



HILCA^{360°}
growing health leaders

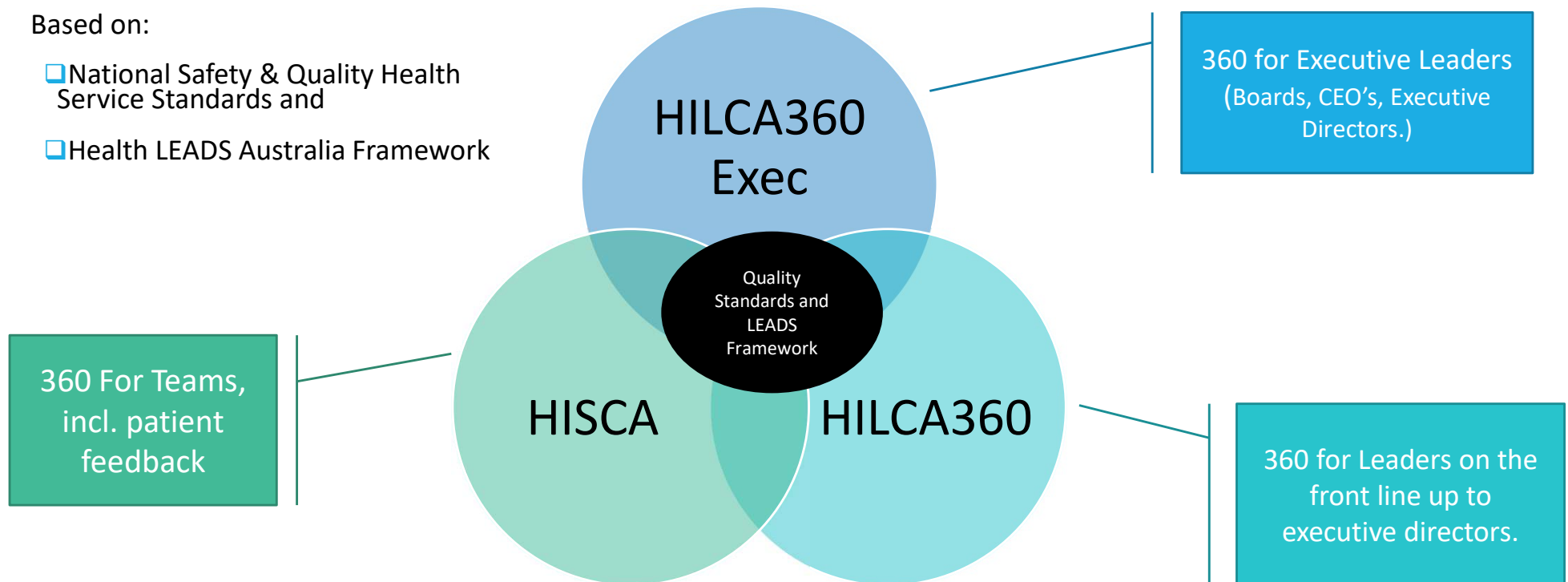
HISCA
growing health teams

HOW DO YOUR
LEADERS AND TEAMS
MEASURE UP?

