KeyBridge™
Medical Revenue Care™

Transforming YOUR Team into a Performance Powerhouse!

Master Class Presented by:
Brian Garver, VP Business Development and Marketing
KeyBridge Medical Revenue Care

ONCE YOU'VE MASTERED THIS SIMPLE TECHNIQUE, WE'LL MOVE ON TO SOMETHING MORE CHALLENGING, LIKE CHANGING YOUR CORPORATE CULTURE.

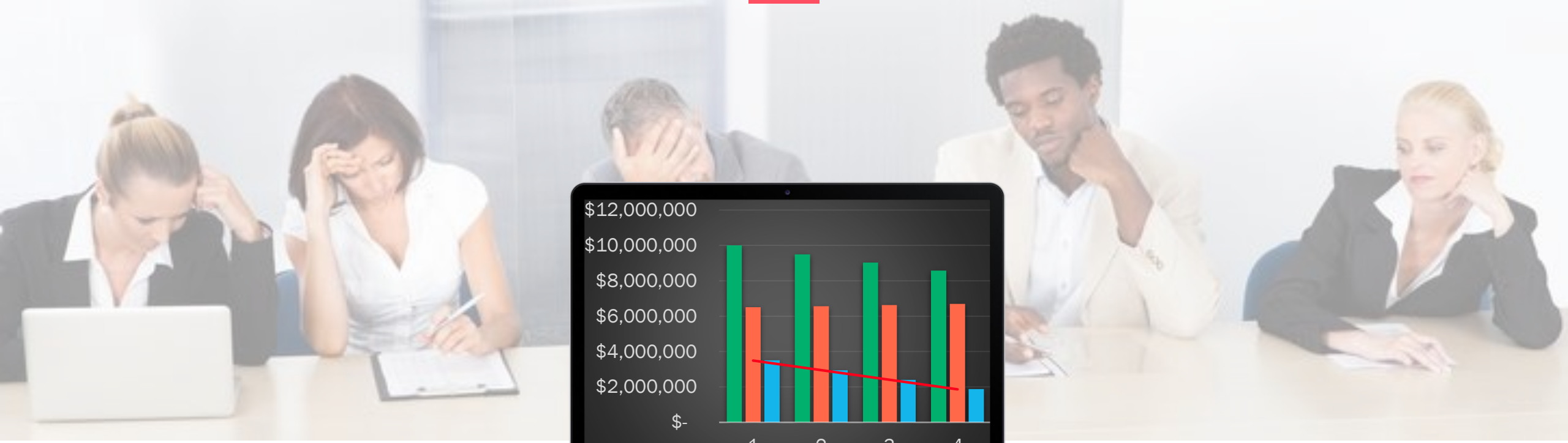
KeyBridge™
Medical Revenue Care™

97% Patient Satisfaction

10 time winner!
BEST PLACES to WORK
Modern Healthcare InsideARM.com

Top 6%
agencies nationwide
HOOVERS™
A D&B COMPANY

https://youtu.be/T63MCogI4sM



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2
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4

I
QUIT!

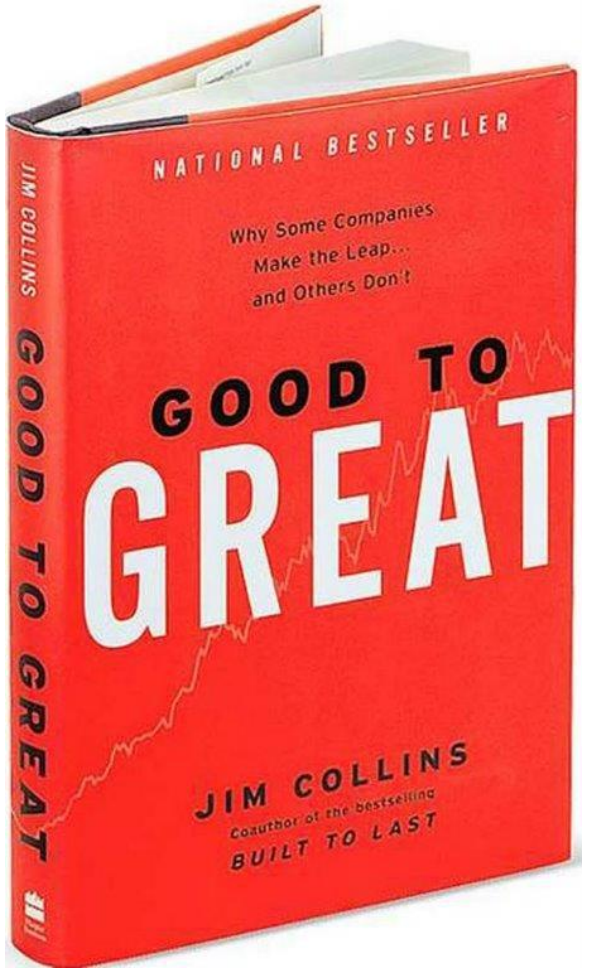
https://youtu.be/K7agjXFFQJU

What is a High Performing Team?

https://youtu.be/K7agjXFFQJU

"Greatness is primarily not a function of circumstance. It is first and foremost a matter of conscious CHOICE and DISCIPLINE."

- Jim Collins



Expect the Incredible

“Be a yardstick of quality. People are not used to an environment where excellence is expected.”

Steve Jobs
Co-Founder and former CEO of Apple, Inc.

