Leadership Accountability

Belongs to

EVERYONE!
Accountability

“the obligation to report, explain or justify something”

Personal Accountability

• “A personal choice to rise above one’s circumstances and demonstrate the ownership necessary for achieving desired results—to See It, Own It, Solve It and Do It.”

Connors, Smith & Hickman in The Oz Principle
Accountability

Above the Line: See It, Own It, Solve It, Do It

Below the Line: The Blame Game
Below the Line

• Making excuses is so much easier than accepting responsibility
• Recognize when you’re below the line
• I am the victim attitude
Common Stages of the Victim Cycle
Below the Line

- Ignore/Deny
- It’s Not My Job
- Finger Pointing
- Confusion/Tell Me What to Do
- Cover Your Tail
- Wait and See
Watch Video
Challenges We Face

- Short Staffed
- Quality Employee
- Difficult Family Members / Patients
  - CMS Reimbursement
  - Survey Team
- ZPIC / RAC / MAC Audits
  - Low Census
(Above the Line)
ACCOUNTABILITY
Success
(Below the Line)
Failure
Victimization
EMPOWERMENT
4 Steps to Accountability

See It  — Acknowledge the Problem
Own It  — Take Responsibility for It
Solve It  — Determine What I Can Do
Do It  — Take Action
SEE IT ACTIVITY
See It – Acknowledge the Problem

- Get the perspective of others
- Ask for and offer feedback
- Be realistic
- Be honest with yourself; admit mistakes
- Consider all the facts
Admit you are stuck on victimization. Recognize when you may fall back below the line.
Own It – Take Responsibility for It

• Be personally invested
• Ask how I contributed
• Answer for personal commitments
• Act on feedback
• Align my work with the results the organization is trying to achieve
Why do we fail to own it??

We find an **excuse** why it is not our responsibility!

*They didn’t show me how to do it!*
Solve It – Determine What I Can Do

• Ask myself, “What else can I do?”
• Redefine boundaries
• Test assumptions
• Recognize that some things are out of my control
Be Professionally nimble.

Constantly think: *What else can I Do?*

BE PROACTIVE
What stands in the way of the solution?

Obstacles
Obstacles push us back below the line.
Do It – Take Action

- Clarify responsibilities
- Report proactively
- Relentlessly follow up
- Do what I say I’ll do
- Measure progress
- Accepting total accountability
DO IT ACTIVITY
Joint Accountability

- Organizational results come from collective, not individual, activity

- When everyone is accountable for achieving organizational results, and not just doing their job, the right things tend to happen
Joint Accountability

- Training everyone at every level
- Coaching accountability
- Asking Above the Line questions
- Rewarding accountability
- Holding people accountable
So, how do we take this back to our professional and personal situations / problems?
First and Foremost:
LEAD ABOVE THE LINE!!

Walk the talk!