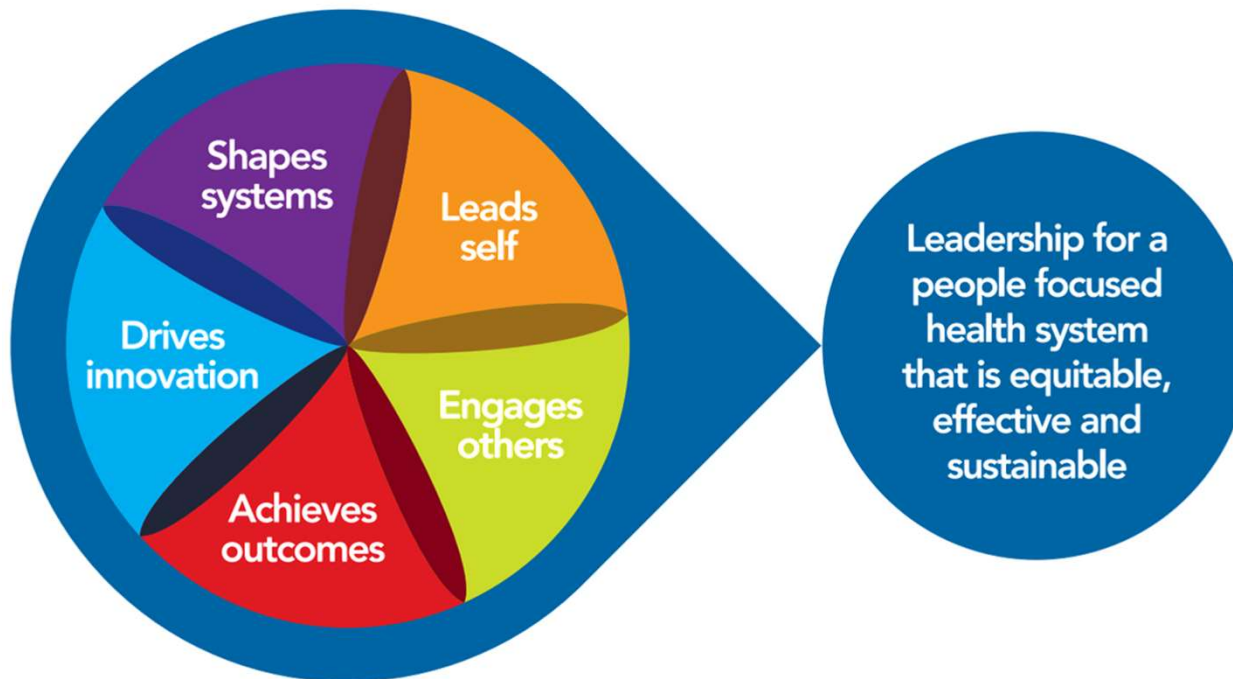
Health Industry Assessment Suite

Based on:

- National Safety & Quality Health Service Standards and
- Health LEADS Australia Framework



Health LEADS Capability Framework



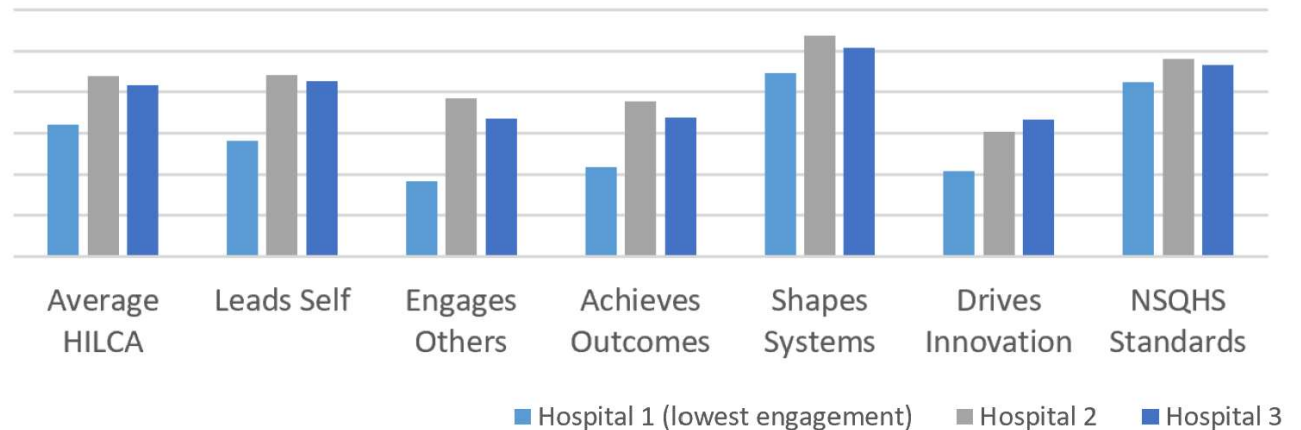
- ❑ HILCA 360 is a leadership capability assessment tool that enables transformation for Health industry leaders.
- ❑ Developed by Psychologists, HR professionals, Performance Coaches and industry experts including Chair of the WA Faculty of the Royal Australian College of General Practitioners in partnership with two Australian Universities
- ❑ Specifically designed for Health Care Industry – based on Health LEADS Australia – nationally agreed health leadership framework in 2013.
- ❑ Includes National Safety Quality Health Service (NSQHS) standards

HILCA360 - Why do it?