Google

https://youtu.be/v2PaZ8NI2T4

IT'S GO TIME

4 KPIs of a High-Performing Team

4 KPIs of a High-Performing Team

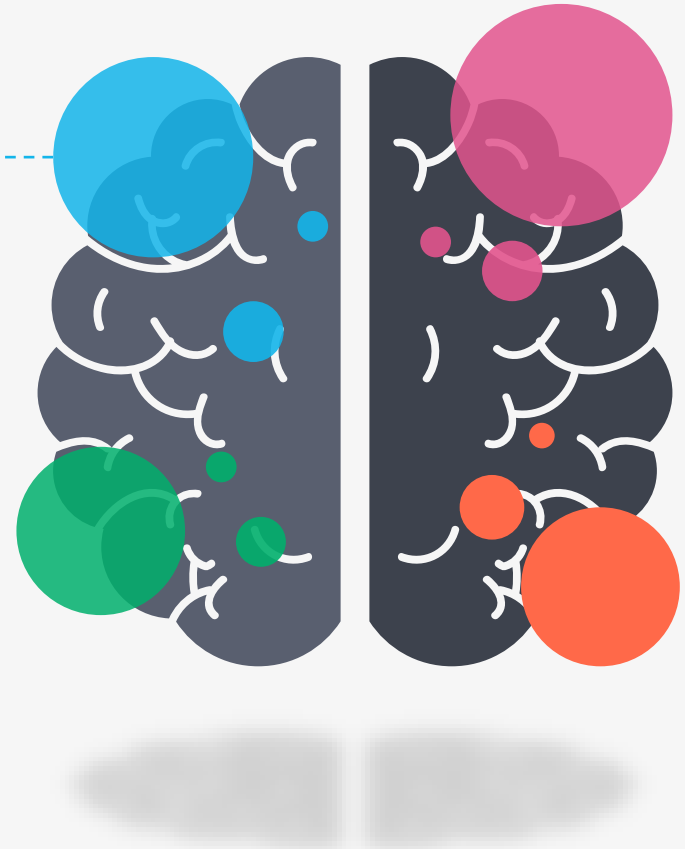
ACHIEVEMENT
(Results)

ENGAGEMENT
(Support)

01

Vision and Action

Team members share a common vision that drives their actions.



"Vision without action is just a dream. Action without vision just passes the time. ***Vision with action can change the world."*** - Joel Barker

4 KPIs of a High-Performing Team

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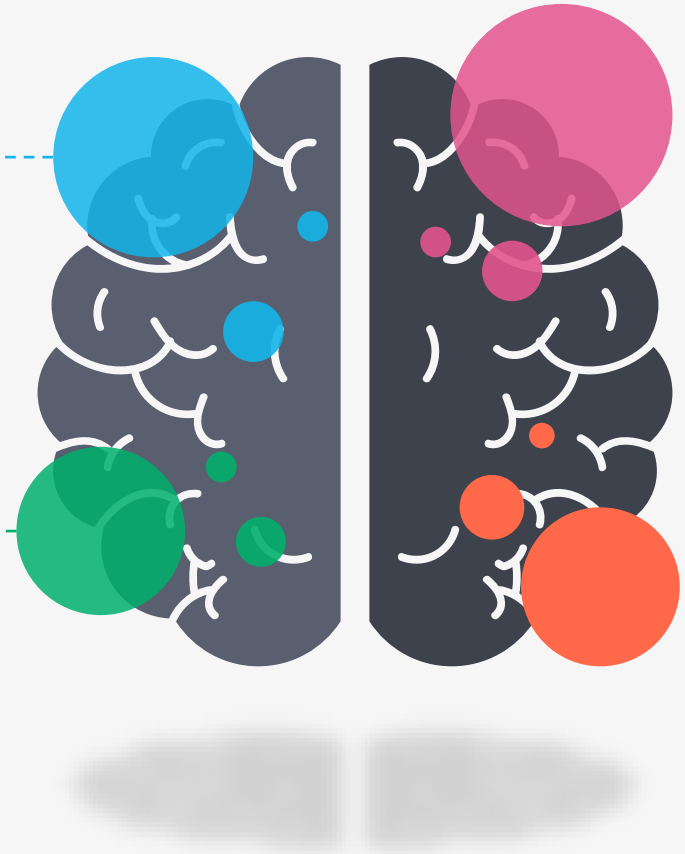

01

Vision and Action

Team members share a common vision that drives their actions.

02

Performance Reporting

Data is easily accessible and drives decisions and accountability.

4 KPIs of a High-Performing Team

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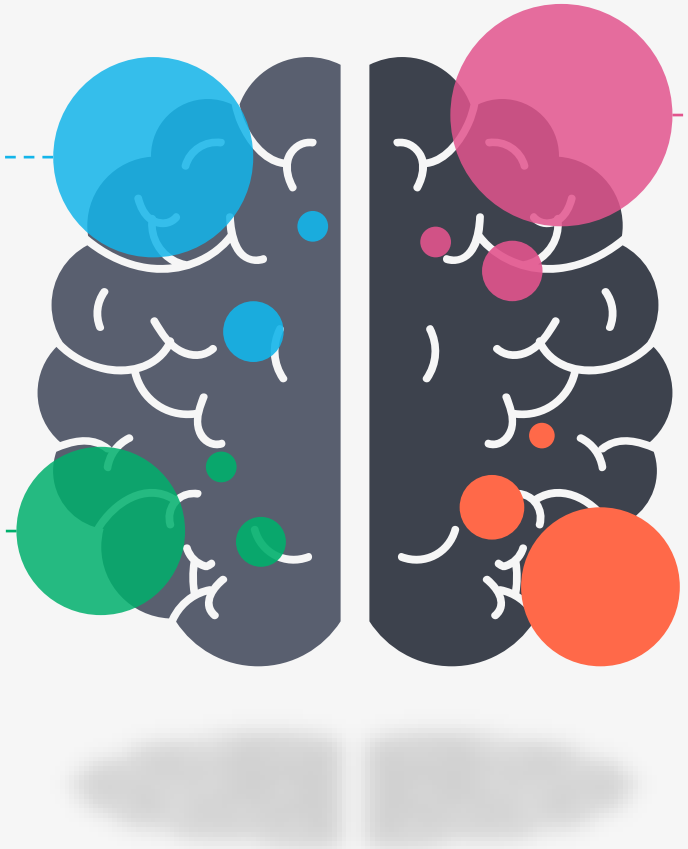

03

Inclusion

Individual differences among team members are a blessing; not a curse.

