People & IT Value

Increasing IT Capacity When Resources Are Limited

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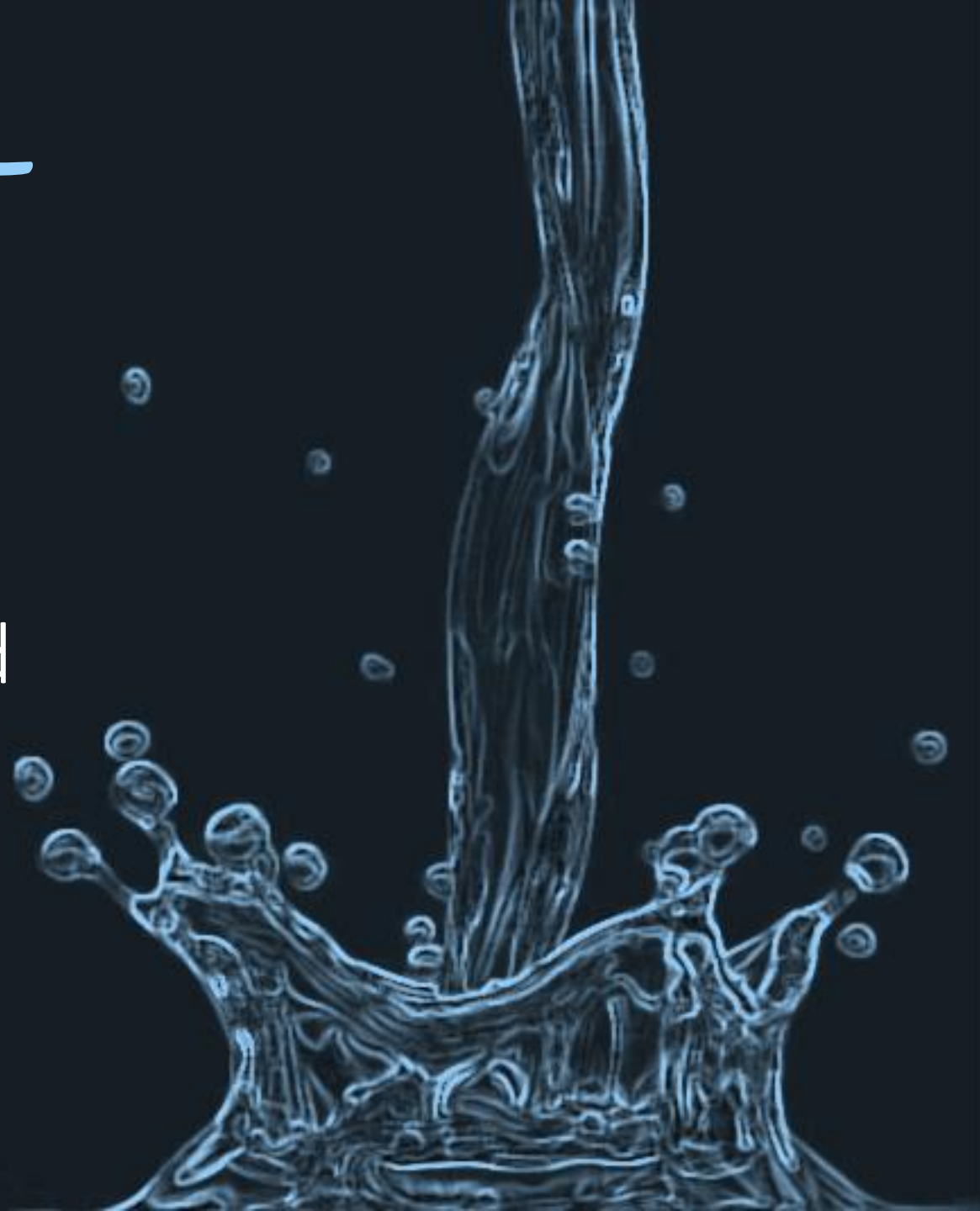
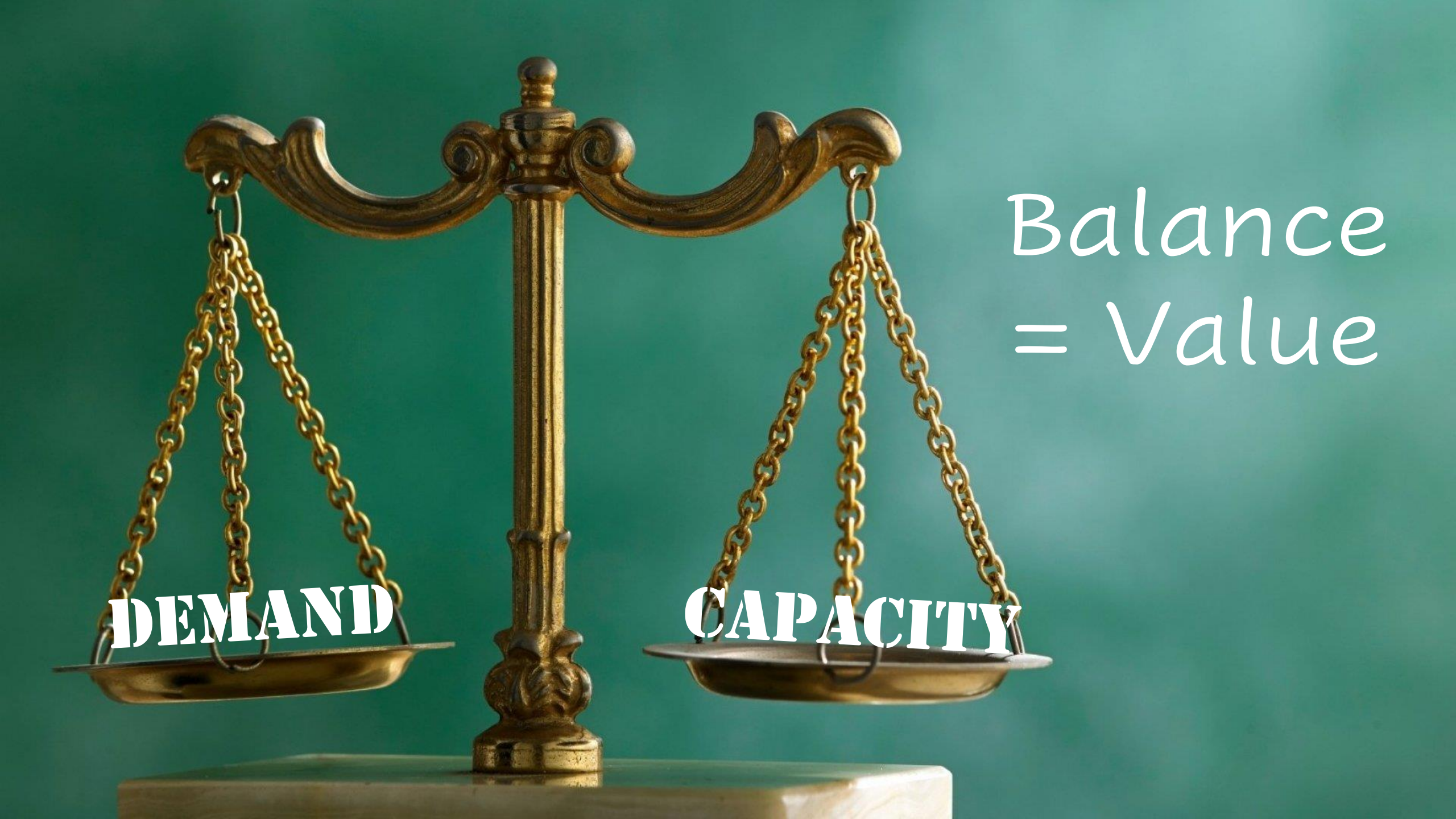


