



WESTERN HEALTHCARE ALLIANCE

LEADERSHIP ACADEMY

Mind Matters: Calling Our Teams to Greatness

**Health Innovations Network of Kansas
November 10, 2022**



2022 Services for Members

To learn more about our partners and services visit wha1.org.

A-1 Collection Agency

- Bad Debt Collections

AR Services

- Central Business Office
- Early-out Self-pay

Cedaron

- Rehab Documentation Software

Community Care Alliance

- Population Health Solutions & Strategies

EPC USA

- Continuously Monitor Cybersecurity Resiliency
- Cyber Attack Protection
- Cyber SIEM Solutions

HealthTech

- Care Coordination
- Mock Surveys
- Interim Placement
- Executive Recruiting

KnowBe4

- Anti-phishing Training Software

Lewan

- Assessments & Incident Response Strategies

Mayo Clinic Laboratories

- Reference Laboratory Testing

Medefis

- Healthcare Staffing Pool

Parker, Smith & Feek

- Employee Benefit Solutions
- Property & Casualty Insurance

Qualaris

- Quality Improvement Auditing & Reporting Software

SOC Telemed (fka Access Physicians)

- Acute Care Telemedicine

Teladoc Health

- Seamless Virtual Care Delivery

Union Leasing

- Fleet Leasing & Maintenance

Wipfli

- 340B Program Compliance
- Audit & Accounting
- Capital & Facility Planning
- EHR Assessment & Implementation
- Reimbursement/Cost Reporting
- Tax Planning & Compliance

WHA In-house Services

- Leadership Academy
- Network Consulting
- Peer Networks
- Point of Service Collections Training
- Revenue Cycle Assessments
- Workforce Strategies Consulting
- WIP Program
- P2P

WHA Leadership Academy Team



Angelina Salazar
Chief Executive Officer



Bobbie Orchard
Marketing & Program
Development Director



Sierra Jackson
Program Coordinator

Course Objectives



- Learn how perceptions are formed.
- Learn how to ask better questions to get out of your way and help others who seem stuck.
- Learn tools to shift to an effective mindset.