"Equity is who has the keys to the room. Diversity is who is in the room.
Inclusion is who feels wanted in the room." *- E Schanzer*

4 KPIs of a High-Performing Team

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(Results)

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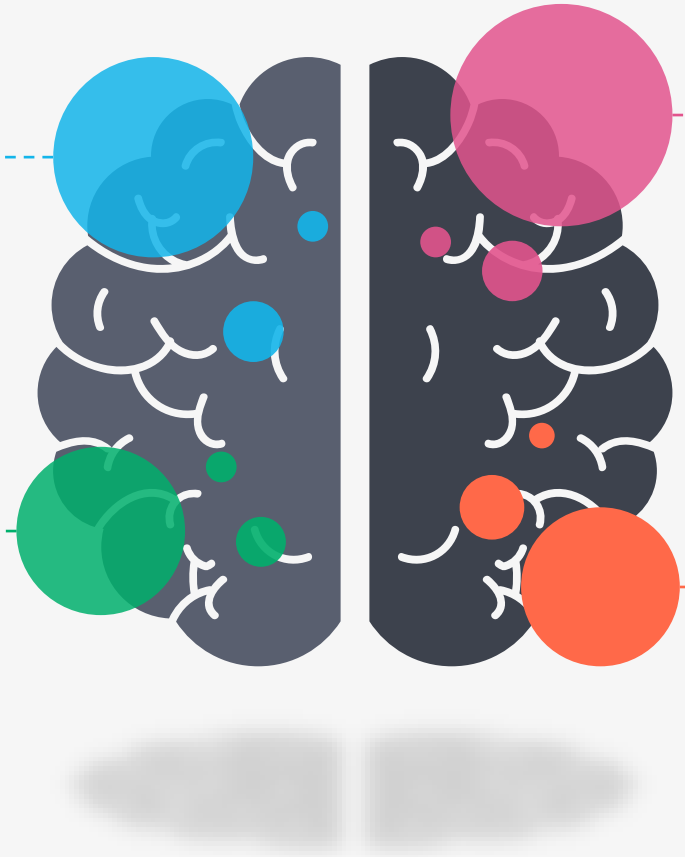

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Wellbeing

Understanding and supporting each others' work/life integration and wellbeing needs.

4 KPIs of a High-Performing Team

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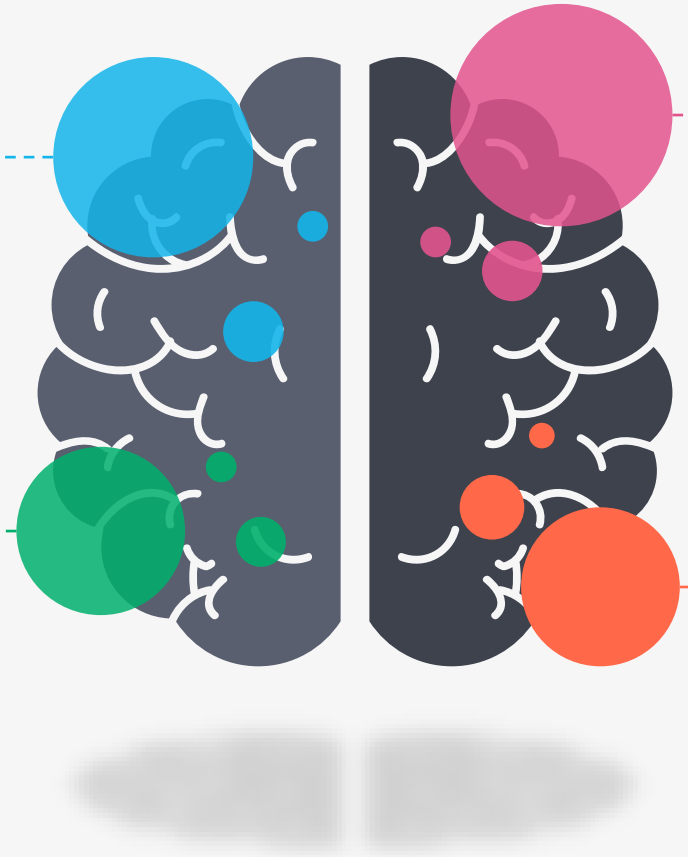

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It starts with
SERVANT
LEADERSHIP

https://youtu.be/VEIDjB7uyFc

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01
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04
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1 2 3

4 5 6 7 8 9 10

SHARE A PURPOSE AND GOALS

WHY?

Repetition, repetition, repetition.

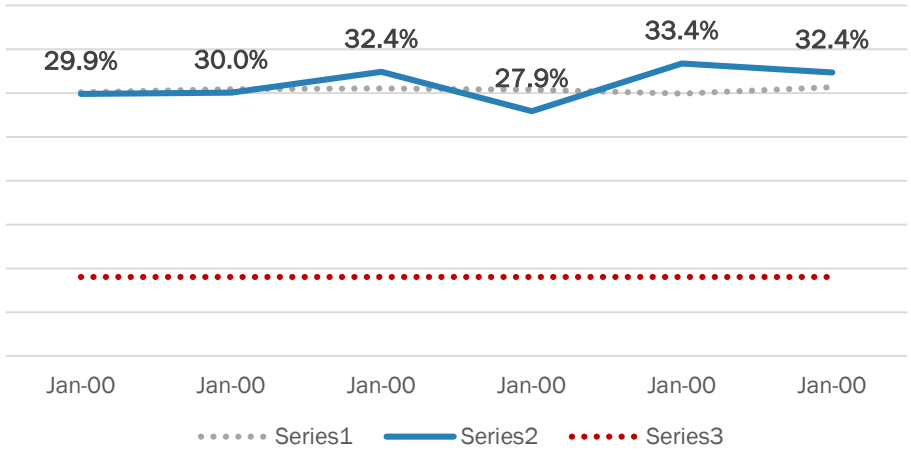
Tie achievements to the big picture.

