Practice Innovation Strategies: Leadership and culture

A supportive and honest culture is crucial to effect change in your practice. This collection of AMA STEPS Forward® Practice Innovation Strategies offers proven approaches on how to successfully lead and manage change initiatives, empower your team and drive tangible results.

Toolkits

These curated toolkits provide interactive instruction to address practical, actionable strategies to transform your practice.

Change initiatives

- Racial and Health Equity: Concrete STEPS for Smaller Practices and Health Systems
- LISTEN-SORT-EMPOWER
- Change Initiatives
- Plan-Do-Study-Act (PDSA)
- Lean Health Care
- Change Management and Organizational Development
- Getting Rid of Stupid Stuff
- Appreciative Inquiry Principles

Empowering your team

- Cultivating Leadership
- Medical Assistant Professional Development
- Medical Assistant Recruitment and Retention

Team culture and support

- Building Bridges Between Practicing Physicians and Administrators
- Caring for the Health Care Workforce During Crisis
- Establishing a Chief Wellness Officer Position


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Chief Wellness Officer Road Map
Team Culture
Creating the Organizational Foundation for Joy in Medicine™
Peer Support Programs for Physicians

Webinars

Explore how to successfully lead and manage change initiatives, empower your team and drive tangible results.

Podcasts

Find how measuring, assessing and cultivating positive leader behaviors can improve professional well-being and retention.

- A Search for Inclusive Health Care: One Physician Parent’s Journey (Apple Podcasts | Spotify)
- Health Equity: The Importance of Building Trust (Apple Podcasts | Spotify)
- Creating Safe and Welcoming Environments for LGBTQ+ Patients (Apple Podcasts | Spotify)
- Training Medical Assistants as Encounter Specialists (Apple Podcasts | Spotify)
- Creating A Culture That Supports Well-Being (Apple Podcasts | Spotify)
- Racial and Health Equity: Five Concrete STEPS (Apple Podcasts | Spotify)
- Four Key Questions Leaders Should Ask Clinicians During COVID-19 Recovery and Beyond (Apple Podcasts | Spotify)
- Cultivating Leadership (Apple Podcasts | Spotify)
- Building Bridges (Apple Podcasts | Spotify)

Research

Access the latest research on medical practice organization well-being and best practices.

- Physician perception of pay fairness and its association with work satisfaction, intent to leave current practice, and personal health (Journal of General Internal Medicine)
- Characteristics of Healthcare Organizations Associated with Clinician Trust: Results from the Healthy Work Place Study (JAMA Network)


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Organizational Promising Practices for Improving Clinician Well-being (National Academy of Medicine)