

FLORIDA STERLING

Serving Florida as the epicenter for business quality through assessment, training, and recognition for performance excellence and proven results.



Sterling Collaborative Management Assessment

"The Sterling Collaborative Assessment provided exceptional feedback to our organization. We were able to apply the learnings to strengthen our clinical and business practices."

Scott Kashman, Chief Acute Care Officer, Lee Health

The **Sterling Collaborative Assessment** process is designed for organizational leaders who want to **accelerate** the **development** of their management system and get meaningful and directed feedback to identify the key strengths and opportunities for improvement. We also recommend the Collaborative Assessment for organizations that want to assess their readiness to pursue the Governor's Sterling Award (GSA).

The Collaborative Assessment includes preparing the five page Organizational Profile as part of the upfront preparation for a site visit. It **does not** include a written application, but rather is a collaborative assessment conducted on-site with a team of 4-5 examiners meeting for 4-5 days with your leadership team and reviewing additional documents and results to understand where your organization stands in relation to the Sterling Criteria for Performance Excellence. The leadership team owns the six categories of: **Leadership, Strategy, Customers, Management Assessments and Knowledge Management, Workforce, and Operations**, defines areas of importance for focus, and owns all opportunities, including why they are important to the organization, and how they are going to be addressed. Your final feedback report is vetted with the leadership team, includes identified strengths and opportunities on the six management categories and items, as well as the examiner team's recommendations for key crosscutting improvements. The expert examiners also provide discussion on evidence-based best practices in areas where the leadership may ask for insight or guidance.

What do you need to do to move forward with the Sterling Collaborative Assessment?

- ✓ Submit an Application of Intent.
- ✓ Work with Sterling to understand what it will take to complete the Sterling Collaborative Assessment.
- ✓ Submit your completed Profile in the Sterling template provided (electronic is encouraged, hard copy is acceptable).
- ✓ Set up a series of 4-5 one-hour calls with key people from your organization and the examiner team to prepare for the site visit. Host a 4-5 day visit with the Sterling examiner team.

What is the value for your organization?

- ✓ Obtain an external expert view of how well your goals, plans, processes, and measures are aligned.
- ✓ Collaborate with Sterling to design the site visit to meet your needs including assigning staff to participate directly with the examiners. This will allow you to develop management system experts for your organization.
- ✓ Receive a final feedback report that includes an Executive Summary and crosscutting recommendations to improve operational effectiveness. Feedback also includes category level strengths and opportunities for improvement that include why it is important and how leaders recommend addressing the opportunities.
- ✓ Develop leaders to become management experts on the six process categories. Engage leaders to own both the process category and the related opportunities to ensure linkage to what's most important to your organization's success. Position your organization to be ready to apply for the GSA.
- ✓ Receive **recognition** at the Governor's Sterling Awards Banquet at the Sterling Conference.

What is the cost?

- ✓ Application of Intent Fee: \$250
- ✓ Professional Fees (excludes Examination Team travel and living expenses):
 - Up to 250 Employees - \$7500
 - More than 250 Employees - \$9500

Additional consultation and training are available to guide you through next steps on your Path to Excellence