CONSTANTLY COMMUNICATE

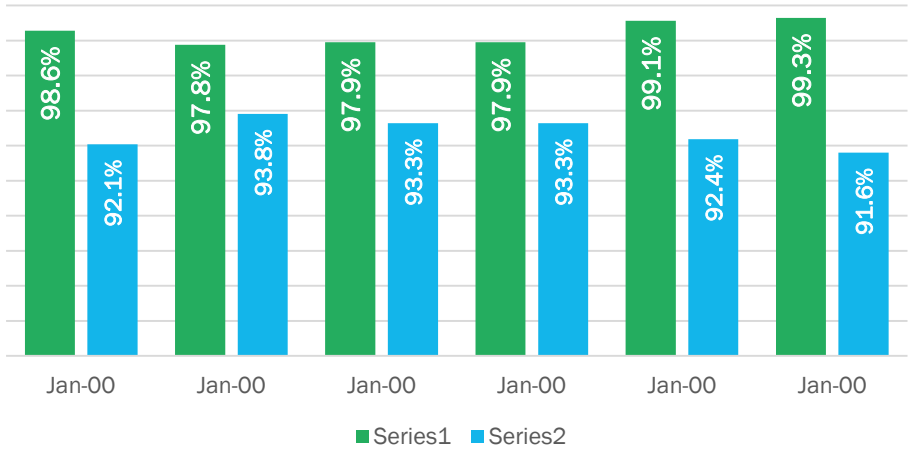
...AND THAT IS WHY WE LIFT ON THREE...
COMMUNICATION
©DOLIGHAN
dolighan.com

SET GOALS AND MEASURE PROGRESS

Participation Rate



Patient Satisfaction Rating



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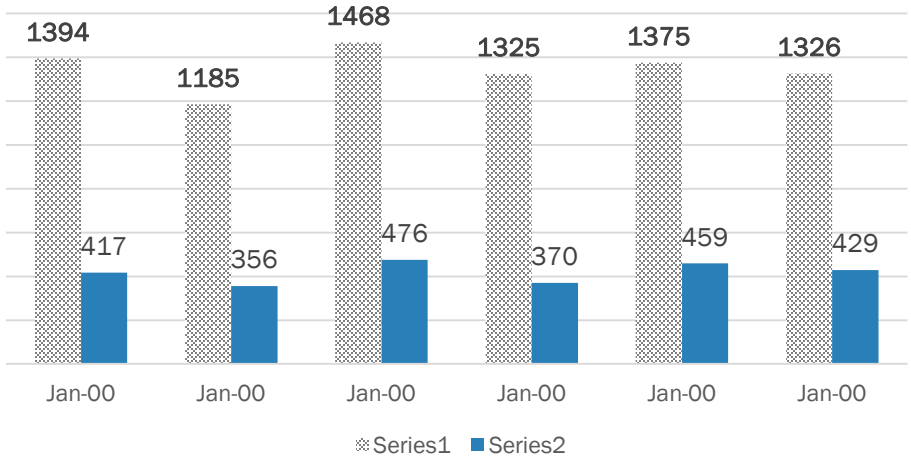

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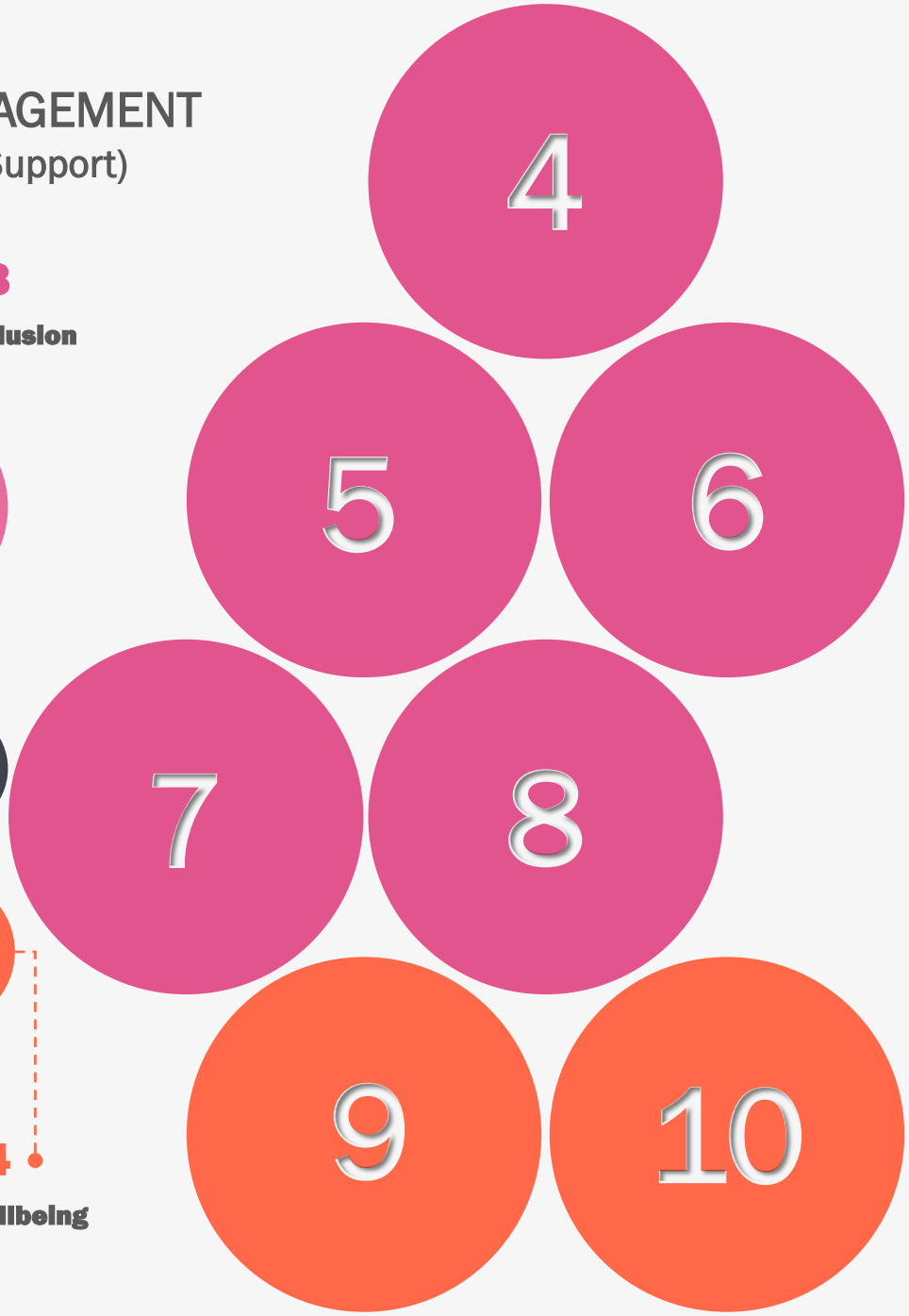


