

Prioritize with Purpose

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What we heard

At the June Leadership Town Hall, we asked
**What is preventing you from
being able to deliver on expectations and results?**

**72% of your responses were around the theme of
competing priorities and time constraints.**

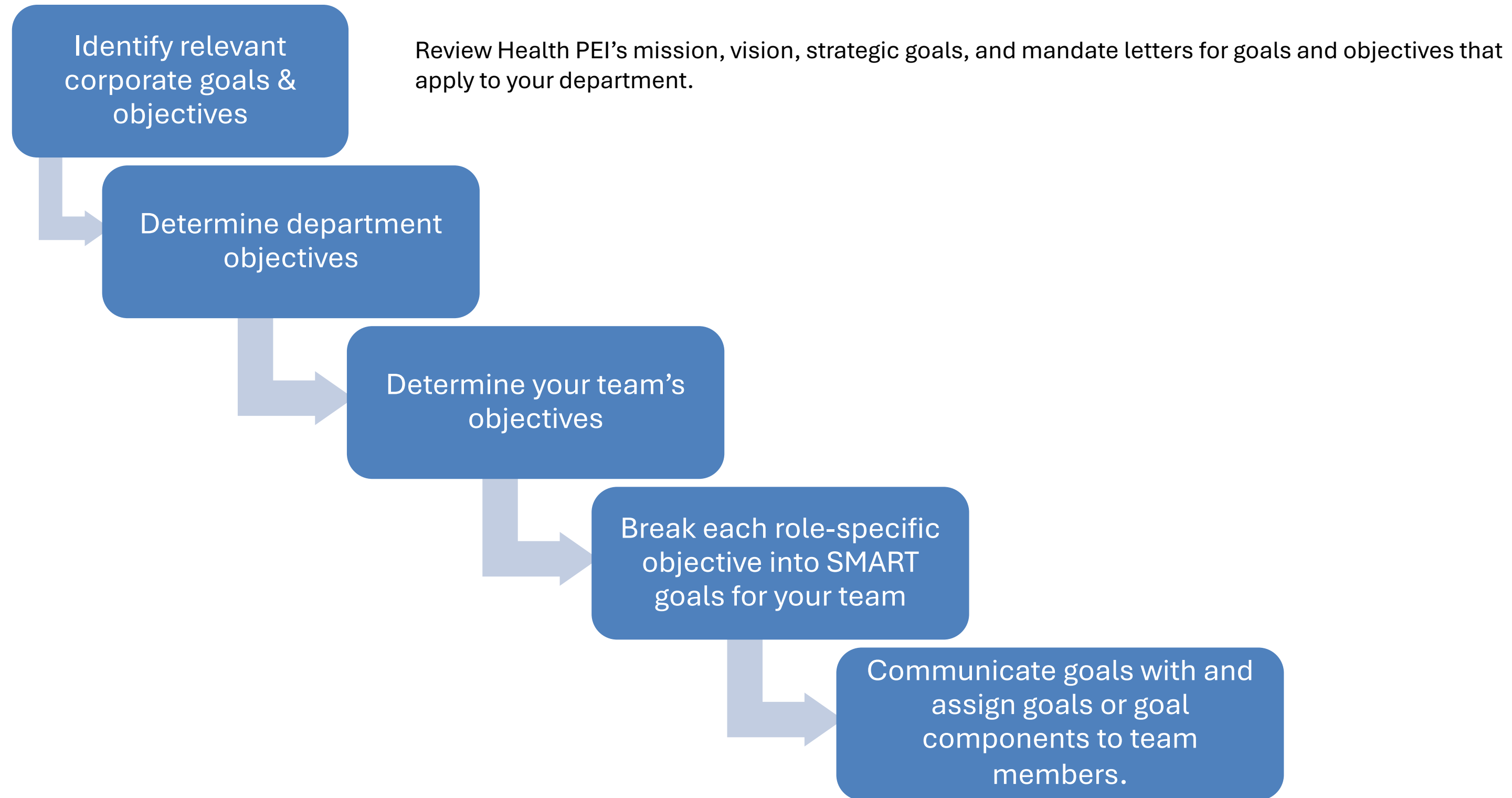


Prioritize with Purpose

- 5 classic techniques to help you focus on what matters
- 4 Teams tools to streamline processes and save time
- 1 CoPilot demo to show efficiencies of AI



What's Important: Strategic Priorities



What's Important: Strategic Priorities

Identify relevant corporate goals & objectives

Review Health PEI's mission, vision, strategic goals, and mandate letters for goals and objectives that apply to your department.

Health PEI

Strategic Plan 2021-2024 *At a Glance*

VISION

HEALTHY TEAMS, HEALTHY PEOPLE,
HEALTHY ISLAND COMMUNITIES

MISSION


OUR VALUED HEALTH TEAM WORKING WITH
ISLAND COMMUNITIES TO DELIVER INCLUSIVE,
INNOVATIVE AND PERSON-CENTERED HEALTH CARE TO ALL

VALUES



CARING
WE TREAT EVERYONE WITH COMPASSION, RESPECT, FAIRNESS AND DIGNITY.


INTEGRITY
WE COLLABORATE IN AN ENVIRONMENT OF TRUST, COMMUNICATE WITH OPENNESS AND HONESTY, AND ARE ACCOUNTABLE THROUGH RESPONSIBLE DECISION MAKING.


EXCELLENCE
WE PURSUE CONTINUOUS QUALITY IMPROVEMENT THROUGH INNOVATION, INTEGRATION AND THE ADOPTION OF EVIDENCE-BASED PRACTICE.


DIVERSITY
WE RECOGNIZE AND VALUE THE DIFFERENCES OUR TEAM AND OUR LOCAL COMMUNITY BRINGS TO THE ORGANIZATION THROUGH THEIR DIVERSITY IN BACKGROUNDS, EXPERIENCES, CULTURES AND BELIEFS.




PEOPLE
ESTABLISH A HEALTHY, SAFE AND HIGH-PERFORMING WORKPLACE THAT SUPPORTS AND DEVELOPS OUR PEOPLE.

