



CHIEF'S ROLE IMPLEMENTING UNIT-BASED TEAMS

Support physician leads

- Get them training if needed;
- Recognize extra effort;
- Reward any progress; and
- Meet with them regularly.

Get resources for the team

- Analytic help as needed
- Data reports
- Public affairs
- HR
- Materials
- Backfill if applicable and necessary

Coach physician leads and physician participants to be able to:

- Understand the frames of reference (perspectives, culture, history, needs, interests) of their co-leads and others in the team;
- Clarify roles;
- Explain the National Agreement, relevant policies and regulations so others know when they need help or advice;
- Develop milestones;
- Write good problem statements;
- Use the plan, do, study, act cycle to make improvements;

- Collect and use data;
- Show teams how their efforts roll up into departmental goals;
- Motivate others;
- Make clear and compelling presentations;
- Do third-party conflict resolution;
- Manage conflict so it is productive;
- Reward and recognize team members;
- Have courageous conversations; and
- Run effective huddles/meetings.

4. Promote the UBT effort with other modules

- Keep everyone informed about what UBTs are doing and why;
- Prevent sub-optimization;
- Talk up the learnings; and
- Support other modules to minimize "teacher's pet syndrome."