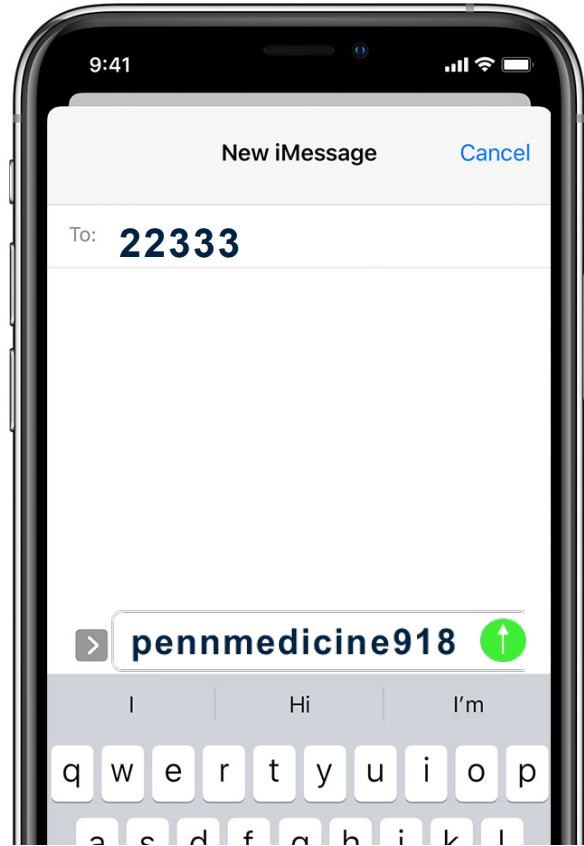
- ▶ Introduces the common language of unconscious bias to faculty, staff and students
- ▶ Upon completion, everyone will:
 - Be familiar with **organizational systems** and **identify opportunities to mitigate bias**
 - **Understand stereotyping threat**, blindness, and selective attention
 - Know **diversity approaches** that emphasize micro-advantages and micro-inequities
- ▶ Assigned in Knowledge Link: pennmedicine.org/ubt

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



#2 What emotions are you feeling today?

