



TOOL

## Chief's Role in Implementing UBTs

### **PURPOSE**

This tool provides expectations of the chief physician's role within a UBT.

### **When to Use**

Use this tool when a new chief joins a UBT.

### **Who Uses**

UBT chief physicians.

### **How to Use**

Review the information for expectations of the chief physician's role within a UBT.



## TOOL

# Chief's Role in Implementing UBTs

### Support Physician Leads

- Get them training if needed.
- Recognize extra effort.
- Reward any progress.
- Meet with them regularly.

### Get Resources for the Team

- Analytic help, as needed
- Data reports
- Public affairs.
- HR
- Materials
- Backfill (if applicable and necessary)

### Coach Physician Leads and Physician Participants to Be Able to Do the Following:

- Understand the frames of reference (perspectives, culture, history, needs, and interests) of their co-leads and others in the team.
- Clarify roles.
- Explain the National Agreement, relevant policies, and regulations so others know when they need help or advice.
- Develop milestones.
- Write good problem statements.
- Use the plan, do, study, act cycle to make improvements.
- Collect and use data.
- Show teams how their efforts roll up into departmental goals.
- Motivate others.
- Make clear and compelling presentations.
- Do third-party conflict resolution.
- Manage conflict so it is productive.
- Reward and recognize team members.
- Have courageous conversations.
- Run effective huddles and meetings.

### Promote the UBT Effort with Other Modules

- Keep everyone informed about what UBTs are doing and why.
- Prevent suboptimization.
- Talk up the learnings.
- Support other modules to minimize "teacher's pet" syndrome.