



MOVING ON UP: SEVEN TIPS FOR BECOMING A LEVEL 5 UBT



The Path to Performance helps UBTs assess how they are doing in seven key areas of UBT effectiveness. Follow the tips in each area to advance.

- 1. SPONSORSHIP | Invite, include, inform:**
UBT co-sponsors provide support, guidance and resources. Let them know what support you need and how your team is doing.
- 2. LEADERSHIP | Encourage, coach, collaborate:**
To build more leaders in your UBT, consider rotating responsibilities for leading meetings and managing improvement projects among all team members.
- 3. TRAINING | Sharpen your team skills:**
Identify gaps and align your team's learning with its Path to Performance Level requirements. Talk to your UBT coach about developing a plan to meet your team's training needs.
- 4. TEAM PROCESS | Focus on results:**
Use huddles to manage work and resolve problems in real time rather than waiting for scheduled meetings. Look at how your team communicates, conducts meetings, gathers metrics and solves problems.
- 5. TEAM MEMBER ENGAGEMENT | Connect the dots:**
Full engagement requires co-leads who can explain the why while letting the UBT team members figure out the how.
- 6. USE OF TOOLS | Do what works:**
High-performing teams use a variety of tools to improve workflows, processes and services for patients and fellow caregivers.
- 7. GOALS & PERFORMANCE | Sustain success:**
UMMH UBTs need to maintain momentum. Continue to advance to the next-level of the Path to Performance.