HIRE FOR CULTURE

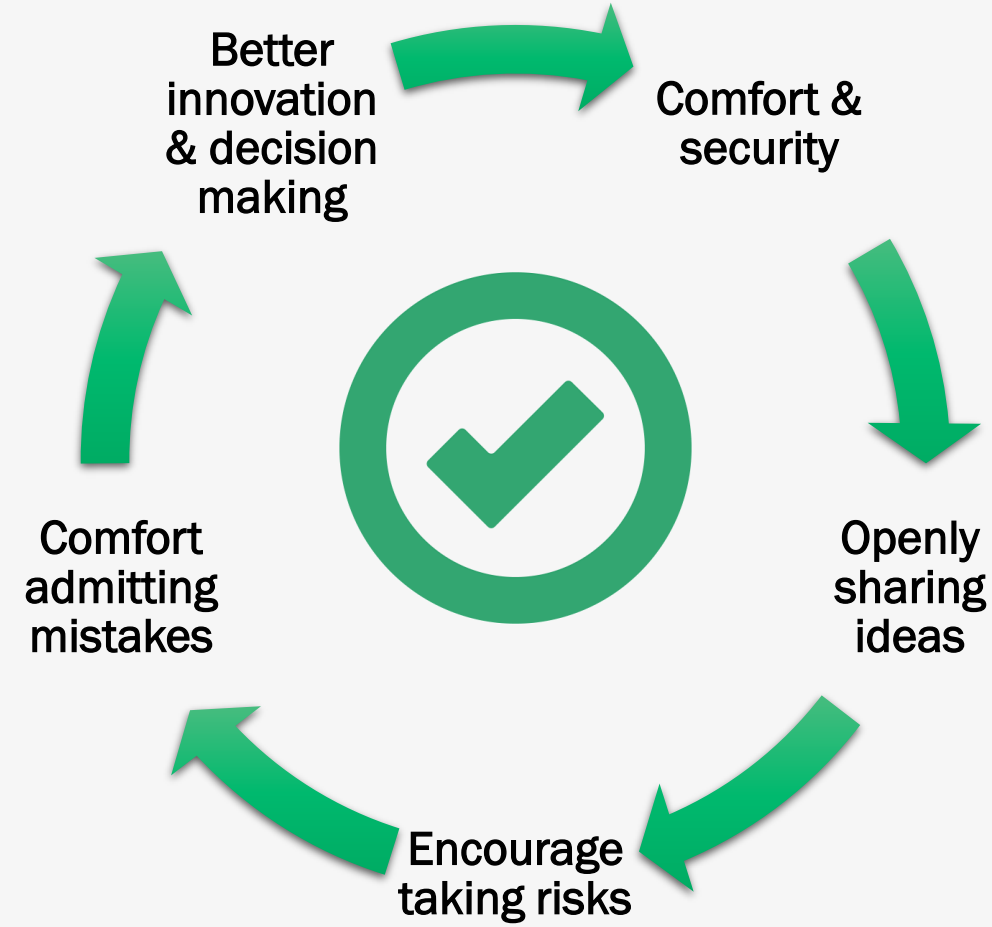
WHO TO HIRE

CREATE PSYCHO-LOGICAL SAFETY

The single greatest correlate with a group's success

Psychological **Danger**

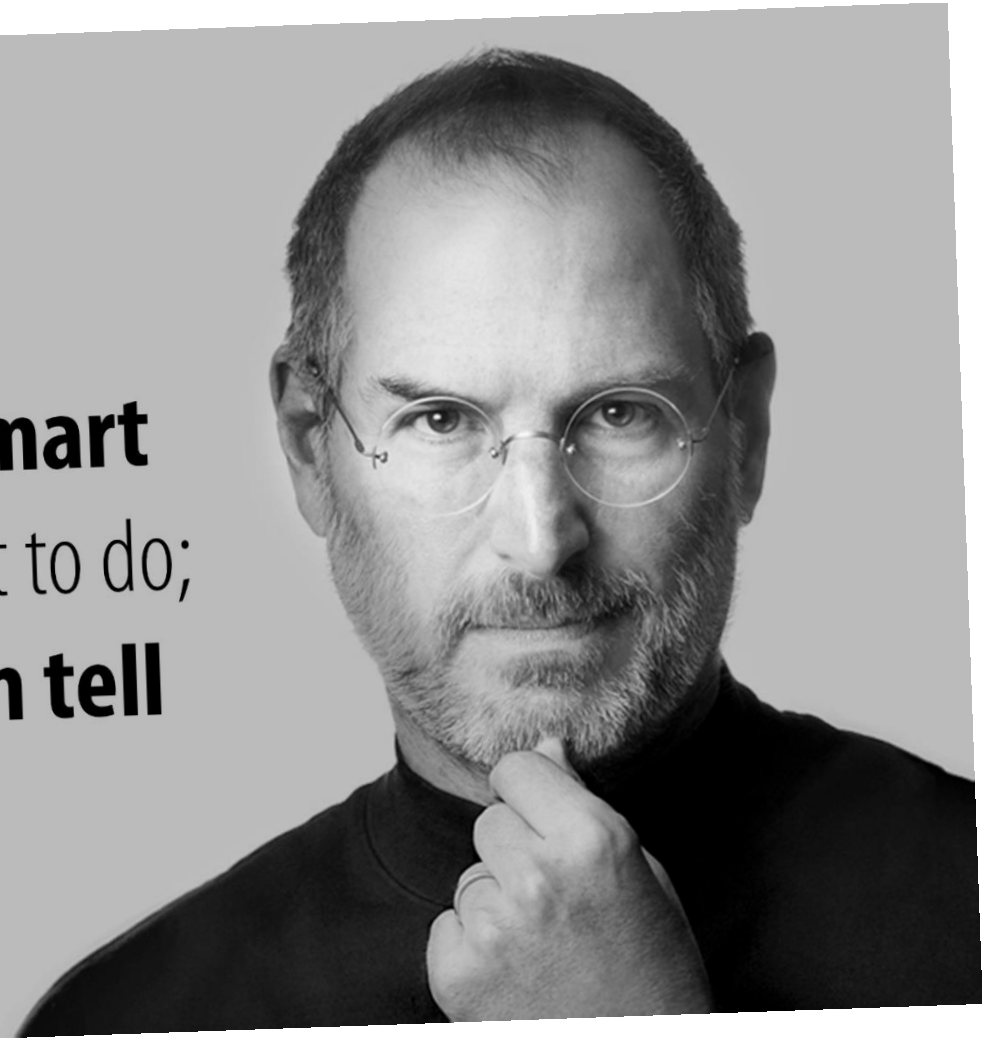
Psychological **Safety**



INVOLVE THE TEAM

"It doesn't make sense to **hire smart people** and then tell them what to do; we hire smart people so they **can tell us what to do.**"