Grow leaders and the organisations ability to meet standards and engage staff

The HILCA 360 results provided evidence that the wards with the lowest staff engagement also had leaders with the lowest capability across all HILCA domains and the NSQHS standards.

Aggregate HILCA results by location



HILCA360 performance predicted how well they performed against the NSQHS Standards

84.6% of NSQHS performance can be explained by HILCA result



HILCA 360 is designed to provide health leaders with **unique insights** into how they are performing as a leader by identifying their strengths and development gaps.



It is purely designed for **self-development**. The participant is the only person that sees your individual results, which will be debriefed to you in a confidential and supportive session with a Veraison coach.



You will be provided with a HILCA **Self-Development Guide** that includes models, resources, activities and videos/TED talks to transform your leadership and overall effectiveness.



The organisation can receive aggregate reports of leadership groups to help identify common opportunities and focus leadership investment.

HILCA360 – Why do it?

HILCA Executive

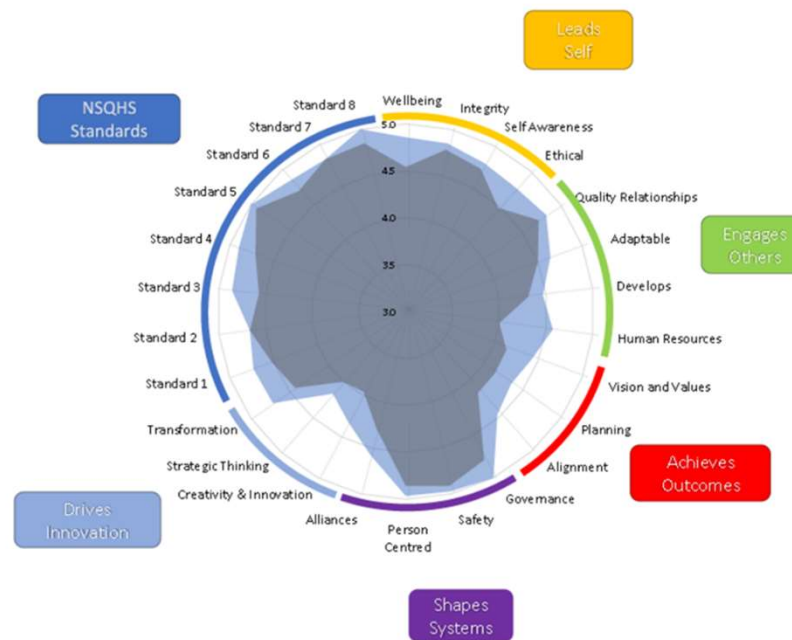
How is it different to HILCA360?

The questions reflect this extra level of responsibility and assess behaviours and capabilities at the more strategic and cultural level.

Who is it for?

CEO's, Executive Directors and Board Members

Leaders that often play a role in influencing community or stakeholders beyond their organisation.



How is it the same as HILCA360?

Correlated to the Health LEADS Capability Framework and Quality standards - same six domains and subdomains.

Survey process and report.

