

Measuring what Matters

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Chief Executive Officer
June 3, 2019

Presenter Disclosure

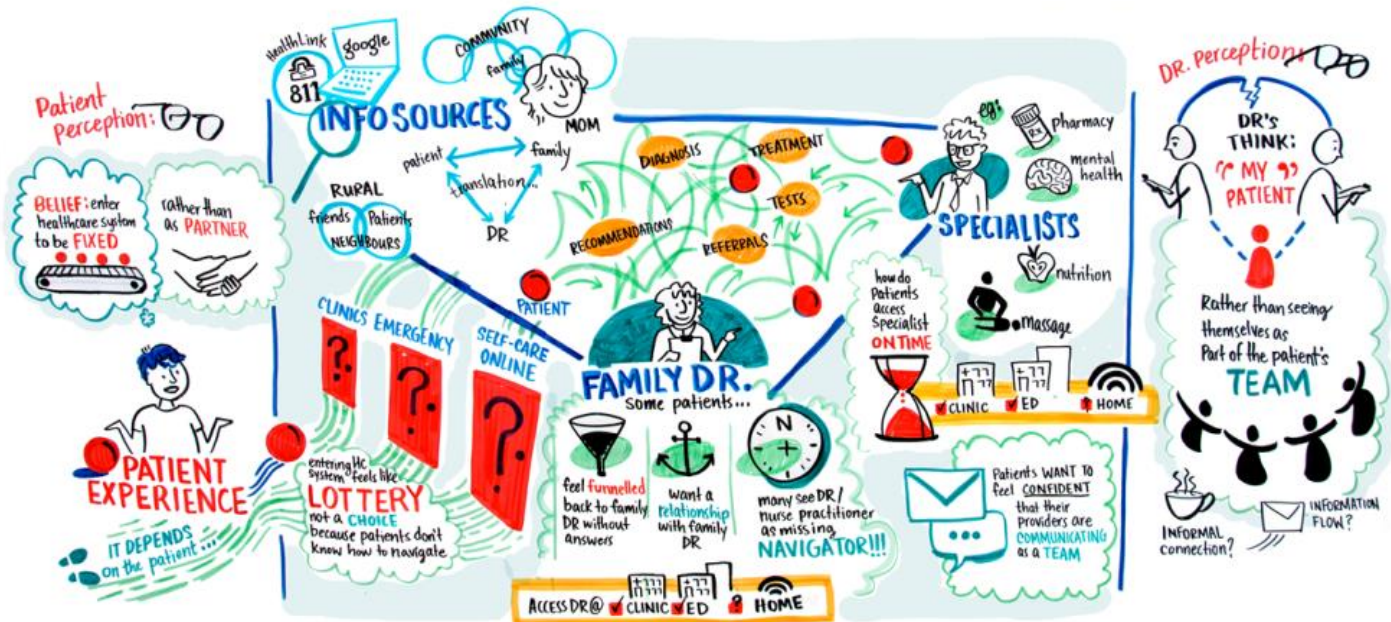
- **Presenter Name: Andrew Neuner**
- **Relationships with commercial interests:**
 - **Not Applicable**

Disclosure of Commercial Support

- This program has received financial support from Canadian Foundation for Health Improvement in the form of accommodation and travel expenses.
- Potential for conflict(s) of interest:
 - None to declare

FOCUS ON PRIMARY HEALTHCARE

Fostering
Open
Conversations that
Unleash
Solutions



The Burning Platform



Believing in the Power of Information

If you torture the data long enough, it will confess.

Ronald Coase

If you're going to dangle something in front of them,
why limit yourself to carrots?

Norwegian Cruise Lines

Getting Started

Yes, risk taking is inherently failure prone. Otherwise, it would be called sure-thing taking.

Tim McMahon

You might as well fall flat on your face as lean over too far backward.

James Thurber



Changing the Conversation

Facts do not cease to exist because
they are ignored.

Aldous Huxley

If the statistics are boring, you've
got the wrong numbers.

Edward Tufte

Accountability

Keeping score is important to the success and enjoyment of games. The same is true in workplaces.

Dennis Bakke

I am convinced that holding systems, organizations and people able will have greater positive results than wielding the accountability hammer.

Andrew Neuner

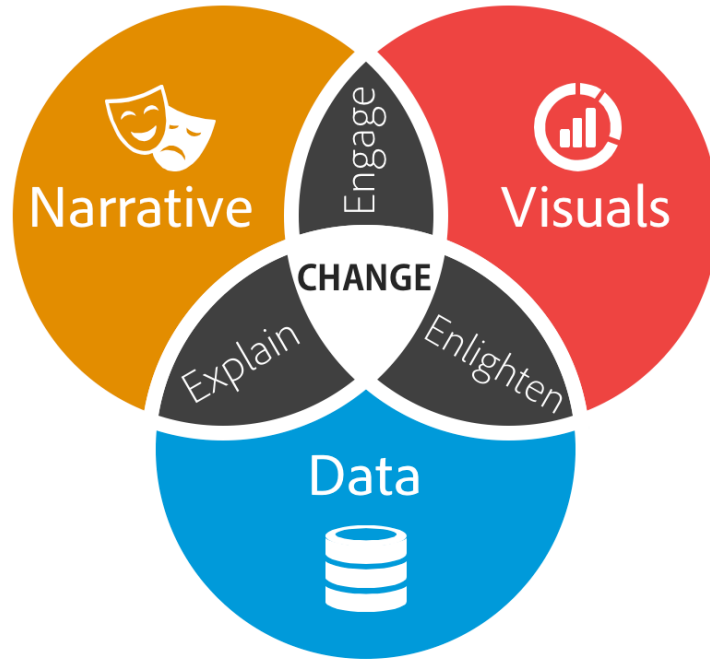
Physician Advocacy

“I have been trained to work with the short comings of the system and just accept and adapt”

“All physicians need advocacy courses and guidelines – not pages and pages of policy.”