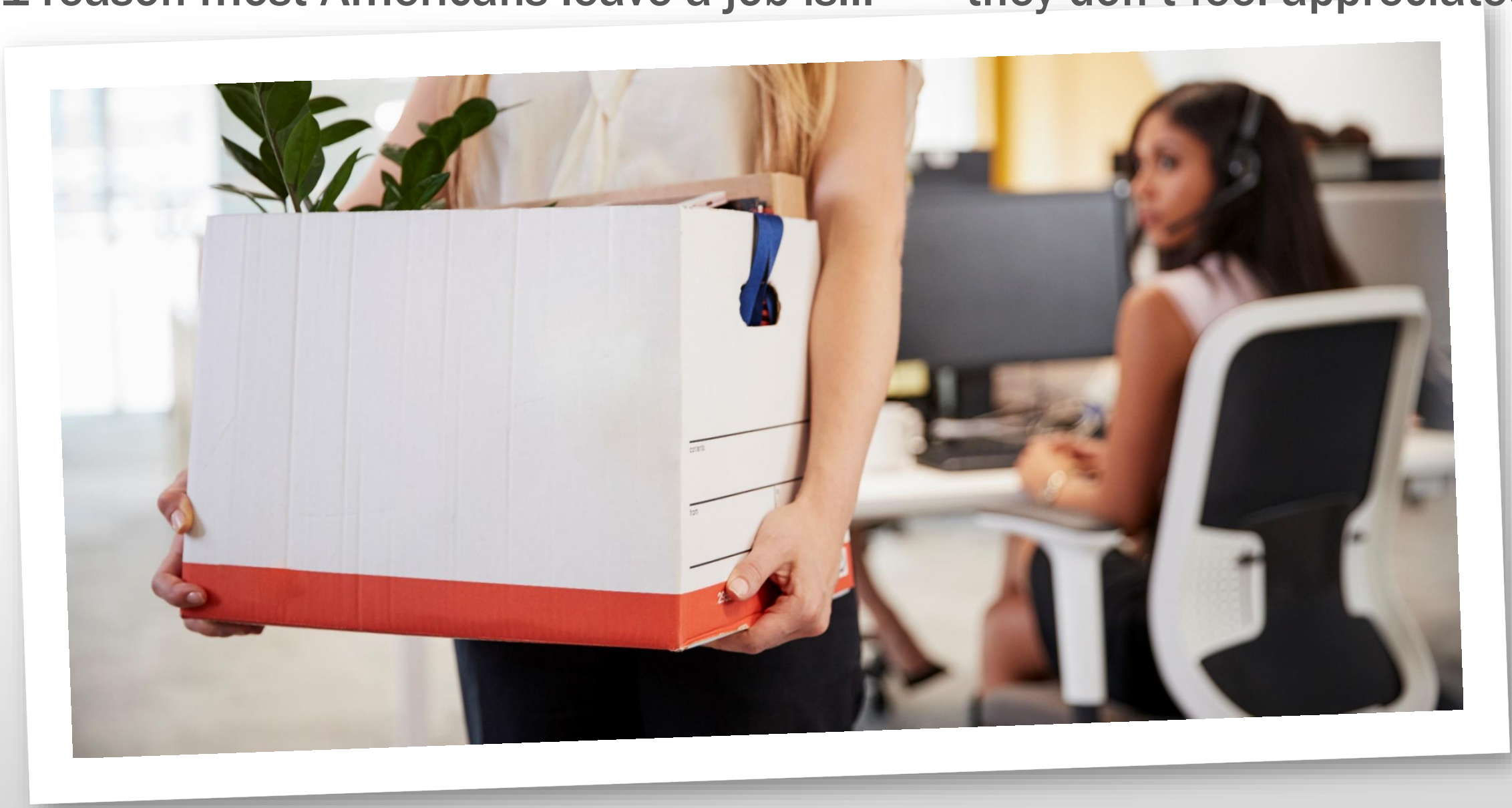
~ Steve Jobs



SHOW APPRECIATION

CELEBRATE WINS

#1 reason most Americans leave a job is… they don't feel appreciated.



#1 Motivator

~~MONEY~~

"Recognize Me"

RESERVED
BIGGEST FISH
IN THE SEA
KeyBridge
Biggest Fish
In The Sea
Madison
Kelly
Be present.
KAD
Megan C.
Make their day.
KAD
Kerri
Make their day.

