

The Adaptive M²S² – The Way to Move Healthcare Toward Ideal

Healthcare organizations combine people, ideas, processes, products and technologies together to deliver patient care. In other words, Mindsets, Methods, Strategies and Structures (M²S²) create results for patients.

Understanding your M²S² is important because the success factors in healthcare have changed and most M²S² haven't. Adaptive Design combines new management and neuroscience discoveries to create an Adaptive M²S². It's not a "best practice;" it's the way to create new best practices that provide *more and better care and continually lower cost*.

Mindset is the most important M. An Adaptive M²S² starts to change entrenched mindsets by *aligning with a meaningful, common purpose*: Ideal Patient Care – exact, immediate, customized, safe and no waste.

Then the Adaptive M²S² helps you develop the specific methods, strategies and structures that will move care toward Ideal in your organization:

1. Start focused on a specific unit or service line to demonstrate success.
2. Develop people at all organizational levels to learn, lead and teach how to move care towards Ideal (*Learner/Leader/Teachers - LLT's*).
3. Use the knowledge and creativity of everyone – management, staff, physicians, patients and families – to innovate toward Ideal.
4. Create *diagnostic experiences* that allow everyone to *safely see and discover* new opportunities.
5. Link those *opportunities to action to verifiable results* for patients in real-time as close to the frontline as possible.

The result: instead of management "implementing a fix," everyone makes moving toward Ideal Patient Care part of his or her daily work.

This *experience of success uses the brain's natural neurophysiology to create inspiration and energy* to do more. Purpose and commitment are the new aligned incentives created by the Adaptive M²S². Leadership then directs and builds on that experience to replicate and scale success.

The Adaptive M²S² generates a continuous experience of trust, optimism, high-performance and innovation focused on the patient. It's natural. It's the way to provide more and better care and continually lower cost.