

**Results, Stat!**  
**Proven World-Class Insights  
to Thrive at Work**

*presented by*  
**Mark David Jones**  
*President,*  
*Small World Alliance, Inc.*

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**Some World-Class Organizations**



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**The  
Proven  
Secret?**

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## Chain Reaction of Excellence



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## Your Challenges?

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## How to Thrive *(without burning out!)*

- ✓ Focus On Your Core
- ✓ Role Model Leadership
- ✓ Leading Your Culture/Team
- ✓ Leading Change Improvements
- ✓ Leading The "Customer" Experience

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## Non-Negotiable Core



- ✓ Vision – North Star
- ✓ Values – Appropriate



Pro Tip: Translate to *your* function

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## Understanding Knowing About Your "Customer"



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## Styles

<b>Analyzer</b> <ul style="list-style-type: none"> <li>✓ Logical</li> <li>✓ Thorough</li> <li>✓ Serious</li> <li>✓ Systematic</li> <li>✓ Prudent</li> </ul>	<b>Mobilizer</b> <ul style="list-style-type: none"> <li>✓ Independent</li> <li>✓ Candid</li> <li>✓ Decisive</li> <li>✓ Pragmatic</li> <li>✓ Efficient</li> </ul>
<b>Sympathizer</b> <ul style="list-style-type: none"> <li>✓ Cooperative</li> <li>✓ Supportive</li> <li>✓ Diplomatic</li> <li>✓ Patient</li> <li>✓ Loyal</li> </ul>	<b>Energizer</b> <ul style="list-style-type: none"> <li>✓ Outgoing</li> <li>✓ Enthusiastic</li> <li>✓ Persuasive</li> <li>✓ Fun-Loving</li> <li>✓ Spontaneous</li> </ul>

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## Needs versus Wants

- ✓ To feel heard & understood
- ✓ To feel stable & in control
- ✓ To feel significant/special
- ✓ To feel they belong & contribute
- ✓ To be successful/reach potential

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## Role Model Leadership

*Leader: "Anyone who has influence over the culture"*

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## Leadership is Influence !

Trusted = Relationship  
Advisor = Skill & Ability

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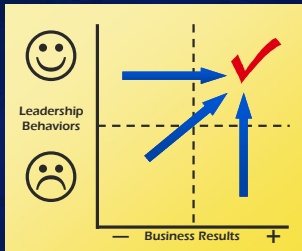
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## The Leadership Accountability Matrix



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## Fully Engaged Staff



"The Front Line  
=  
The Bottom Line"

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**Want...**

*Buy-In? Ownership? Passion?*

# Involvement!

**Pro Tip: Ask their opinion about what to improve – and take action *together!***

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# Reinforcing Excellence

## Engagement of Our Team Members

### The "CareMax Cup"

Our quarterly champions of the #CareMaxCupChallenge is awarded to the top performers this quarter for their amazing growth and retention rates by providing valuable experiences for our patients.

They will be proudly displaying the CareMax Cup at their centers to commemorate this incredible achievement.

At the end of each quarter, a top house - composed of two CareMax centers - will be announced, earning company recognition as the highest performers of the organization as well as a prize for all staff.



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# Operational Excellence



**"Make it easy to do business with you!"**

**Goal: "Better today than yesterday"**

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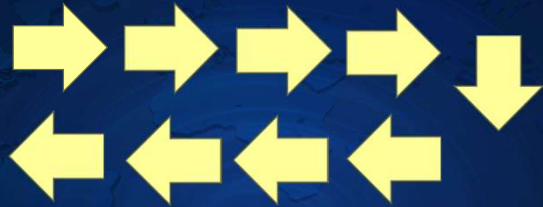
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# EX/CX Journey Map



**Pro Tip: Remove as many "hassles" as possible for those you serve**

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# Reinforcing Excellence

**Results**

**What Did We Do:**

- Develop **strategy for human experience** involving patients and their families, team members, and providers
- **Co-design programs to enhance** the patient experience while leveraging principles of human-centered design

<b>Disenrollment Rate (Patient Churn)</b> Decreased from 3.4% to 1.9%	<b>NPS Score</b> 96.7	<b>Provider Communication</b> increased from 68 <sup>th</sup> to 90 <sup>th</sup> percentile ranking <b>CG-CAHPS</b>
		

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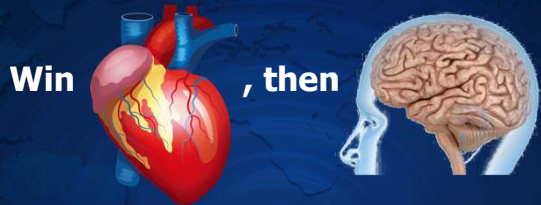
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# Your "Customer" Experience



**Pro Tip: Focus on Compassion rather than Empathy to avoid burnout**

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**Thank you!**  
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Free Resources: [ResultsStat.com](http://ResultsStat.com)

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