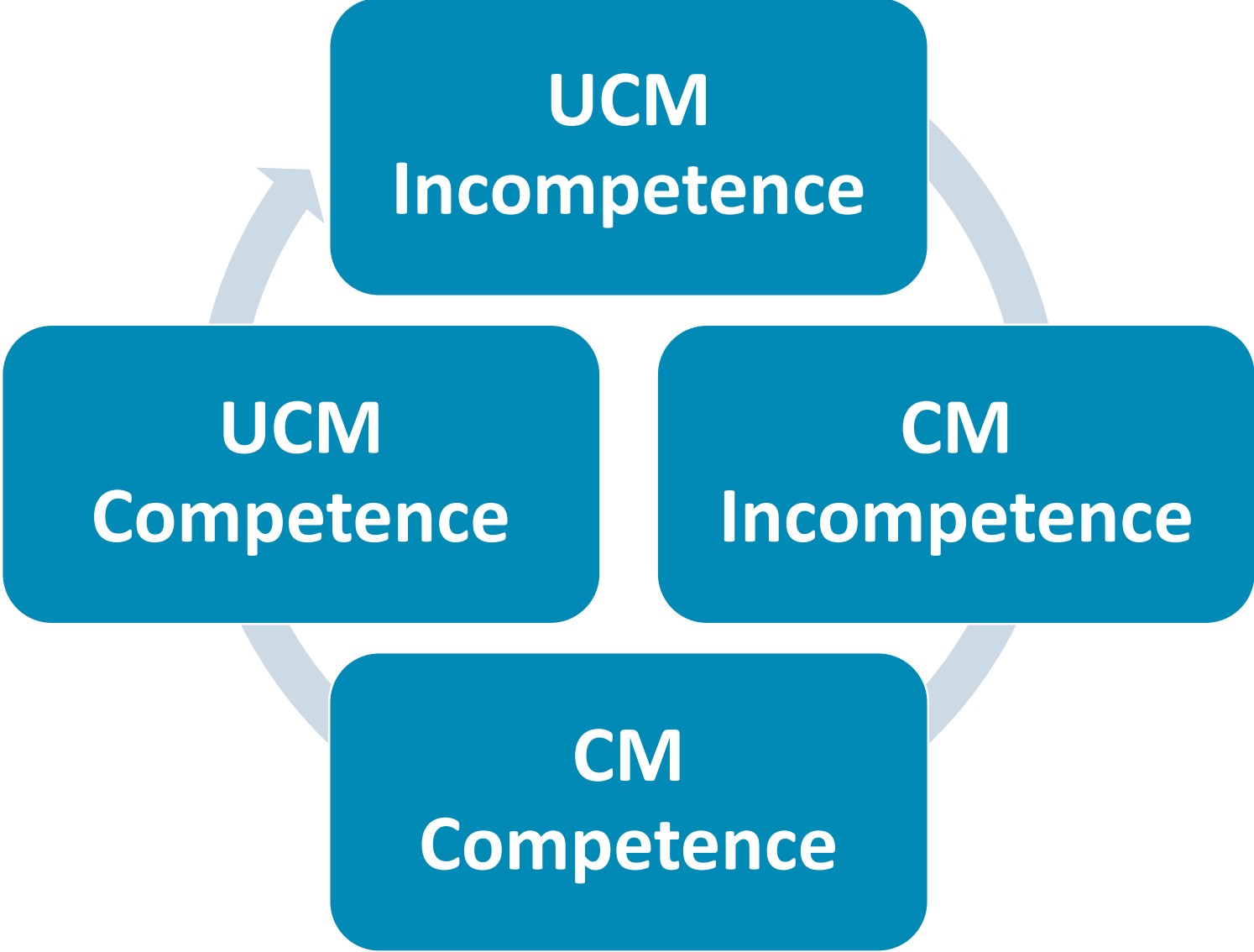
What keeps you from being the most effective leader?

An iceberg floating in the ocean. The tip of the iceberg is visible above the water surface, while the much larger, submerged part is visible below. The sky is blue with some clouds, and the water is a deep blue. The text "CM = Goal Setter" is overlaid on the sky, and "UCM = Goal Getter" is overlaid on the water.

