BLUE CHIP

purpose

To foster a Blue Chip mindset, in which we identify and focus on high-priority items included in our Living Our Mission Measures.

suggested steps

1. Schedule your monthly follow-up conversation with your team to share the observations/learning about Listening and then introduce/reinforce Blue Chips.
2. Prepare for the Blue Chip conversation by reviewing the Concept Overview and the Conversation Guide.
3. Share the Concept Overview with your direct reports.
4. Before you engage your team check your own Mood Elevator - if your Mood Elevator isn’t above the center line – utilize the express button on the Mood Elevator by thinking of some areas of your life (people, processes, experiences) you are grateful for.
CONCEPT OVERVIEW

BLUE CHIP

Getting the most from life requires the same from each of us: to take the time to achieve a clear understanding of what is most important to us based on our deeply held values. We refer to these goals that are most important as Blue Chips (for CHI and KentuckyOne Health - Living Our Mission Measures).

A commitment to safety, quality, service is a Blue Chip for KentuckyOne Health. For example; when I live our Core Value of Excellence by ensuring my documentation is legible and accurate, I’m demonstrating that safety is a Blue Chip.

A Blue Chip mindset applies to our personal lives as much as it does to work. It may be easier for us to develop a habit of prioritizing at work, but we should be equally thoughtful of identifying our personal Blue Chips and allocating time to them. What might be some of your personal Blue Chips?

- Spending quality time with loved ones or friends
- Exercise, fitness or health
- Deepening spiritual understanding
- Contributing to a cause you believe in or to your community
- Refreshing and renewing yourself with a weekend away or a vacation
- Expanding your knowledge or capability through reading or study
PREPARATION

“BLUE CHIP”

1. Set up technology to show a video. Make sure the following link works on the device. https://www.youtube.com/watch?v=Zhoos1oY404 or go to You Tube and search Erich Brenn "Plate Spinning" on The Ed Sullivan Show.

2. Consider purchasing blue foiled chocolate coins from Party City or another item that can be a symbol for your team’s blue chips.

3. Do an inventory of the team’s Blue Chips, align them with safety, quality, service. Be prepared to share, from your perspective, how the department’s Blue Chips support the Living Our Mission Measures. Bring copies of the Living Our Mission Measures.

4. How will knowing this benefit the team?

5. As you conduct the conversation with your team, you are encouraged to share with the group the insights you gained in this reflection.
focus on your blue chips
CONVERSATION GUIDE
SHARING – LISTENING

1. Say: Share with a fellow employee what you have observed/learned about being aware of your levels of listening and its impact on your work environment since the last meeting.

2. Ask: Who would like to share an example with the larger team?

3. Ask: How can being aware of levels of listening help you positively impact what you do every day with patients, their families/loved ones, physicians, visitors, and each other?

4. Appreciation: Who have you seen “Listening for understanding” since our last discussion?

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CONVERSATION GUIDE

INTRODUCTION: BLUE CHIP

1. Show the video.  https://www.youtube.com/watch?v=Zhoos1oY404 or go to You Tube and show Erich Brenn "Plate Spinning" on The Ed Sullivan Show

2. Share your Blue Chip examples.

3. Read: THE CONCEPT OVERVIEW – BLUE CHIP

4. Ask: What does having a Blue Chip mindset mean?

5. Ask: Why is having a Blue Chip mindset important?

6. Ask: What are our current Blue Chips as a team?

7. Share your personal view of the team’s Blue Chips and how they align with safety, quality, service.

8. Ask: How do our Blue Chips coincide with the team’s Living Our Mission Measures?

9. If you purchased symbols of blue chips, hand them out.

10. Say: Until our next meeting, notice how personal or team Blue Chips show up for you, patients, their families/loved ones, physicians, visitors, and each other. Come prepared to our next meeting to share some examples that you’ve observed.

11. Thank the team for participating.
TO DO

1. Send a recognition to those noted as displaying listening for understanding.
2. Share a success story that others would benefit from hearing with your Master Champion.