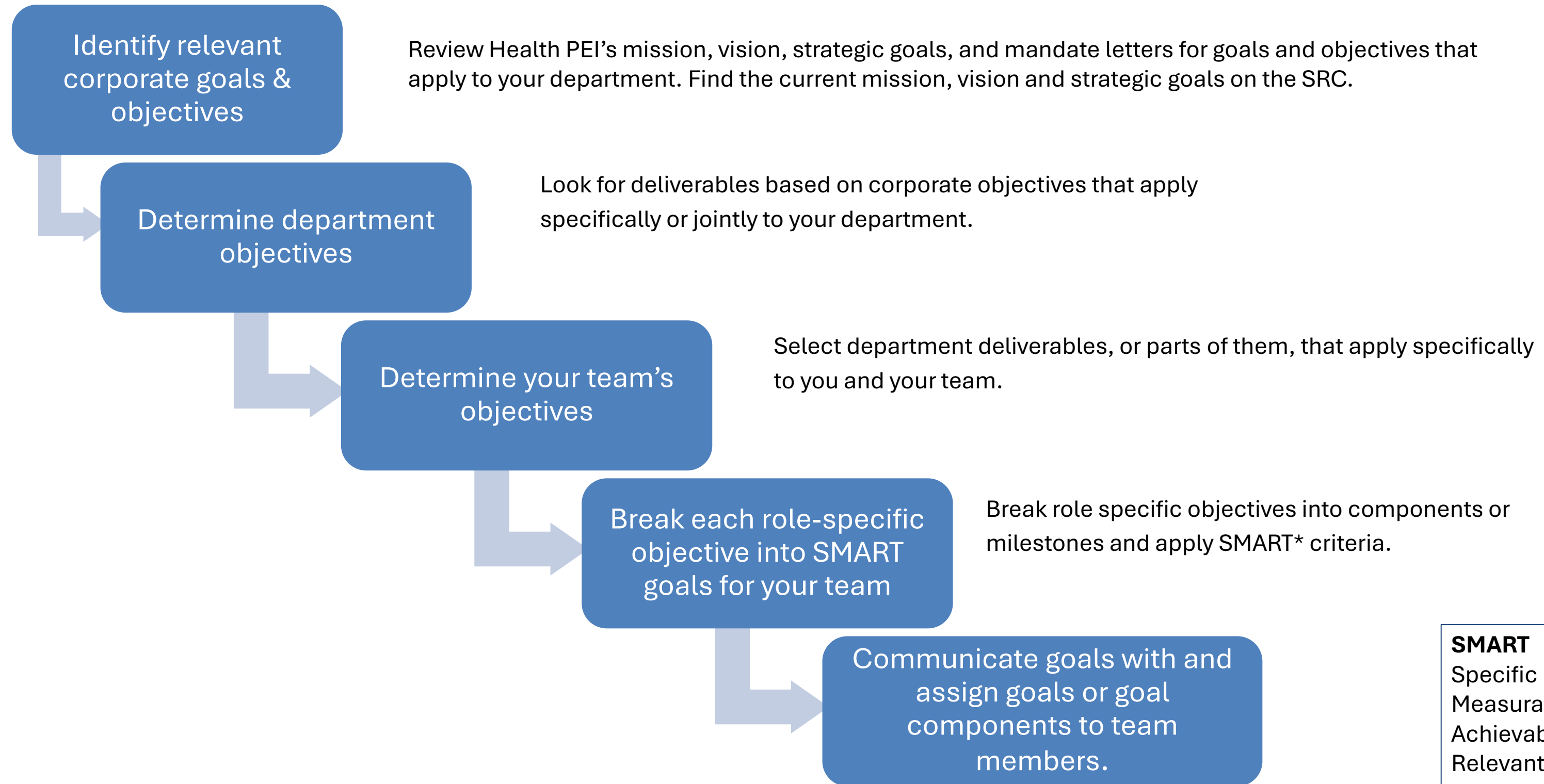

QUALITY & SAFETY
INTEGRATE QUALITY AND PATIENT SAFETY INTO THE CULTURE OF THE ORGANIZATION.


ACCESS & COORDINATION
PROVIDE QUALITY, EQUITABLE AND PATIENT-FOCUSED CARE ACROSS THE PROVINCE.


INNOVATION & EFFICIENCY
DEVELOP NEW AND INNOVATIVE APPROACHES TO IMPROVE EFFICIENCY AND UTILIZATION OF HEALTH CARE RESOURCES.

GOALS

What's Important: Strategic Priorities



SMART
Specific
Measurable
Achievable
Relevant
Timebound

What's Important: Operational Priorities

Differs depending on your department/division/unit's role.