PROVIDE OPPORTUNITIES FOR GROWTH

ACHIEVEMENT
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SHARE A PURPOSE AND GOALS

CONSTANTLY COMMUNICATE

SET GOALS & MEASURE PROGRESS

HIRE FOR CULTURE

CREATE PSYCHOLOGICAL SAFETY

INVOLVE THE TEAM

SHOW APPRECIATION; CELEBRATE WINS

PROVIDE OPPORTUNITIES FOR GROWTH

9

10

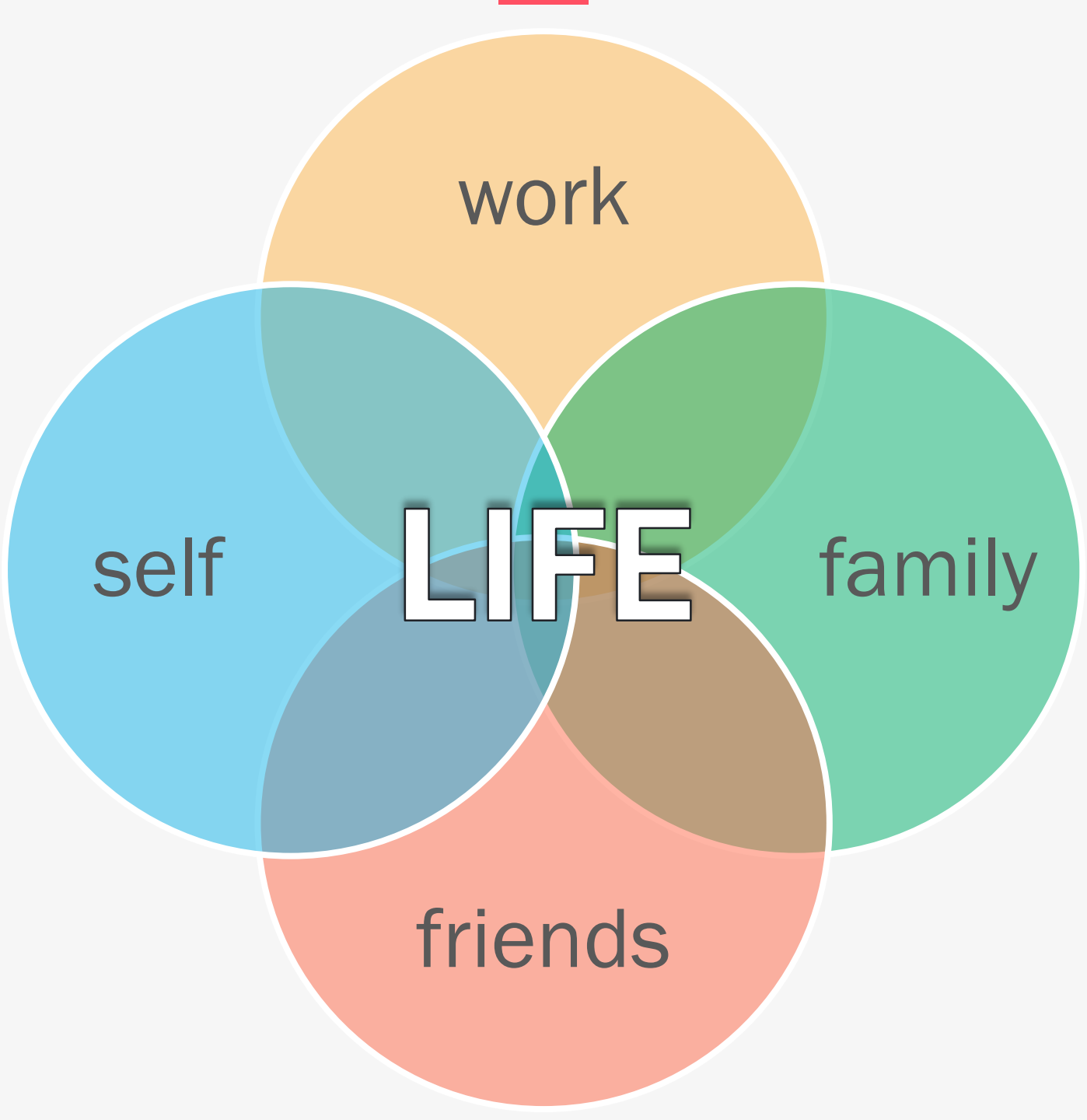
HAVE FUN!