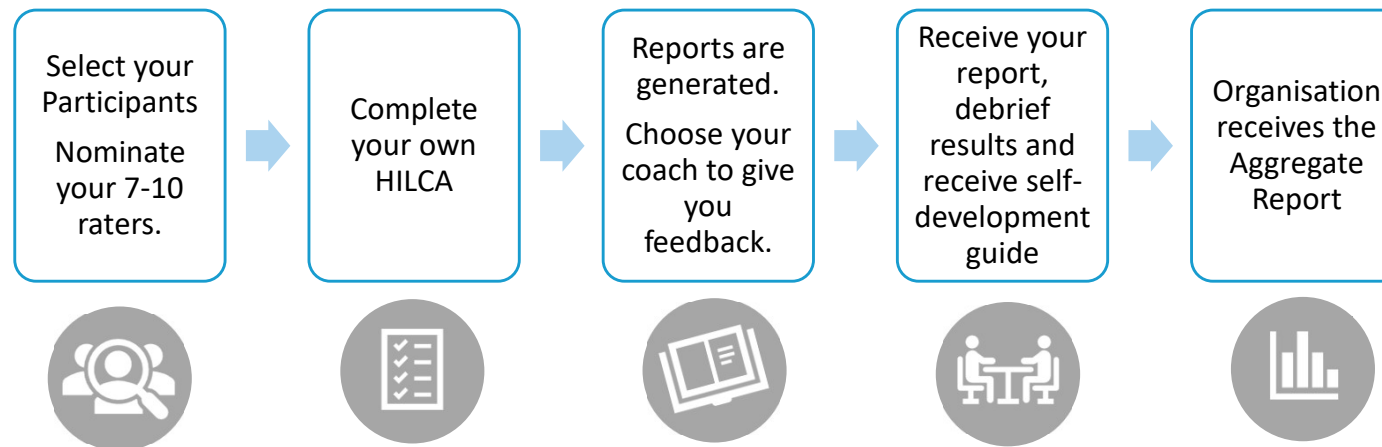
Self Development Guide content is relevant to leaders at all levels.

HILCA Executive

Comparing HILCA and HILCA Executive questions (some examples)

Domain	HILCA360 Sample of questions	HILCA360 Exec Sample of questions
Engages Others	Provides clear feedback	Leads effective performance development strategies
Achieves Outcomes	Collaborates with others to set goals	Creates sustainable organisational plans
Shapes Systems	Follows policies and procedures to achieve organisational goals	Ensures the organisational governance framework is effective
Drives Innovation	Regularly looks for a better way of doing things	Encourages others to improve existing approaches
Standards	Ensures that staff have adequate skills to do their job	Ensures effective staff skill development strategies are in place

How does it work?



Note: HILCA 360 can be completed on any device and takes 10-15mins. Be as honest as possible



HISCA – Team Assessment

What is HISCA?

Using the LEADS Capability Framework, HISCA is an assessment tool:

- specifically designed for teams in the health industry
- helps understand where their biggest risks and opportunities lie in relation to capability
- can replace employee engagement or staff satisfaction surveys with a more comprehensive measure
- enables patients, clients and families to provide feedback

*An integral element of any health care provider is the **capability of health service teams at all levels to create and sustain** a culture that supports the achievement of high quality patient care.*

What it does for Health Organisations

- tick off the requirements of Standards 2 (g)
- measure capability and employee engagement and customer satisfaction; and performance against the health standards.
- benchmark each team's performance and engagement across the organisation
- combined with organisational performance data, determine correlations with capability and performance.
- in time, benchmark entire health industry and target key areas in team and organisational development.

