



VHA Modernization 2021 Lanes of Effort

FranklinCovey High Level Crosswalk



FranklinCovey®

THE ULTIMATE COMPETITIVE ADVANTAGE

FranklinCovey content in support of VHA's Modernization

In a webcast from August 2, 2021, Dave Catanoso, Director of Enterprise Cloud Solutions Office (ECSO) at VA, offers three pieces of advice for modernization:

1. Have strong leadership
2. Start small
3. Get an expert team

Based on Catanoso's experience, he said "it comes down to getting the best value out of your systems as well as your people".

At FranklinCovey, we know that successful transformation of any kind does begin with leadership. From there, it relies on effective individuals and organizational focus and execution.

The purpose of this document is to highlight the content from the All Access Pass, Jhana, and FranklinCovey's past performance in the healthcare industry, that can support VHA's modernization lanes of effort in 2021 and beyond.



- Commit to Zero Harm
 - [Everest From the 4 Essential Roles of Leadership \(15-minute eLearning\)](#): Engage your passion and sense of purpose, and develop routines and processes to ensure excellence.
 - [Dive deeper with FranklinCovey's HRO Content Alignment guide](#).
 - [Explore microlearning resources around team culture in Jhana](#).
 - [The Hidden Story \(5-minute eLearning\)](#): In every interaction, there's more going on than meets the eye in every interaction. Consider how this perspective can help us improve quality of care for Veterans.
 - **Read the articles below to support a culture of psychological safety and continuous improvement by sharing your failures and making it safe to speak up and take risks:**
 - [This week, share with your team a relevant failure of yours and what you learned from it](#)
 - [6 ways to give your team space to speak up, take risks — and ultimately perform better](#)
- Develop Responsive Shared Services
 - [Find Out Why: The Keys to Successful Innovation](#): Helps individuals and leaders at every level understand why customers make the choices they do. Design solutions that proactively meet the unique and changing needs of Veterans and their families.
 - Relationship Trust: Strengthen trust in your key relationships by implementing the behaviors of high-trust people. When teams have high levels of trust, collaboration, stakeholder relationships, and commitment to the mission increase for all employees.
 - [Explore microlearning resources around innovation and creativity in Jhana](#).
 - [DLO Playbook – Building Blocks](#): Learn how the content from the All Access Pass and Jhana align to support the VA Leadership Development Framework.
 - [AES Learning Guide](#): Learn how the FranklinCovey All Access Pass has helped leaders across VHA address and improve AES scores.
 - **Preceptor Learning Guide (in progress):**

- **Improve Access to Care**
 - [**Leading at the Speed of Trust \(instructor-led course + eLearning modules\)**](#): Helps leaders increase their personal credibility, practice specific behaviors that increase trust, and improve organizational trust. Most valuable in organizations that need to create a measurable culture of high trust to increase speed of operations, minimize bureaucracy, and remove barriers to access for Veterans.
 - [**Find Struggling Moments \(5-minute eLearning\)**](#): understand what prohibits access to care through proactive observation and investigation. Identifying these 'struggling moments' can help you develop innovative solutions to improve.
 - Explore microlearning resources around [trust](#) and [strategic thinking](#) in Jhana.
- **Promote Diversity, Equity and Inclusion**
 - [**Unconscious Bias: Understanding Bias to Unleash Potential \(instructor-led course + eLearning modules\)**](#): Recognize the impact of bias on behaviors, decisions, and performance. Explore bias and create ways to face bias with courage, ensuring everyone is respected, included, and valued.
 - [**Explore more of FranklinCovey's resources organized around Diversity, Equity, and Inclusion.**](#)
 - Explore microlearning resources around [difficult conversations](#), [managing remote workers](#), [team culture](#), and [overcoming unconscious bias](#) in Jhana.
- **Improve Readiness**
 - [**The 7 Habits of Highly Effective People \(instructor-led course + eLearning modules\)**](#): *The 7 Habits of Highly Effective People®* will help you navigate very real problems in challenging times. This core operating system builds the foundation for an organizational culture that is resilient, collaborative, and responsive to change.
 - [**The 6 Critical Practices for Leading a Team \(instructor-led course + eLearning modules\)**](#): Equips first-level leaders with the essential skills and tools to get work done with, and through, other people. Provides the mindsets, skillsets, and toolsets for leaders to successfully lead their teams through change and difficult circumstances.
 - [**Forthcoming Change Management Solution \(instructor-led course + eLearning modules\)**](#): designed to help leaders guide their teams through the functional and emotional elements of change while helping individuals understand the role they play in the process.
 - [**See how an organization in Thailand used the 7 Habits to recover and thrive amidst a natural disaster.**](#)
 - Explore these microlearning resources around [resilience](#) and [managing change](#).

- **Modernize Electronic Health Records (EHRs)**
 - [**Introduction to Execute Strategy - Align the Six Rights \(30-minute eLearning\)**](#): align your core work processes to help your team execute the mission. Changing processes can be tough to manage. The Six Rights is a model for thinking about the most efficient and effective ways to align those processes for success.
 - [**Paradigms \(5-minute eLearning\)**](#): How we view the world impacts our thoughts and actions. By shifting our view, we can better understand people, situations, and issues. Adopting changes to health record processes for both employees and Veterans will also require a shift in view to be implemented successfully.
- **Transform Healthcare Delivery**
 - [**The 4 Essential Roles of Leadership**](#): Develop leaders who can think big, adapt quickly, and translate strategy into meaningful work. A framework designed to help leaders organize people, institutions, and resources to deliver healthcare services to meet the needs of America's Veterans, their families, caregivers, and beneficiaries.
 - Explore microlearning resources around [**managing change**](#) in Jhana.
 - [**See how Tampa General Hospital used the Speed of Trust**](#) to transform their organizational culture, drive engagement, face change, and increase patient satisfaction.
 - [**Read this article from Healthcare Success**](#) that highlights the role of trust in transforming physician-patient communications.
 - [**Read this article from NursingCenter**](#) about the role of trust in healthcare leadership and patient care.
- **Modernize Procurement, Logistics, and Infrastructure**
 - [**Leading Customer Loyalty \(instructor-led course + team huddle conversations\)**](#): Helps leaders increase employee engagement and provides tools and processes to continuously improve customer experiences for service-oriented departments.
 - [**Execute Your Team's Strategy and Goals \(instructor-led course\)**](#): Use a disciplined approach to help your team execute against new processes in alignment with VHA's modernization efforts, even amidst a fast-paced and demanding mission.
 - [**Writing Advantage \(instructor-led course\)**](#): Helps people express ideas and critical messages clearly and concisely. Most valuable for organizations that want consistently high standards of written communication for greater actions and results.
 - Explore microlearning resources around [**project management**](#), [**team goals**](#), and [**business writing**](#) in Jhana.