Marrying Clinical Quality and Operational Excellence

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AXXESS GROWTH INNOVATION & LEADERSHIP EXPERIENCE

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Objectives

Clinical Quality

- Client Care
- Fulfilling Care Needs
- Compliance

Operational Excellence

- Sourcing Caregivers
- Financial Viability
- Efficiency

Keys to Success

- Communication
- Shared Vision
- Trust

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Agency Success

What makes an agency successful?

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Separate Focus.

Shared Vision.

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Clinical Focus #1
Client Care

- Experience vs. Potential
- Set Quality Standards

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Operational Focus #1
Sourcing Caregivers

- Quantity vs. Quality
- Performance vs. Personality

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Shared Vision #1

Clinical

Client Care

Operational

Sourcing Caregivers

Agency

Satisfied Clients and Caregivers

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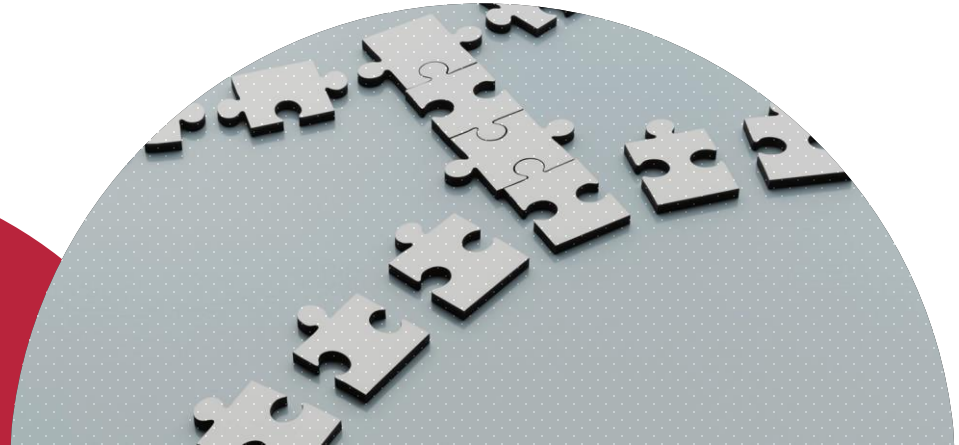
Clinical Focus #2
Fulfilling Care Needs

- Assess What Is Essential
- Solve the Personnel Puzzle



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Operational Focus #2
Financial Viability

- Prioritize Profitability
- Objectively Evaluate

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Shared Vision #2

Clinical

Fulfilling Care Needs

Operational

Financial Viability

Agency

Healthy Clients and Profits

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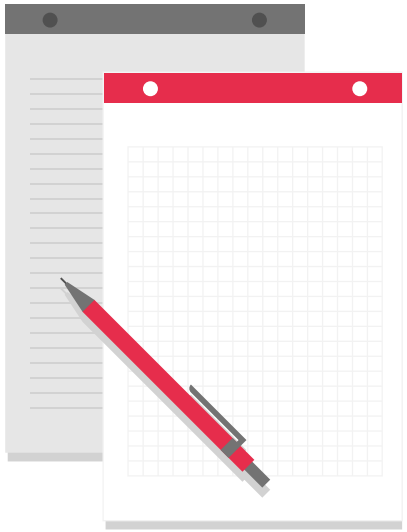
Clinical Focus #3
Compliance

- Create a Compliance Culture
- Trust but Verify



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Operational Focus #3 Efficiency

- People or Processes
- 100% Compliance

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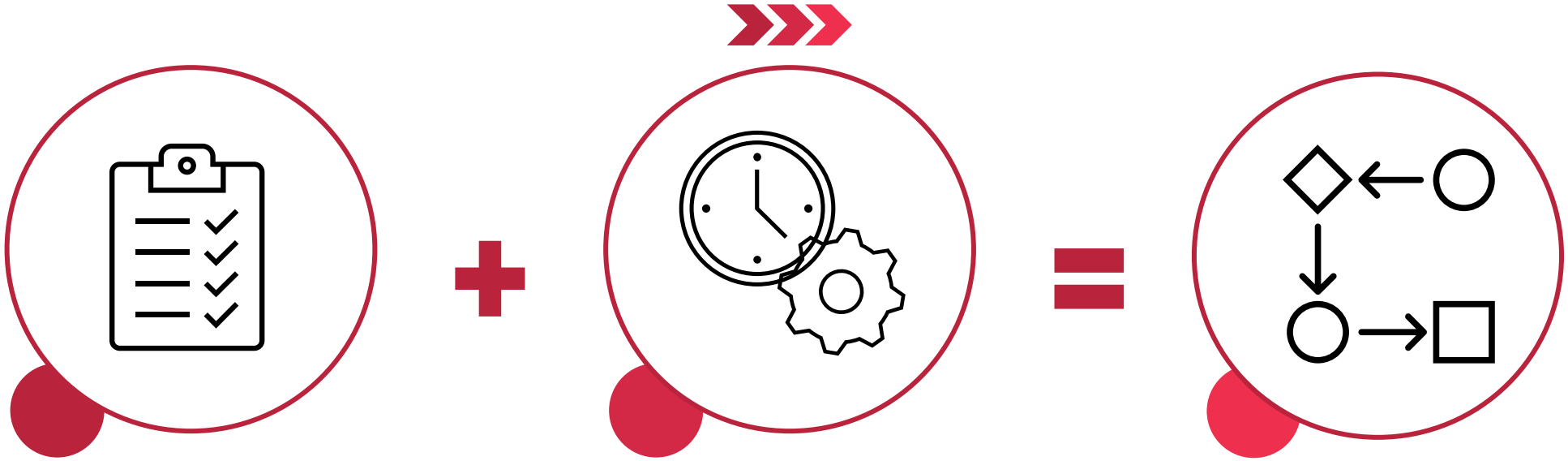
Shared Vision #3



Clinical

Compliance

Operational

Efficiency

Agency

Scalable Processes and Procedures

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Keys to Success

Trust

Start (or Restart) With an Expectation of Trust

Create Relationship-Building Opportunities

Communication

Set a Structured Rhythm

Communicate Constantly

Shared Vision

Focus on the Common Goals

Keep the Big Vision in Focus

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THANK YOU

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