

GROUP A NOTES

Thurs. April 4, 2013 - 2:00 - 3:30 p.m. (facilitator P. Greenberg)

What description is emerging of the critical leadership skills and experiences necessary to transform health and achieve the Triple Aim ?

Skills:

- New/different set of experiences (new language, new way of thinking)
- Partnerships with consumers (we're all in this together)
- Willingness/ability to take risks
- Be collaborative
- Adaptive
- Flexibility and courage
- Trust
- Cultural competency (clinical, consumer, primary care, payer, ...)
- Ability to move from problem to solution focused in order to move forward
- Ability to assess what is needed
- Humble
- Inclusive
- Dedicated
- Willing to let go of control and listen
- Strategic
- Vision
- (Comment) – Different group of skills needed to run a community versus a small business
- (Comment) – Incentivize people to live in their community/different payment message (value based)

Experiences:

- Experience with a family member, friend, self leads to commitment and an understanding of what it's like for the people we serve
- Business experience
- Experience in organizing/collaboration
- Mentor/role model (good leaders find mentors and are mentors) – “It takes a tribe.”

What does this mean for your personal and organizational goals, performance, and operations?

- Organization has to mentor and bring along new leaders so things don't disappear when existing leader leaves
- Need to learn and recognize new language (business)
- Participate in community and discover resources and also discover barriers which help change the way you look at things
- Want to shepherd project through
- Be open and fluid
- Include peers/consumers at leadership level and listen to them
- Appreciate that leadership skills are evolving
- Aspire to be authentic
- Raise-up leaders
- Talk with other people/get advice
- Have the expectation that individuals with mental illness are part of the norm and should be involved at work etc. just like others
- (Comment) Include students in our ACMHA discussions.