### Reporting and Health Status
- Regular status reports
- Make reporting a priority
- Evidence-based initiatives
- Establish clear measures with staff input
- Use data-driven rationale for management decisions

### Workforce-Training
- Educate staff
- Train staff on QI tools
- Change-management training
- Learn how to incorporate ways to measure & evaluate work

### Workforce-Time Management
- Be organized and focused
- Manage work overload
- Grow team involvement
- Follow defined timelines
- Find uninterrupted time
- Prioritize responsibilities
- Block off 1 hour per week to work on PM team issues

### Management-Communication
- Lead by example—Practice what we preach
- Clear directives
- Be open to suggestions
- Clearly communicate performance expectations
- Use active listening skills
- Over-communicate
- Model the behaviors we expect from staff
- Share successes with colleagues
- Engage staff in QI
- Make quality part of weekly staff meeting

### Quality Improvement
- Celebrate Successes
- Address work below standards
- Encourage employee driven projects
- Establish accountability
- Maintain standards
- Identify QI projects
- Set goals collaboratively
- Assess and evaluate staff performance
- Solicit feedback from staff and community on performance measures