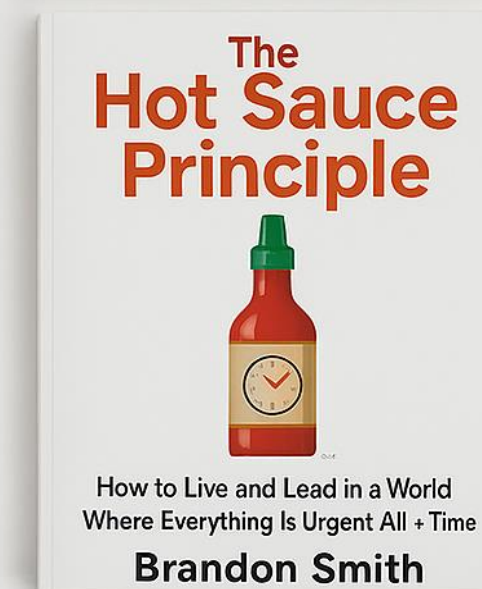
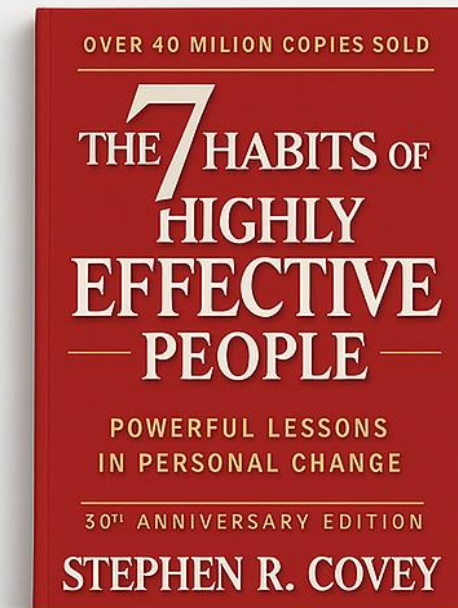
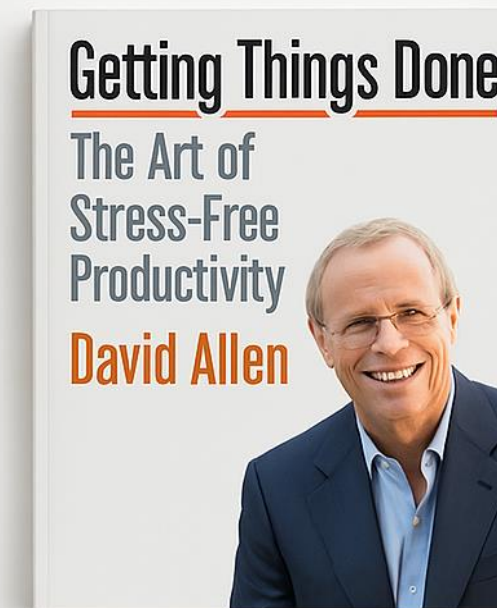
Examples

- Recruitment
- Person-centred care
- Quality & patient safety
- Staff safety and well-being
- Staff & leadership engagement and development
- Access and coordination across the province
- Innovation & efficiency
- Compliance
- Financial sustainability
- The one thing that would make everything you need to do easier or redundant



5 Strategies to Find Time for Your Priorities

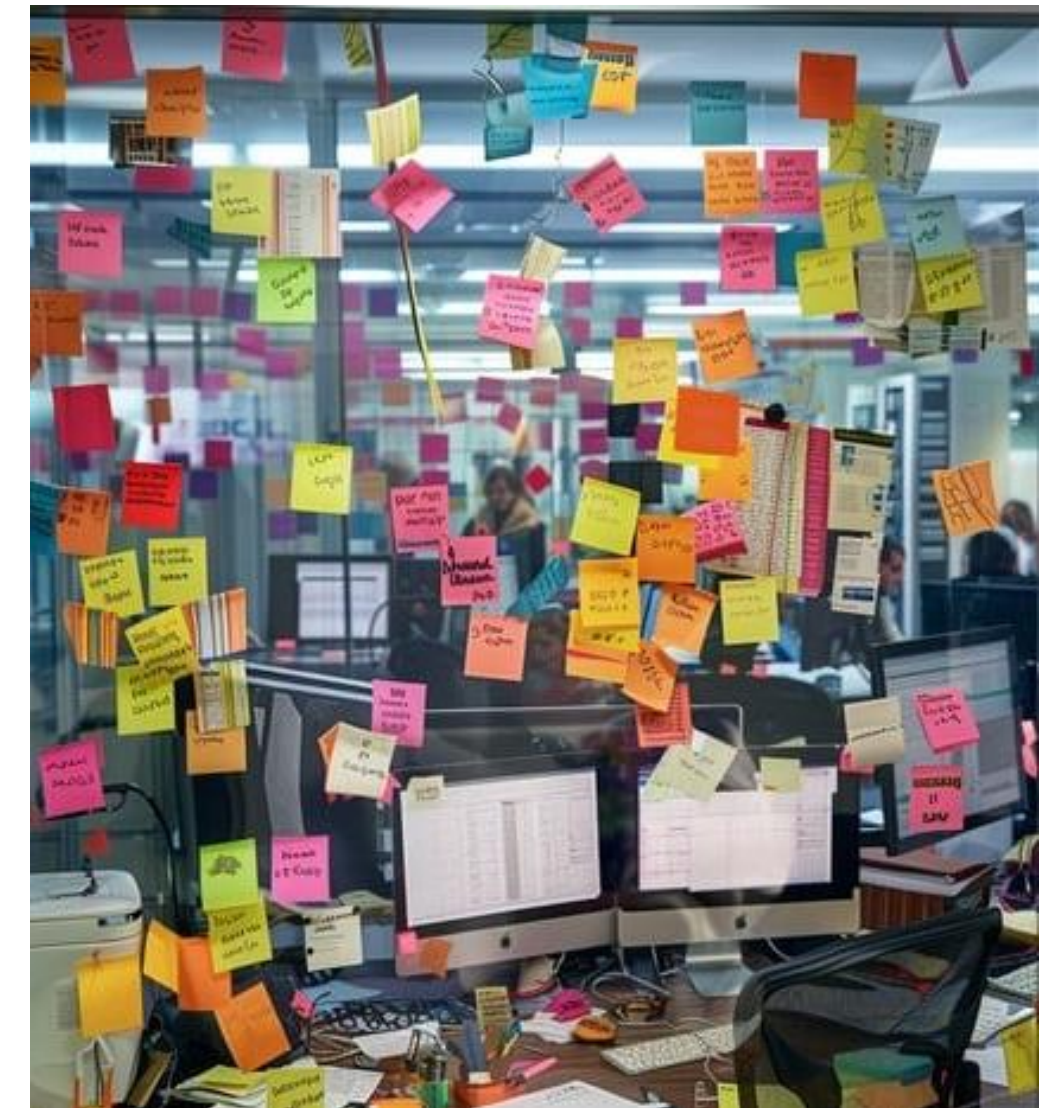
1. Capture everything in one place.
2. Triage using the Eisenhower Matrix.
3. Time block.
4. Delegate.
5. Strategically recalibrate.



