



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

Leadership Philosophy in Practice

Joint Conference Committee
September 27, 2016



San Francisco Department
of Public Health

Leadership Philosophy

- As leaders of ZSFG, we believe in respect for our patients and staff and continuous improvement as demonstrated by a commitment to our values of joy in our work, thirst in learning and compassionate care, and reflected through our principles that guide our daily behaviors and decisions.

Values

- Deeply held beliefs
- Drives **Culture**

Our Values

- Joy in our work
 - Staff satisfaction is related to higher quality of care and outcomes for our patients.
 - What brings us joy may be different from person to person. We honor these differences and seek to cultivate joy for all staff.
- Thirst in learning
 - A learning organization allows for transformation and continuous improvement.
- Compassionate care
 - Our deep social justice mission is how we distinguish ourselves.

Principles

- Externalization of Values
- Drives **Behavior**

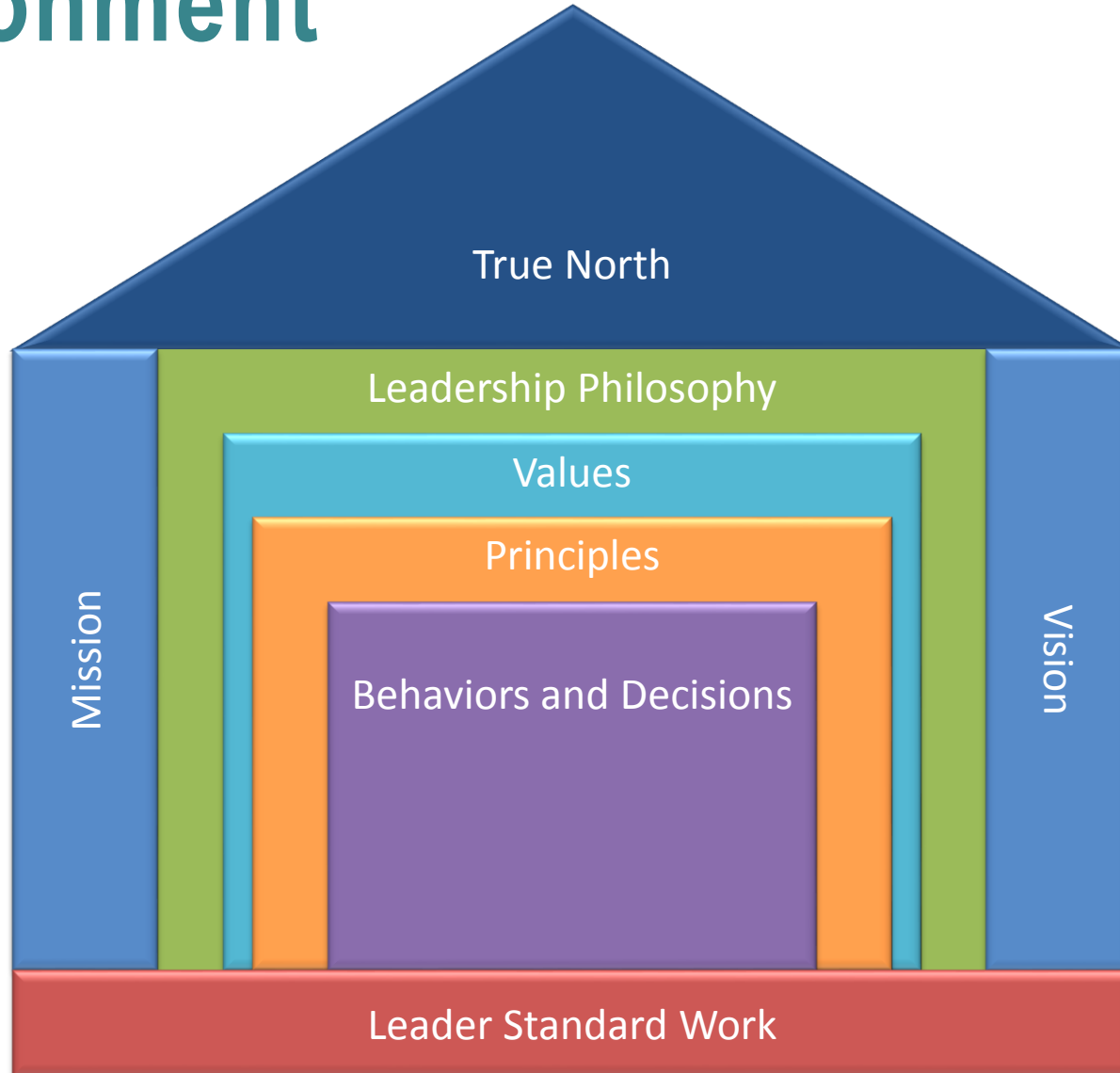
Our Principles

- Align
 - Create Value for our Patients and Staff
 - Think Systematically
 - Constancy of Purpose
- Enable
 - Lead with Humility
 - Respect Every Individual
 - Transparency through Visual Management
- Improve
 - Seek Perfection
 - Ensure Quality at the Source
 - Embrace Scientific Thinking
 - Focus on Process

Philosophy into Practice

- To provide executive leaders the **environment** to practice behaviors that reflect principles that align, enable and improve.
- To cultivate a **mindset** focused on developing our people and improving care for our patients.

Environment



Behaviors

- Model Plan Do Study Act
- Practice Humble Inquiry
- Practice Leader Standard Work
- Go to Gemba
- Provide Feedback
- Celebrate
- Communicate Systems Thinking
- Be Accountable

Timeline for Deployment