CM = Goal Setter

UCM = Goal Getter





Does Not Process
Negatives

Maintains Instincts
& Habits

Runs the Body

Stores Memories

Represses
Memories

Symbolic

Looks for Evidence to
Maintain Perceptions

Protects

Maintain & Controls
Perceptions

Organizes
Memories

Makes Associations
Quickly

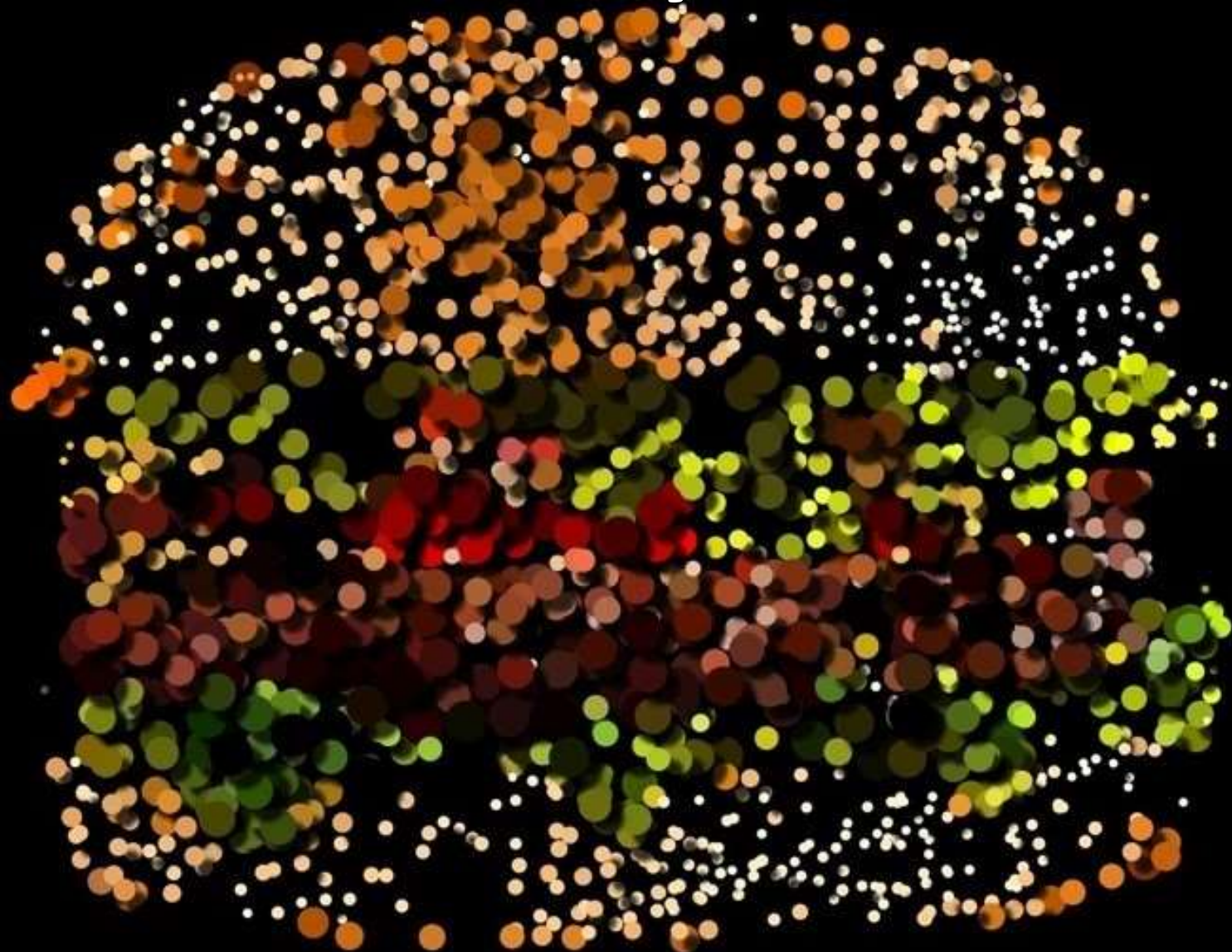
Needs Clear Orders

Domain for Emotions



UCM Prime Directives

Reality is A



Construction

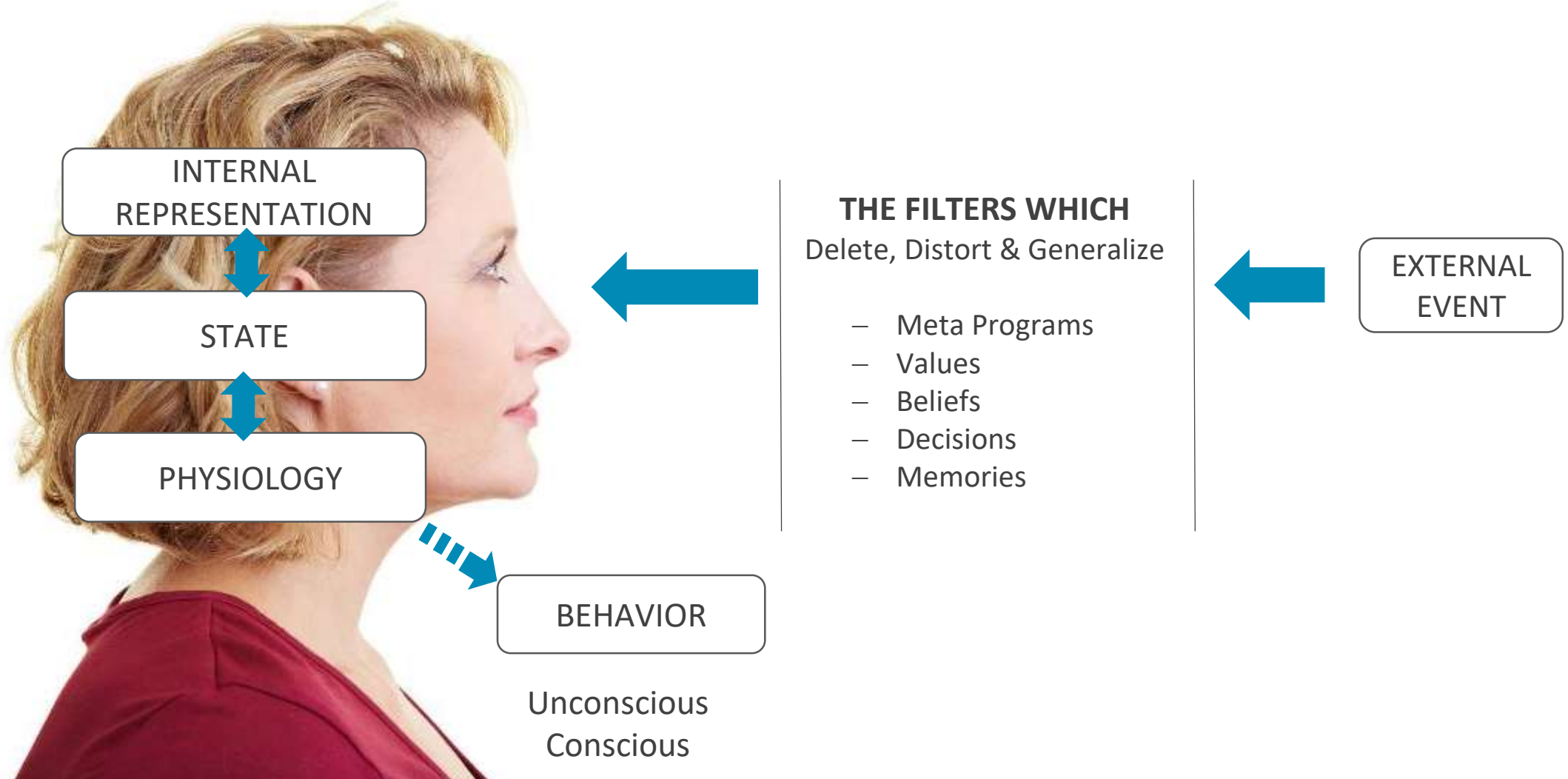
Thinking in Images

“The **words** you speak
become the **house** you
live in.”

– **Hafiz**



How We Filter Information





**Do you want to be
right or effective?**

The Left-hand Side

A Personal Story

The Work by Byron Katie

- Is it true?
- Can you absolutely know that it's true?
- How do you react when you believe that thought?
- Who would you be without the thought?







Help Others Get Unstuck

(Great Coaching
Questions)

- What can you do to help?
- What do you know for sure?
- What can you do to add value?
- What would great look like?

More Great Coaching Questions

- What's the real challenge here? How is it a challenge?
- So, what DO you want? How would you know you got it?
- What are you doing that contributes to your success?
- What might you be doing that is sabotaging your success?
- What steps could you take right now that would improve the situation?
- What do you need to know to be successful?
- What would happen if you did nothing?
- That's an interesting thought. How did you reach that conclusion? Or what processes did you go through to reach that conclusion?
- What are your biggest obstacles and barriers to success? What are your plans to deal with them and what do you need from me?



New Leadership Role

*What gets in the way of
teamwork?*

Let's try it!



Sympathy

vs

Empathy

RSA



Shorts

Accountability

=

Mindset

LEARNED
HELPLESSNESS



Driving for Results

Reality-Based Thinking

**Personal
Accountability**

Capitalizing on Change

Organizational Alignment





Three Camps



“Work with the willing!”

– **Cy Wakeman**

Questions