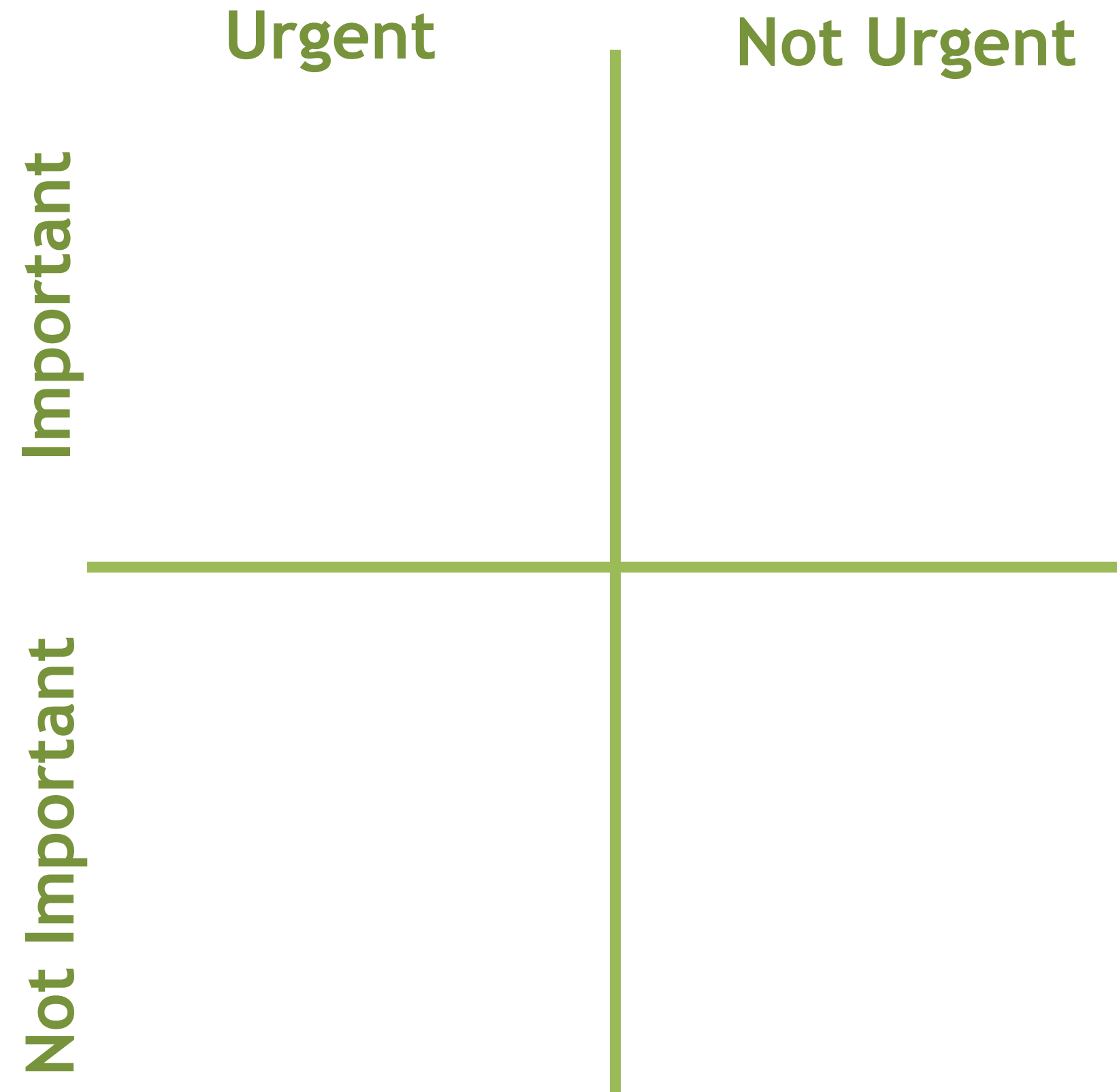
1. Capture everything in one place

Benefits:

- Frees up mental energy
- Spot patterns: recurring distractions, bottlenecks
- Keep track of task status
- Gives sense of accomplishment
- Helps triage what's urgent and what's important
- **Tip: Use Teams Planner**



2. Triage using the Eisenhower Matrix



“A little bit of hot sauce is good. Too much is unbearable.”

- Brandon Smith, The Hot Sauce Principle

False Urgency

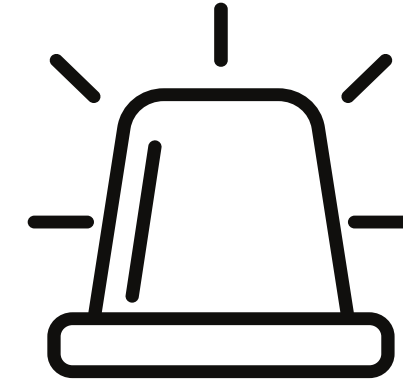
When something seems urgent without a valid reason to be urgent

- Responding **in full** to non-urgent emails, messages, texts
- Requests without deadlines or later deadlines
- Unplanned meetings that could be handled offline later
- Confusing your manager thinking aloud with instructions
- Availability heuristic (overreacting to a negative event)
- Shiny objects that seem so much more interesting than the task at hand
- The news/ social media unless it immediately impacts your life/job
- Others?



What's Urgent?

- Crisis responses (mass casualty, natural disasters)
- Threat to patient or staff safety
- Public health emergencies (infectious outbreaks, etc.)
- Operational breakdowns **that compromise care**
 - Staff shortages
 - Space shortages
 - Supply chain disruptions
 - Information system outages
 - Equipment malfunctions
- Regulatory or legal compliance risks
- Requests from the Minister's Office with same day deadline
- Requests from Communications for media responses with same day deadline
- Hard deadlines where others are relying on you to do their part
- Hard deadlines for delivering to meet mandates, strategic goals, compliance, etc.
- Others?