Who Do You Need To Care For The Most

Clients do not come first.
Employees come first.
If you take care of your employees, they will take care of the clients.
-Sir Richard Branson

Who Delivers Value?
YOUR STAFF!

- Improve care delivery/outcomes
- Improve revenue/financial health
- Improve efficiency/productivity
- Improve collaboration/ communication
- Improve patient engagement/ access to care
- Enable/advance innovation
- Deliver better information/ intelligence
- Ensure system availability, reliability, and performance
- Ensure secure systems



Balance
= Value

Laminar Flow
DEMAND
CAPACITY
SERVICES/
SOLUTIONS
Organizational
Benefit

Processes

Project/Change Management

Lean/Six Sigma

Service Management

Quality Assurance

People
Staffing

# of Staff	Org Chart	Alignment to Job	Extended Staff

People
Staff Development (Mastery)

Understand Self/Others	Soft Skills	Hard Skills	Ground Rules

People
Morale/Engagement (Purpose)

Motivation	Fun	Symbolism	Team Building

People
Work Environment (Autonomy)

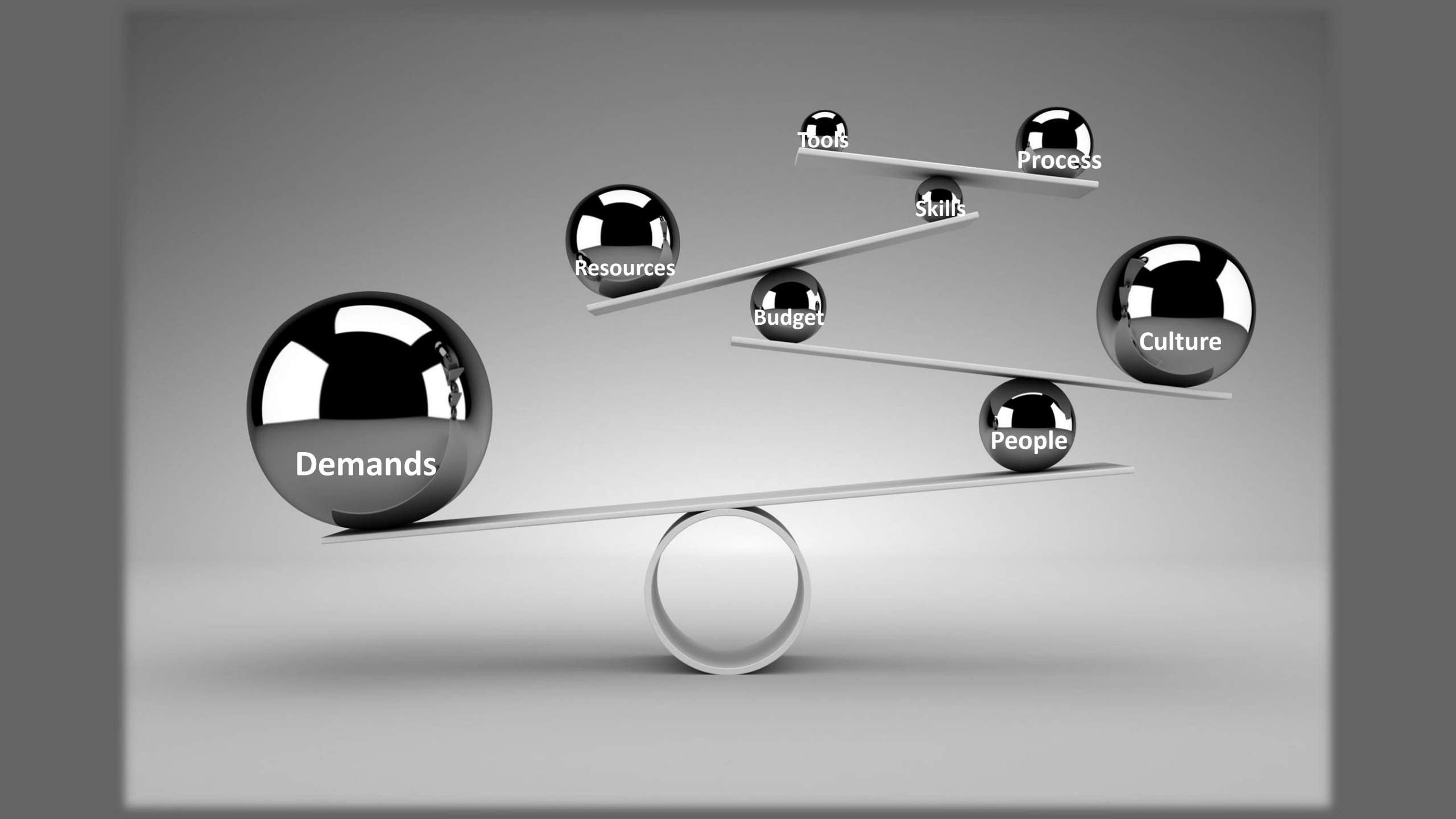
Accountability	**Team Collaboration**	**One-on-Ones**	**Manage Expectations**

People
Culture Development

Accountability | **Trust** | **Teaming** | **Learning/Growth**

DEMANDS

- Meetings
- Reports
- Policies/Procedures
- Solution Delivery/Quality
- Budget mgmt.
- System Reliability/Security
- Organizational Politics
- Strategy/Planning
- Relationship Building
- Demonstrate IT Value


Tools
Process
Skills
Resources
Budget
Culture
People
Demands

Thank You!

