



UCDAVIS

VETERINARY MEDICINE

Veterinary Medical Teaching Hospital

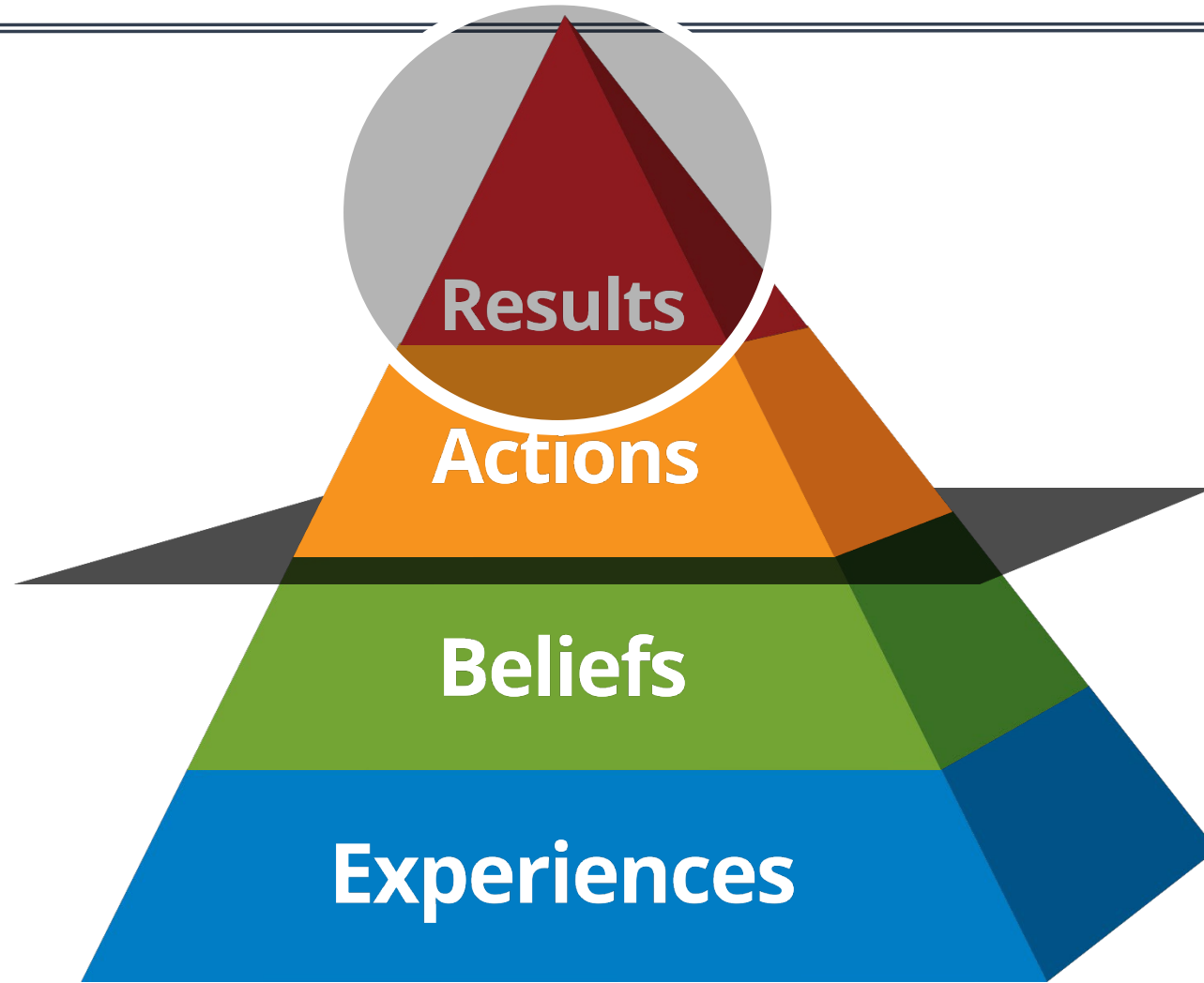
A Culture of Accountability

The Premise

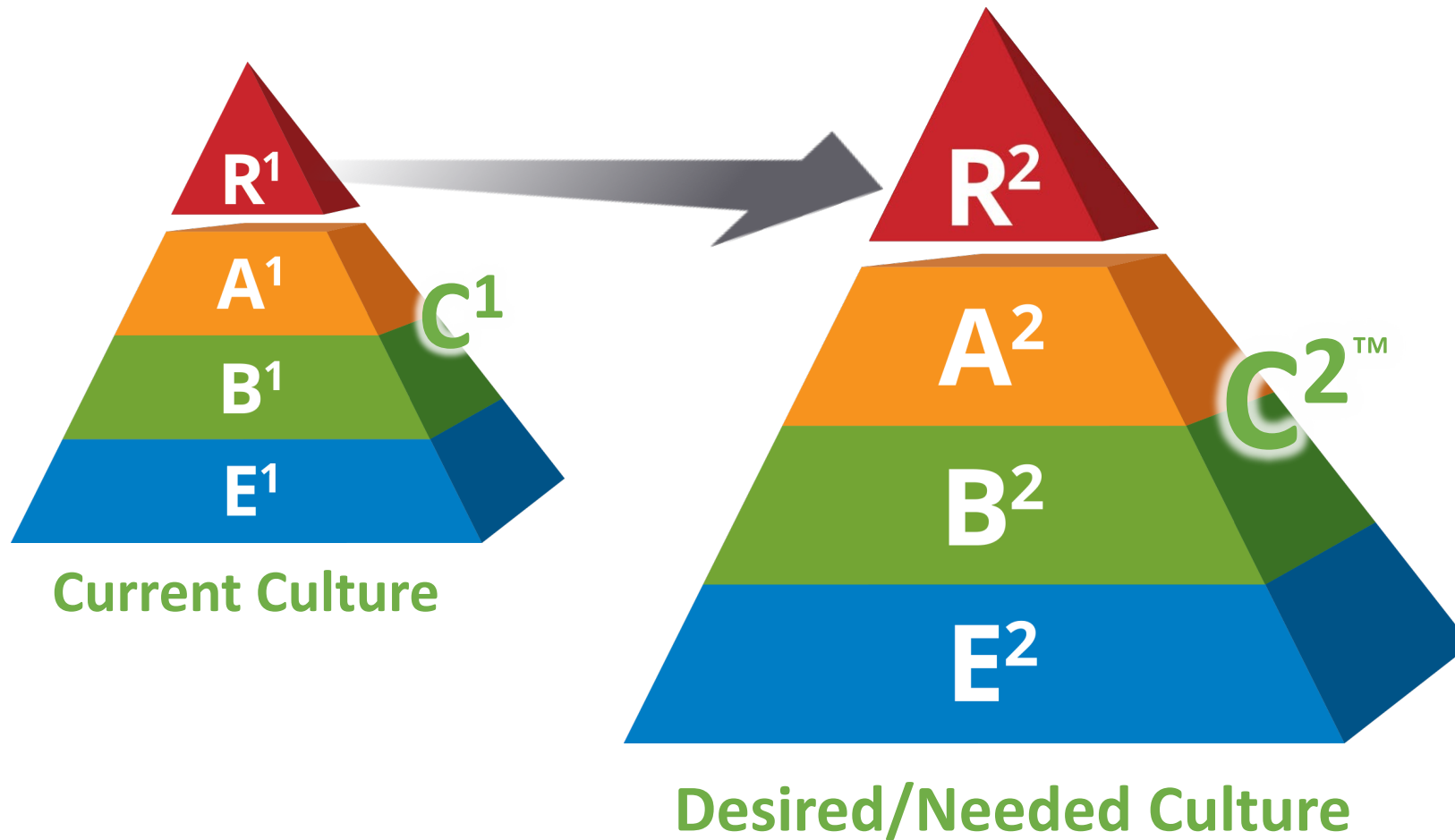
A Culture of Accountability
begins by clearly defining
the **Results**.



The Results Pyramid®



A Shift in Desired Results Drives the Need for a Shift in Culture





The Oz Principle® Definition of Accountability

Ac-count-a-bil-i-ty

noun

1. a **personal choice** to rise above one's circumstances and demonstrate the ownership necessary for achieving **Key Results: to See It, Own It, Solve It, Do It®**.



UCD VMTH Key Results

- ❖ Exceptional patient care/experience
- ❖ Excellence in student clinical instruction
- ❖ Client and referring veterinarian satisfaction
- ❖ Employee Engagement
- ❖ Outstanding Research



Our Cultural Beliefs

Pursue Excellence

I take risks, innovate and create opportunities for improvement.

One Team

I communicate and cooperate to create a united, passionate team.

Trusted Dialogue

I create an open, constructive and respectful exchange of ideas among all team members.

Value People

I acknowledge your efforts and individual strengths to empower our success.

Realize our Vision

I embrace and integrate all teaching, clinical and research contributions to transform lives through compassionate care.



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***Speeding up the Change
With Greater Accountability***

16 Best Practices

S *SEE IT*[®]

Opening the communication

Asking for and offering feedback

Hearing the hard things so that I openly see the reality of the situation

O *OWN IT*[®]

Success failures

Ensuring that my work is aligned with Key Results[™]

Acting on the feedback that I receive

S *SOLVE IT*[®]

functional boundaries

Creatively dealing with obstacles

Taking the necessary risks

D *DO IT*[®]

Stay on line by not blaming others

Tracking progress with proactive and transparent reporting

Building an environment of trust



Accelerating the Transition

- ❖ Focused Feedback,
- ❖ Focused Storytelling,
- ❖ Focused Recognition