Lunch with Leaders Guests



PJ Brennan, MD

Chief Medical Officer
and SVP, UPHS



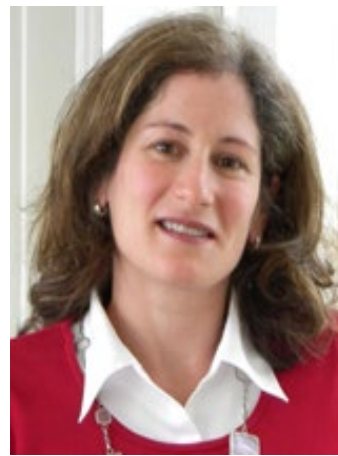
Jim Ballinghoff, DNP, MBA

Chief Nursing Officer, PPMC



Theresa Larivee, MBA

Chief Executive Officer,
PAH



Karen Pinsky, MD

Chief Medical Officer,
CCH



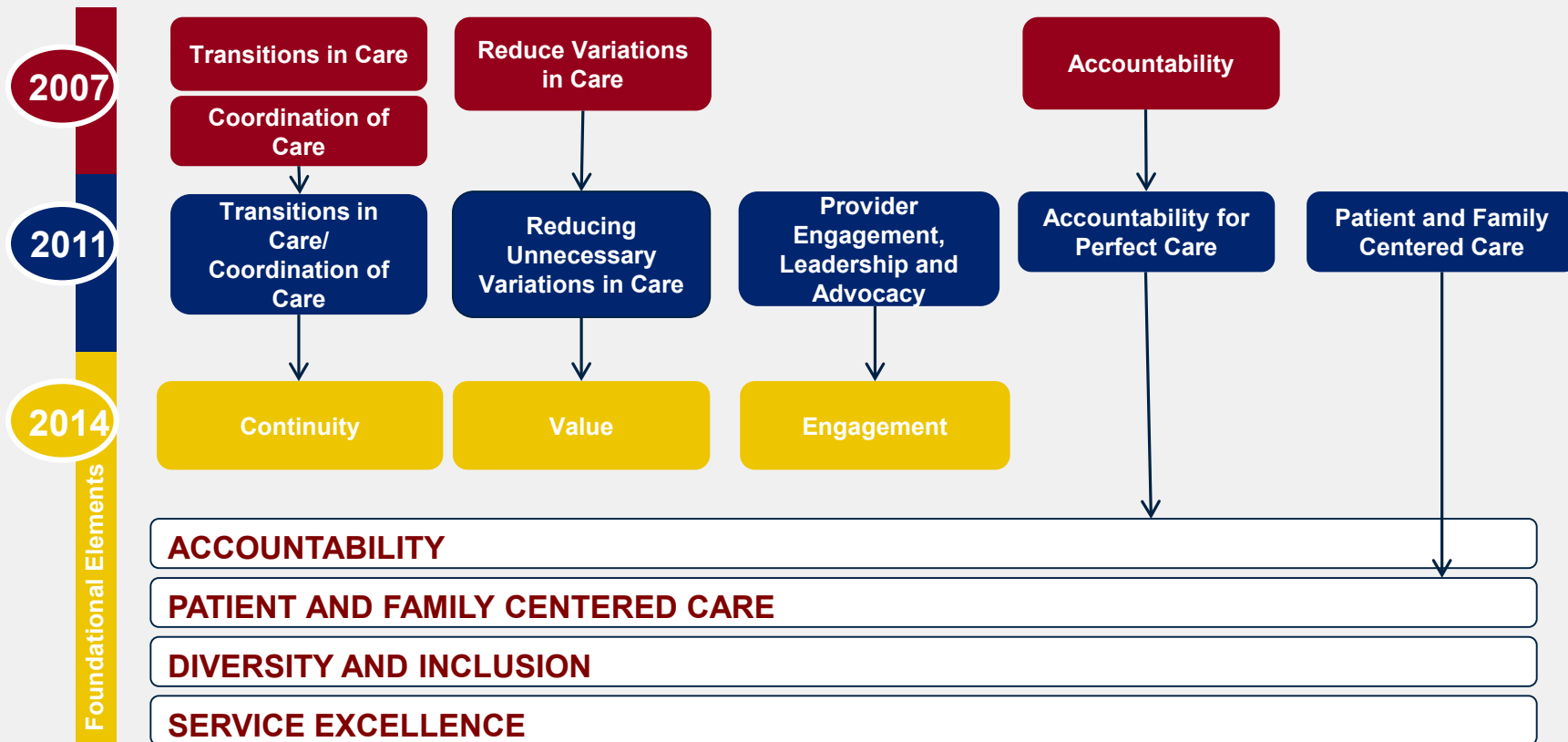
Pat Sullivan, PhD

Chief Quality Officer,
UPHS



What emotions are you feeling today?

Connecting Blueprint Imperatives Through The Years





ONE PENN MEDICINE

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.

GOALS

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



STRATEGIES



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.

Penn Medicine Team Goal Alignment

ONE PENN MEDICINE



DIVERSITY AND EQUITY

Major Maternal Morbidity and Mortality in Black Women
Colorectal Cancer Screening in Black Patients



CONTINUITY OF CARE

Improving Percent of Patients Discharge to Home
Increase New Patient Visits within 10 days



HIGH RELIABILITY

Reduction of Healthcare Acquired Infections
Reducing Inpatient Sepsis Mortality



PATIENT & STAFF ENGAGEMENT

Improve Inpatient Satisfaction
Anti-bias Training

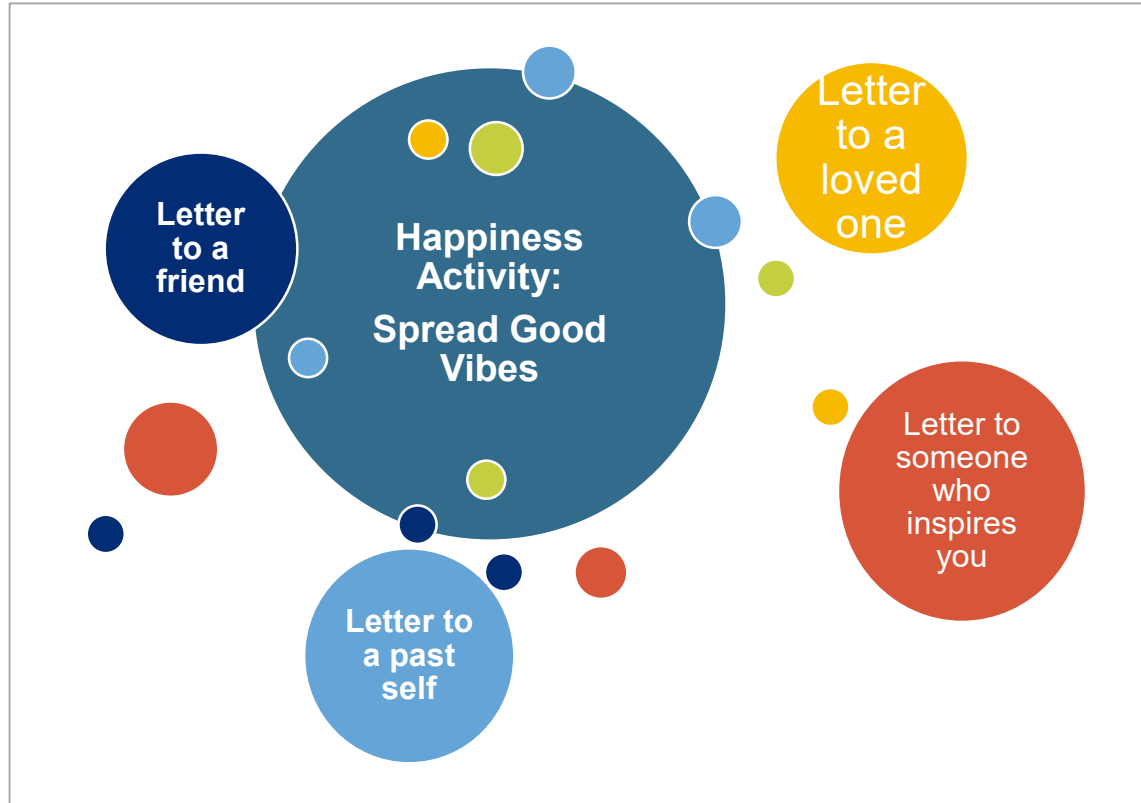


INNOVATION

Improve Clinical Performance through Technology
Virtual visits in Medicine, Surgery and Primary Care



Inspiration Corner



What have you been reading, watching or listening?

We want to hear from you!



Upcoming Lunch with Leaders LIVECast

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