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Reference

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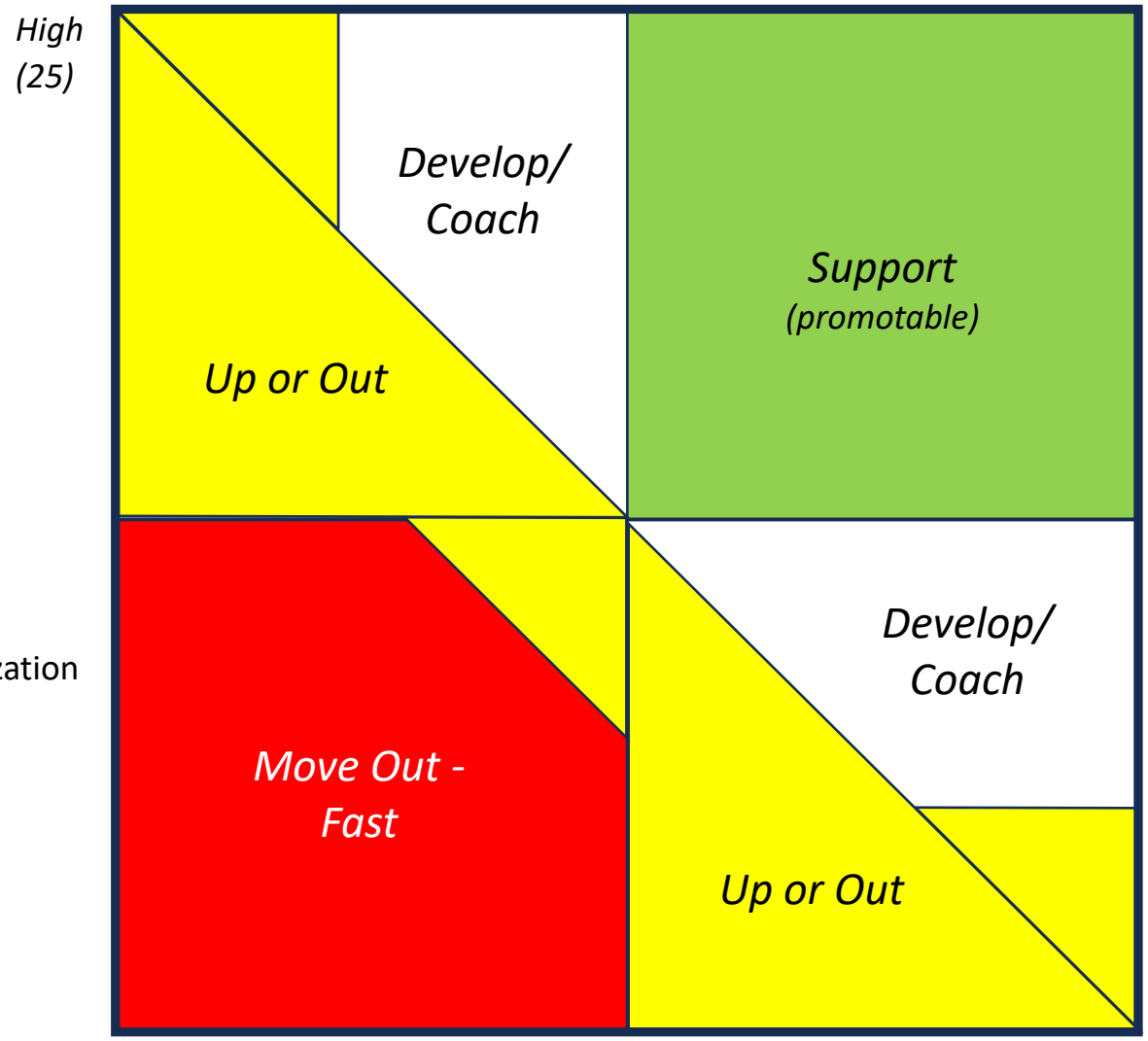
- StrengthsFinder https://www.gallup.com/cliftonstrengths/en/252137/home.aspx
- ProSci https://www.prosci.com
- First Break All The Rules by Marcus Buckingham
- Now Discover Your Strengths by Marcus Buckingham
- Drive by Daniel Pink
- 21 Irrefutable Laws of Leadership by John Maxwell
- Leading at the Edge by Dennis N.T. Perkins

Staff Assessment Grid

Technical Competency (0-5)

- Technical Skills
- Analytical Skills
- Critical Thinking
- Time Mgmt/Planning/Prioritization
- Negotiation/Conflict Mgmt



Behavioral Competency (0-5)

- Attitude (positive, can do)/Customer Svc
- Self-Control/Emotional Intelligence
- Relationships/Teaming/Partner
- Leadership
- Adaptation/Resilience