



Leadership Best Practices Post-Go Live

This document provides general best practices for the use of SyncTimes at all levels of the organization. The best outcomes are more likely to be achieved when expectations for its utilization are clearly communicated at implementation and followed up on. It's important to adjust the suggestions according to your specific needs. For example, some organizations may not have all levels of leadership described here; one role may be expected to fulfill a blend of managerial and director-level responsibilities.

C-Suite

Senior leadership is responsible for communicating how your SyncTimes partnership aligns with company objectives. SyncTimes, as a strategic tool, is designed to streamline operations, improve efficiency, and enhance patient care. It should not be perceived as an additional task, project or initiative, but rather as a resource that empowers team members to work towards achieving existing strategic objectives and to manage patient flow and patient care.

- Define and communicate how SyncTimes supports the organization's mission.
- Explain how you expect SyncTimes and its reports to be utilized in practice. (i.e. which reports should be shared in executive meetings.)
- Maintain a system of accountability. (i.e. measure SyncTimes utilization and performance.)

Directors

Directors play a pivotal role as the bridge between strategic corporate objectives and tactical application. Their strategic thinking, guided by data and corporate objectives, empowers them to ask probing questions that guide their direct reports on which opportunities might exist to exploit or problems that need to be solved.

- Understand the capabilities of SyncTimes.
- Educate direct reports on expectations to use SyncTimes as a tool to work smarter, not harder.
- Identify KPI's and hold managers responsible to monitor and control them.
- Report to C-Suite when KPI's are out of an acceptable range.
- Provide suggestions/expectations for using reports to identify opportunities and drive outcomes.
- Provide suggestions/expectations on how/when to share data w/ teams.

Tactical Tips

Frequency	Situation	Description	Report/Feature
Quarterly	Personal research	Check reports to see if managers are utilizing features/data.	Report Utilization
Quarterly	Operational benchmarking	Is the company on track to achieve annual goals? Are providers on track to achieve personal goals?	Staff Utilization Productivity
Quarterly	Executive meeting prep	General operations update for personal awareness and leadership meetings.	Productivity/Patient flow Patient satisfaction Staff & resource utilization First patient of the day Kept appointments

Managers

Clinic administrators, practice/clinic managers, etc., are crucial in implementing best practices and driving improvement initiatives. Supported by their supervisors, they prioritize specific tasks, systematize best practices, oversee new initiatives, and collaborate with care teams to develop solutions and enhance overall performance.

- Ensure workflows and use of SyncTimes are consistent. (i.e. rooming, use of icons, badges, etc.)
- Empower care team members with data and invite their ideas for improvement.
- Monitor and control KPI's. Report to director when they are out of an acceptable range.
- Establish tactical goals aligned with strategic company priorities.

Tactical Tips

Frequency	Situation	Description	Report/Feature
Daily	Team huddles	Access/share data aligned with current priorities	Productivity/Patient flow Patient satisfaction Staff utilization
Daily	Team huddles	Reminders of the icon/workflow of the week focus	Icon utilization
Daily	Manage no-shows and patient volume	Understand scheduling challenges and opportunities	Kept appointments
Daily	Manage flow Workflow observation	Observe the flowstation to look for workflow consistency, flow management	Flowstation
Weekly	Quality control	Monitor KPI's and send data to care teams.	First patient of the day Kept appointments
Monthly	Quality control	Monitor KPI's and send data to care teams and report to supervisor.	Productivity/Patient flow Patient satisfaction Staff utilization