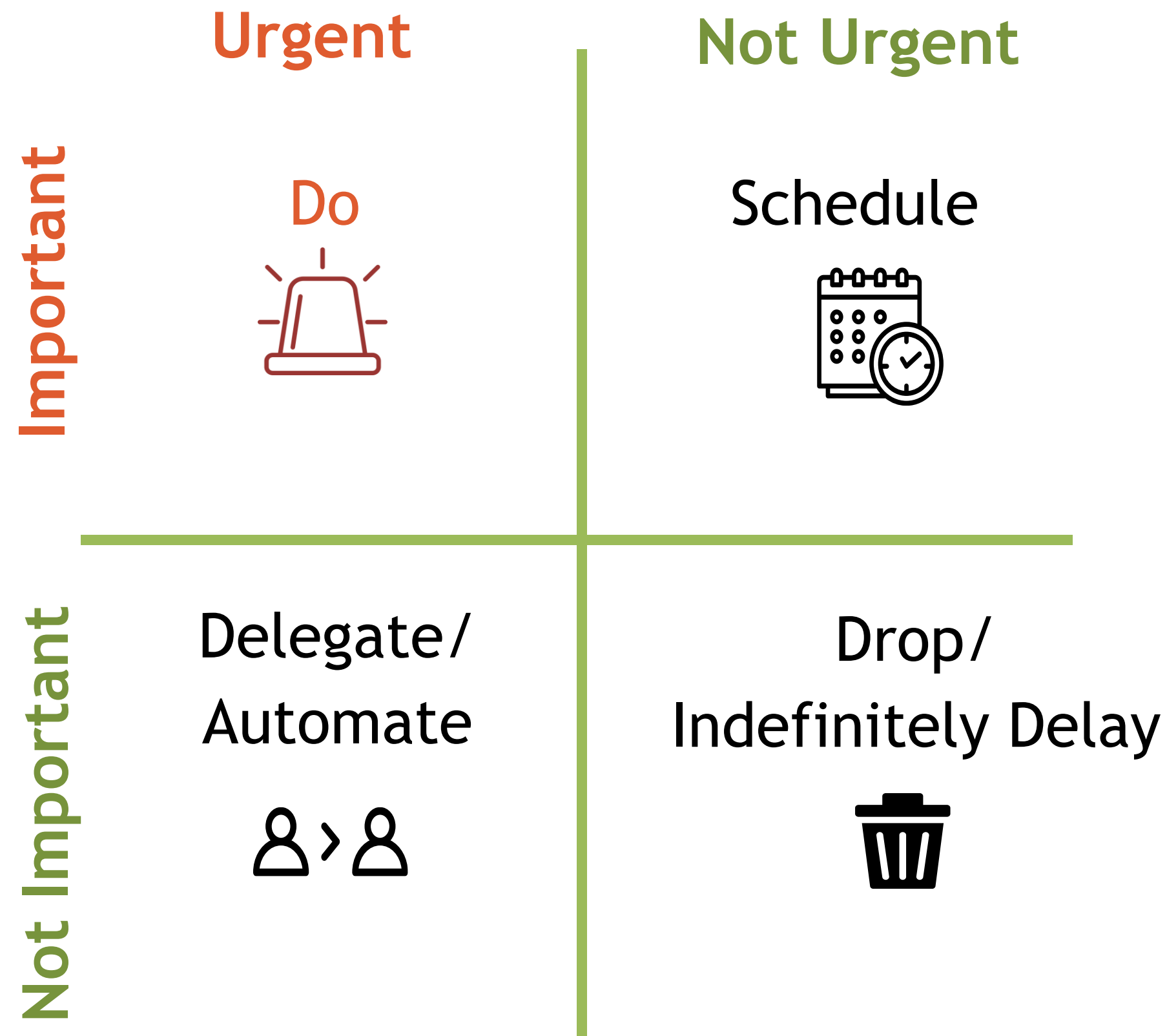


2. Triage according to the Eisenhower Matrix

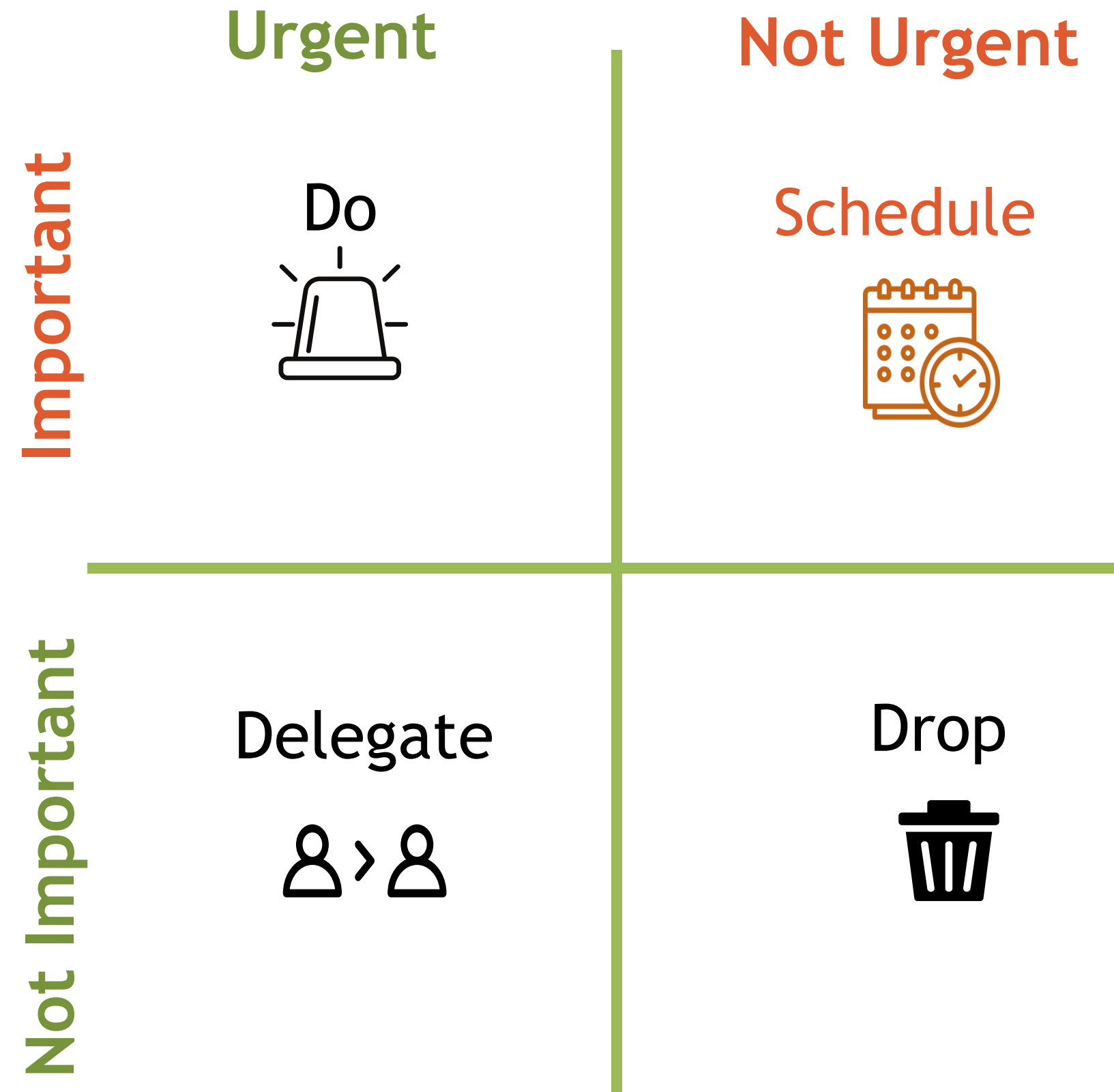
Clarify deadlines & expectations.

