

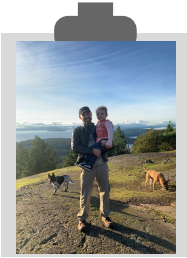
Empowering Teams, Inspiring Change




A Journey to Our Hospital

Brent Meyer, MBA – VCA NWVS Hospital Director



Objectives



- 01  Personal Experience and Journey
- 02  Practical Applications for Improvement
- 03  Building an Inclusive and Professional Culture

Setting the Stage




Building a Positive Culture



Words That Work: Strategies for Impactful Communication



Daily Huddles



- A - Access
- Q - Quality
- M - Methods
- E - Equipment
- S - Supplies
- S - Staffing

Employee Driven Recognition Committee



Attracting the Right Talent



Pricing Strategy



Summary of Practical Applications

Consider Daily Huddles

Real-Time Problem Solving

Consider Associate-Driven Recognition

Confirm you're on point with your approach



Attract the Right Talent

Ensure they align with the culture you're building

All Hospital/Clinic Meetings

Be transparent with your team. Allow them to help build something special

Look at the big picture when developing your pricing strategy

Questions?