“The more bureaucracy created in the health care system, the greater the sense of detachment and the perception of helplessness by many physicians in the front line of patient care.”

Data Tells a Story



Design

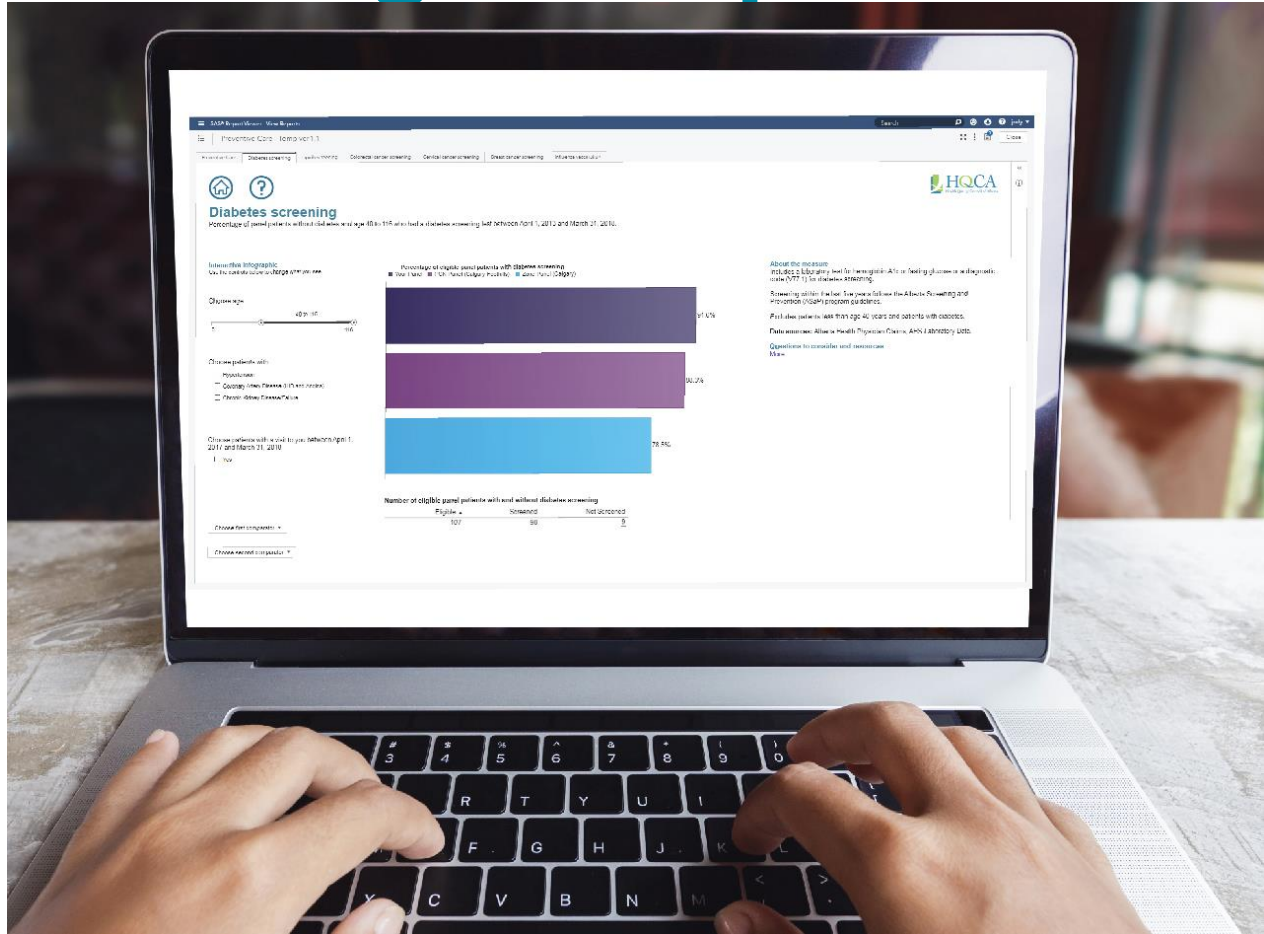
Always design a thing by considering it in its next larger context – a chair in a room, a room in a house, a house in an environment, an environment in a city plan.

Eliel Saarinen

A clever arrangement of bad eggs
will never make a good omelet.

C.S. Lewis

The digital experience





F·O·C·U·S·

ON PRIMARY HEALTHCARE

FOSTERING **OPEN CONVERSATIONS** THAT **UNLEASH SOLUTIONS**

November 20, 2018

Leading Up!



Questions?