For equal urgency, rank by importance.

Strategically recalibrate.



Triage according to important and urgent



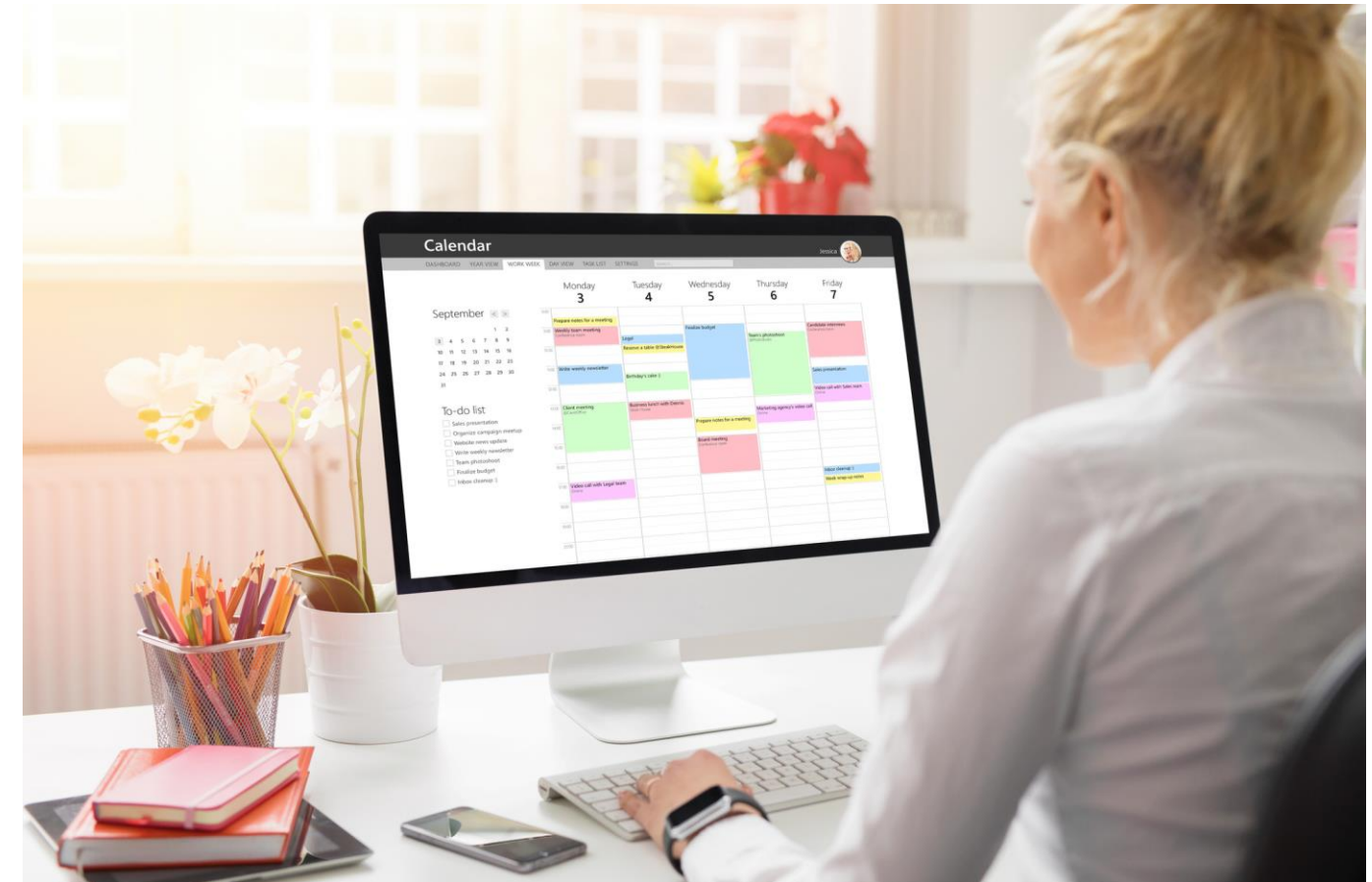
“The key is not to prioritize what's on your schedule, but to schedule your priorities.”