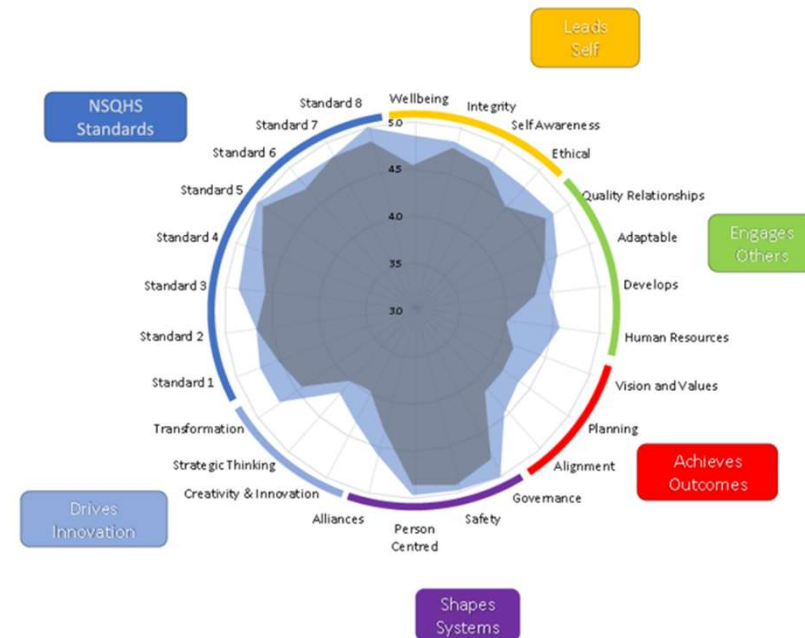
HISCA – Team Assessment

What it measures	Feedback by	The Learning & Value
<p>Front line health capability <i>The entire team's performance in 6 Domains that enable great quality care; Cares for Self, Engages with Others, Achieves Outcome, Shapes Systems, Drives Innovation and the NSQHS Standards.</i></p>	<p>Team Supervisor/Leader All staff</p>	<p>Links with HILCA – same domains. Focus team development on areas of greatest risk and opportunity.</p>
<p>Patient Satisfaction <i>The team's performance on delivering the NSQHS Standards plus patient satisfaction scores and open text feedback from patients and their families.</i></p>	<p>Patients/Clients & Family members if appropriate</p>	<p>Requirements of Standards 2 (g) Auditing & Feedback Link to care capability NPS – Utilise in marketing for organisation</p>
<p>Staff Engagement <i>Staff engagement information to understand at a deeper level what they are currently experiencing in the workplace, provided as an engagement %</i></p>	<p>Team Supervisor/Leader All staff</p>	<p>Engagement predicts capability and work performance. Can replace staff satisfaction/engagement surveys most organisations already do.</p>
<p>Staff Culture <i>Analysis of the overall culture at a team or site level. score and open text comments.</i></p>	<p>Team Supervisor/Leader All staff</p>	<p>Understanding specific needs/team situation</p>

What it looks like

Staff Capability

- ❑ Shows combined feedback of leaders, staff and customers
- ❑ Compare current performance to desired performance



What it looks like

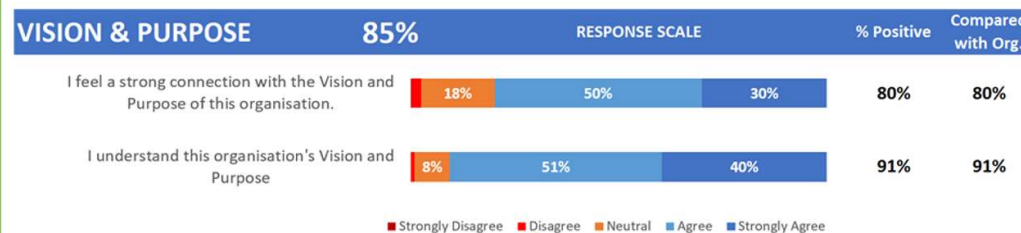
Measure engagement elements

- Career Development
- Intention to Stay
- Psychological contract
- Commitment to Organisational goals
- Organisational Commitment
- Satisfaction
- Vision & Purpose

Staff Engagement

Vision & Purpose

The final two staff engagement questions formed the factor, Vision & Purpose. This factor assessed the connection to and understanding of the organisational vision and purpose from the perspective of staff.



*Percentage scores not shown are <5%

Example only

What it looks like

Customer Feedback

Satisfaction

Net Promoter Score

Customer Feedback

Customer Satisfaction Score: How satisfied are you with the services provided by this organisation?	9 / 10
Net Promoter Score: How likely are you to recommend this organisation to a friend or family member?	30 <i>(industry 14)</i>

Example only

