



Key Tip!

**Effective sponsorship
+ effective co-leads
= high-performing UBTs!**

Summing it Up: UBT Success Factors

As a sponsor and leader of UBTs, you should know the critical success factors for teams. The more of the following you can ensure are present, the more likely your teams will become high performing and make a significant difference in patient care and the workplace experience at Kaiser Permanente.

<p>Co-Leads Provide Strong Leadership to the Team</p>	<ul style="list-style-type: none"> » Actively engaged in team activities » Respected » Skilled enough in group dynamics to get real participation » Held accountable for results » Take responsibility to follow through » Model the behaviors expected of team members
<p>Teams Receive Needed Support</p>	<ul style="list-style-type: none"> » Facilitators coach the team and provide just-in-time training, as needed » Leaders help teams perform small tests of change, conduct huddles and solve problems » Performance data is available at the UBT level » Results are easily seen and shared with others » All team members receive training needed to prepare them for their role in becoming a highly performing team
<p>Strong, Consistent Sponsorship is Provided</p>	<ul style="list-style-type: none"> » Executive sponsorship is evident in words and actions » Sponsors clearly communicate to UBTs and executive leadership that UBTs are an important vehicle for improving performance » Physicians support and participate in UBTs as the operational strategy for Kaiser Permanente and help drive clinical goals » Teams receive clear directions from strategy groups » Sponsors acknowledge and reinforce UBT efforts and results