

Studer Group’s third question asks leaders to list the top three opportunities for improvement at their organization. Holding people accountable, dealing with performance issues, and communication seem to be on each organization’s list.

Our data shows that communication is mentioned by managers/supervisors 100 percent of the time, but not to that degree at the senior leader level. Silo thinking is also identified as a problem by department leaders and managers/supervisors more often than by the senior leader group.

The good news is this question helps the leadership team outline what actions need to be taken to close these perceptual (and often real) gaps that exist between senior leaders, department directors, and managers/supervisors.

Organizational Assessment

Please list the top three opportunities for improvement at your organization.

Senior Leader	Physician	Department Director	Manager	Other
Accountability	Communication	Dealing with Low Performance	Communication (transparent and open)	Dealing with Low Performance
Communication (transparent and open)	Process Improvements (i.e. billing, scheduling, etc.)	Accountability	Dealing with Low Performance	Communication (transparent and open)
Dealing with Low Performance	Customer and Patient Satisfaction	Communication (transparent and open)	System/Silo Thinking	Accountability