



The Client

Stormont Vail Health is an integrated health care system based in Topeka, Kansas, serving a multi-county region in northeast Kansas. SVH includes a 586-bed acute-care hospital and employs over 250 physicians.

Presenting Problem

Robert Kenagy, President and CEO, led SVH through the Covid-19 pandemic. Coming through this experience was extremely taxing on his leadership team and work culture. At the same time, SVH had a bold vision for growth. Dr. Kenagy had worked with Next Element while at a previous organization and remembered the significant impact it made for his leadership team and culture. So he reached out asking for a comprehensive solution to help re-energize his leadership culture and equip leaders with compassionate accountability skills for the future.

“We spent two years in crisis-response mode taking care of everyone except ourselves. We needed to reset toward a culture of compassionate accountability.”
- Robert Kenagy, President and CEO

The Solution

Our solution was designed to accommodate the complex schedules of medical leaders, ensure continuity, facilitate practical application of new tools, encourage accountability and build team cohesion. Three groups of leaders were involved; the senior leadership team, directors, and administrative support staff.

Groups were divided into cohorts of 12 people who stayed together throughout the program. Each cohort received the same program consisting of five components: 1) Pre-assessments of personality, communication, and compassionate accountability skills; 2) Pre-program orientation with selected reading assignments and short videos. 3) One-day offsite kickoff retreat; 4) Six x two-hour onsite group coaching sessions, two weeks apart, focused on learning and applying new strategies to everyday leadership challenges; and 5) Individual coaching as needed. Two of our books, *Compassionate Accountability* and *Seeing People Through*, were required reading.



To support scaling and ensure continuity and sustainment, two of SVH's senior L&D staff were certified to teach and coach with our curriculum through our train-the-trainer program.

Results

Success means making a positive impact on the goals that matter most to our clients. Using our validated outcomes measurement tools, we track and benchmark the outcomes of our programs.

The results from NEOS, our context-sensitive self-efficacy outcomes measurement instrument, showed statistically significant improvements in personal and team efficacy.

neos

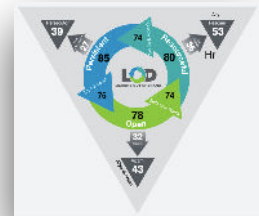
Evaluations from 92 department and medical directors showed these improvements:

- Teamwork - 78%
- Leadership skills - 78%
- Work relationships - 76%
- Personal relationships - 76%

Evaluations from 122 senior leaders, directors, and administrative staff revealed:

- 88% would recommend this program to others
- 99% rated our assessment tools as accurate, useful, and relevant
- 96% rated our tools as more useful than anything they had previously used

Pre-Post Assessment showed a 12% improvement in drama resilience



Testimonials from Participants

"I can't thank you enough for this life-changing opportunity. This training has undoubtedly been the most impactful communication/cultural tool that I have ever experienced. THANK YOU!"

"Nothing compares to PCM! Have used many other models but PCM & LOD provided more substance/practice to take what I learned about myself and others and apply it."

"Using the ORPO model for conflict management has drastically changed my personal and professional life. I feel more confident than I ever have and extremely calm even in the most extreme conflicts."

"This program, unlike others I've experienced, actually taught application of the skill sets required to master compassionate accountability in my personal and professional life."

*Contact us today to learn more about how we can help you
transform your culture
with Compassionate Accountability.*

next-element.com/contact-us