

July 15, 2004

Roger Connors  
Tom Smith  
Principals  
Partners in Leadership  
27555 Ynez Road, Suite 300  
Temecula, California 92591

Dear Roger and Tom

Hennepin County Medical Center started down its accountability journey last September. Since then our entire senior leadership team including our physician partners attended Oz Principle training as well as all of our managers and supervisors – over 400 people.

Key to our ongoing success with accountability has been the identification and communication of organizational key results. Prior to this training, these results had not been clearly articulated throughout the organization. We are making great progress towards our key results in an environment of local, state and federal budget cuts and higher expectations from our patients. We credit this progress in large part to our newfound focus.

We are making significant progress with our desire to change the culture. We are using the principles of the “results pyramid” in how we make decisions to create required changes. We are working to more deeply engage our employees, and to create an environment of dignity and respect while still increasing patient satisfaction, maintaining financial viability, and keeping our patients safe.

I highly recommend the Oz Principle training to any organization committed to improving in the areas of personal accountability.

Sincerely



Karen Copp  
Facilitator  
Education Department