

Service Excellence Roadmap

Year 1



Start

1

Preparing for the Journey

Program Leadership College

Executive
Accountability
Agreement

2

Leadership Phase #1

2A Leadership Launch
2B Leadership Accountability
2C Physician Leadership Briefing
2D Service Excellence Council Orientation
2E ED Blueprint for Success

Council
Meetings
(Bi-weekly)

Department
Launch

Management
Accountability
Agreement

Service
Huddles
(Weekly)

Hardwire
Service Accountability
Roundtables
(Quarterly)

Department DO IT
Launch

DO IT
Meetings
(Monthly)

6

Leadership Phase #4

5A Process Improvement & DO IT Launch

Materials
Organization
Meeting

SEA
Meeting with CEO
(Monthly)

7

Ready, Review & Refocus

7A Workshop Pilot
7B Excellence in Action
7C Service Summit #I

SERVICE
CENTER

Workshops



Hardwire
Service Accountability
Roundtables
(Quarterly)

8

Maintaining the Momentum

8A Leadership Advance
8B SEA Celebration

HCSEC
HealthCare Service
Excellence Conference

10

Celebration/Recognition
Service Summit #II

End of
Year 1

9

Evaluating the Journey

Progress Audit

OASIS
Report
#2

OASIS
Report
#1

OASIS Team
Leader Meetings
(Monthly)

OASIS
Team Meetings
(Monthly)

4

Leadership Phase #3

4A Performance Management
4B Service Excellence Council Meeting and
Workbook Review

3

Leadership Phase #2

3A Project Leadership and OASIS Team Launch
3B OASIS Team Leader & Assistant Orientation
3C Service Excellence Advisor Orientation

5

Frontline Leader Training

6A Service Excellence Advisor Training