BRONY
10
15

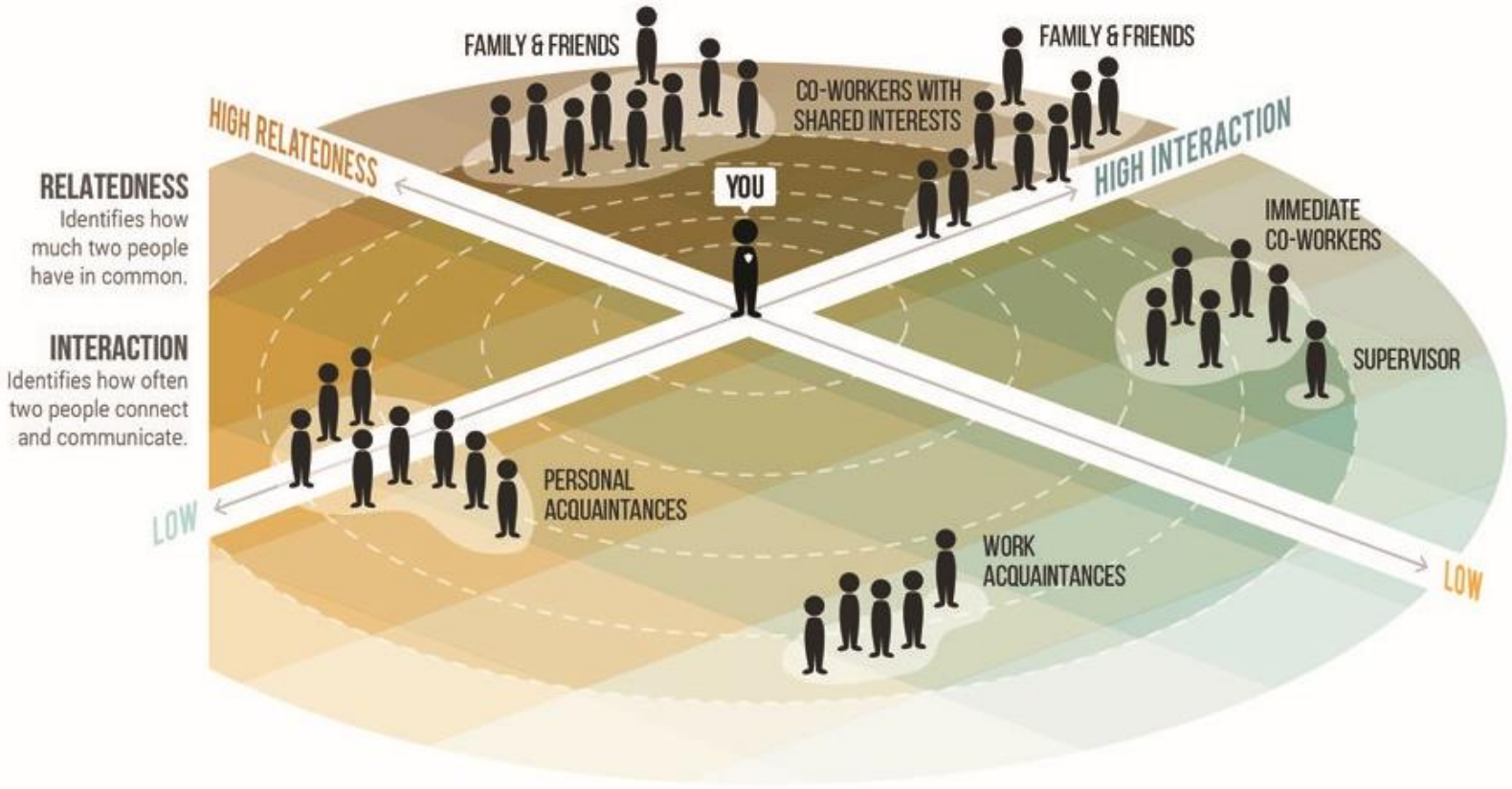
Frame of

PROMOTE WORK-LIFE INTEGRATION

I'M AFRAID YOU'LL HAVE TO STAY LATE TONIGHT,
I WANT YOU TO ATTEND THIS TALK ON WORK-LIFE BALANCE
FRAN


work
self
LIFE
family
friends

Importance of Relationships



- **Remove barriers** preventing communication
- **Create a space** where employees are free to **build common connections**

- Pro-social behavior like **collaboration** and **camaraderie** occur
- Feel a **stronger sense of loyalty** to their company and each other
- Perceive more **psychological value** in their daily work

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SHOW APPRECIATION; CELEBRATE WINS

PROVIDE OPPORTUNITIES FOR GROWTH

HAVE FUN!

PROMOTE WORK-LIFE INTEGRATION

4 KPIs of a High Performing Team

	Scoring your Team	None	Low	Moderate	High
	Vision and Action Team members share a common vision that drives their actions.				
	Performance Reporting Data is easily accessible & drives decisions & accountability.				
	Inclusion Individual differences among team members are a blessing, not a curse.				
	Wellbeing Understanding & supporting each other's work/life & wellbeing needs.				

4 KPIs of a High Performing Team

Scoring your Team	None 0	Low 1 - 4	Moderate 5 - 7	High 8 - 10
Vision and Action Team members share a common vision that drives their actions.				9
Performance Reporting Data is easily accessible & drives decisions & accaccountability.				9
Inclusion Individual differences among team members are a blessing, not a curse.				10
Wellbeing Understanding & supporting each other's work/life & wellbeing needs.				8

-24 "We need help now!"
24+ "We have opportunities to improve."
36+ "We're Rockstars!"

Total Score 36

"Greatness is primarily not a function of circumstance. It is first and foremost a matter of conscious ***CHOICE*** *and* ***DISCIPLINE****."*

- Jim Collins

Brian Garver

Vice President
Business Development and Marketing

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