- Stephen Covey, *The 7 Habits of Highly Effective People*

3. Time block

Benefits

- Improved focus
- More time awareness
- Few distractions
- Increased commitment/accountability
- Reduced decision fatigue
- Alignment with priorities



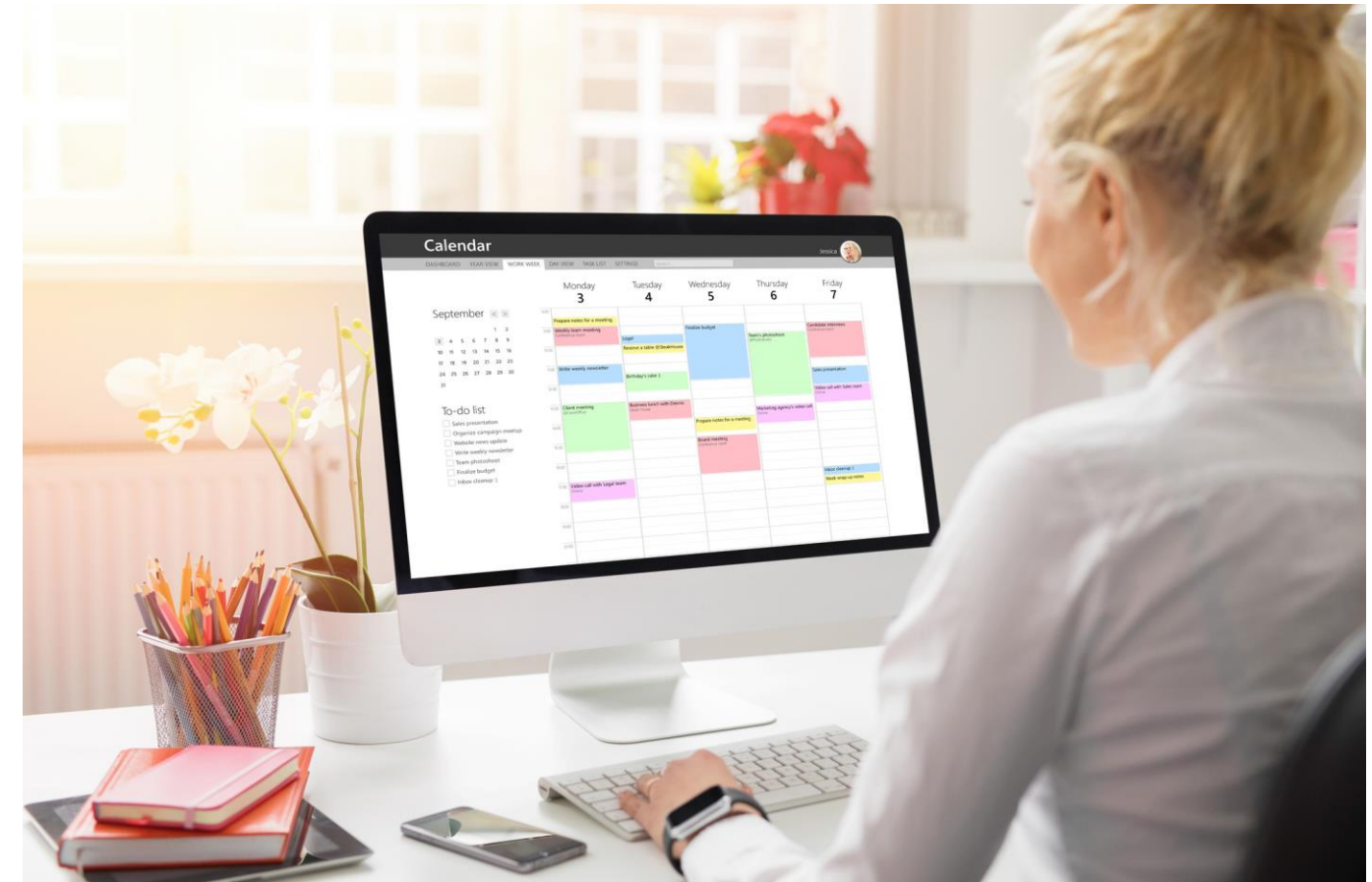
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3. Time block

