The Top 8 Skills Every Healthcare Process Improvement Leader Must Have

1. Communication
   Clearly articulating concepts is the #1 skill for anyone who works in process improvement.

2. Trust Building
   Articulate and communicate the vision to build trust that the outcome will be better than before.

3. Coaching
   Be a good coach: be supportive and know when to critique something that needs to be improved.

4. Understand Process Management
   Understand the current process, determine a solution, and design & implement the new process.

5. Understand Care Management Personnel
   Understand how the process relates to the real environment, including frontline workers.

6. Resilience and Persistence
   Tirelessly addressing resistance is the hallmark of a successful process improvement leader.

7. Seeing the Big Picture
   Managing the step-by-step details while keeping the ultimate goal in mind.

8. Constructive Accountability and Conflict
   Create an environment of constructive accountability to shatter the mold of “that’s the way we’ve always done it.”