Work on priorities

- Strategic planning
- Project management
- Deep thinking
- Staffing



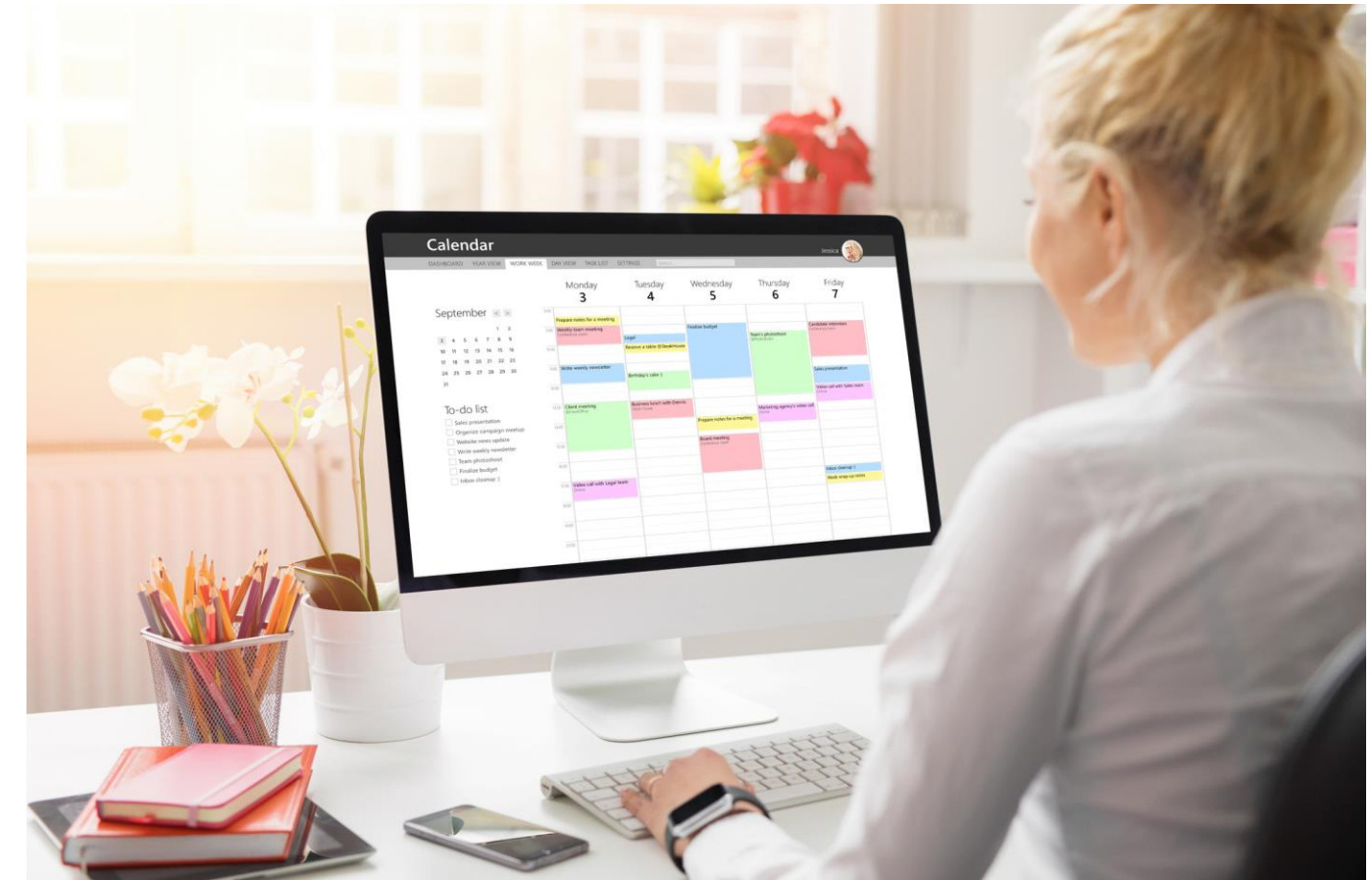
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3. Time block

Recurring tasks

- Email & communications
- Staff office hours, team meetings, one:ones
- Administrative tasks
- Time to review your to do list
 - Prioritize, schedule, delegate
- Buffer time
- Other ideas: network building, feedback & recognition, learning, etc.



Tip: Work with your natural energy rhythms.



4. Delegate/Automate: Use TEAMS

Planner

- assign
- monitor
- update

Posts

- communicate
- collaborate

Files

- review
- collaborate

OneNote

- document
- share information



You must have a TEAMS site set up first. Contact ITSS to set up a Teams site.



4. Delegate/Automate: Use CoPilot

Artificial intelligence tool approved for use within Healthcare by ITSS in June

Uses

- Get information quickly, do research
- Summarize document
- Draft an email or document
- Improve your writing
- Create an image
- Translate languages

Considerations

- **Do not input anything that is sensitive, confidential or identifies an individual (no personal information or personal health information).**
- Think critically about the output. You can revise and refine.
- Be transparent and accountable.



5. Strategic recalibration

1. Prioritization Request

“Thanks for flagging this as urgent. I want to be sure I’m putting my energy where it’s most impactful. Can we review the priorities together so I understand what needs my immediate focus?”

2. Time Trade-Off

“I’m currently at full capacity with high-priority projects. Can we explore whether this task can be delegated, deferred, or if something else can be paused to make room?”

“I can shift focus to this, but it’ll mean delaying [task]. Is that a worthwhile trade-off for the team right now?”

3. Scope vs. Timeline Trade-Offs

“To meet the current deadline, we may need to adjust the scope. Can we revisit the must-haves vs. nice-to-haves and prioritize the essentials?”

“If the timeline is fixed, we’ll need to scale back features or deliver in phases. What’s the most critical part we should focus on first?”



5. Strategic recalibration

4. Timeline Extension Negotiation

“To ensure a quality outcome, we’d benefit from extending the timeline by [X days/weeks]. Is there flexibility to adjust the deadline?”

“Based on current capacity and scope, we’d be risking quality or burnout. Would you consider a short extension or phased delivery?”

5. Resourcing & Support Discussion

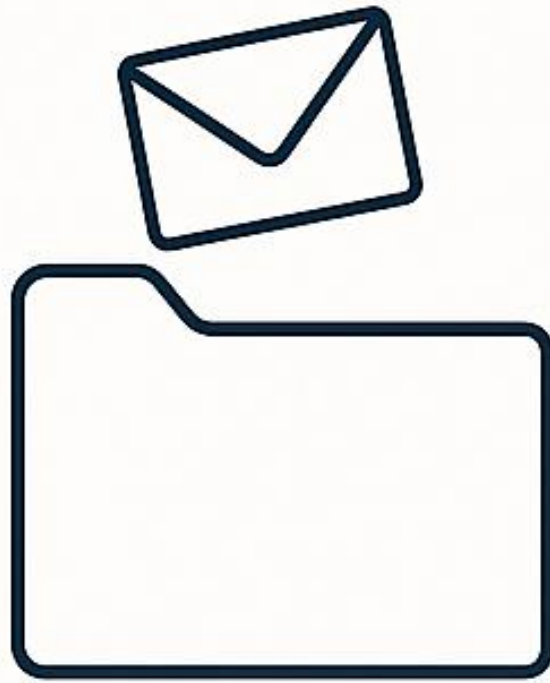
“Given the timeline, we’ll need additional resources or support to hit the mark. Is there capacity to bring in extra hands.”

6. Alternative Solutions Discussions

“Given the constraints we're working with, it might be worth looking at alternative paths. Could we set aside a few minutes to explore other potential solutions?”



6. When things are flying fast and furious!



Now



Next



Later



Discussion

**What time-saving techniques
& tools do you use?**



Additional Resources

Check out these Harvard ManageMentor Courses

Time Management
Managing Your Boss
Delegating

Links are on the Leadership Toolkit on the SRC.

