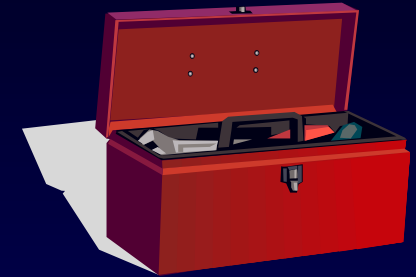


The 7 Habits of Highly Effective Pharmacists

Pharmacy One Source

Ernest R. Anderson, Jr. MS
System Vice President of Pharmacy
Caritas Christi Healthcare System
Brighton, Massachusetts

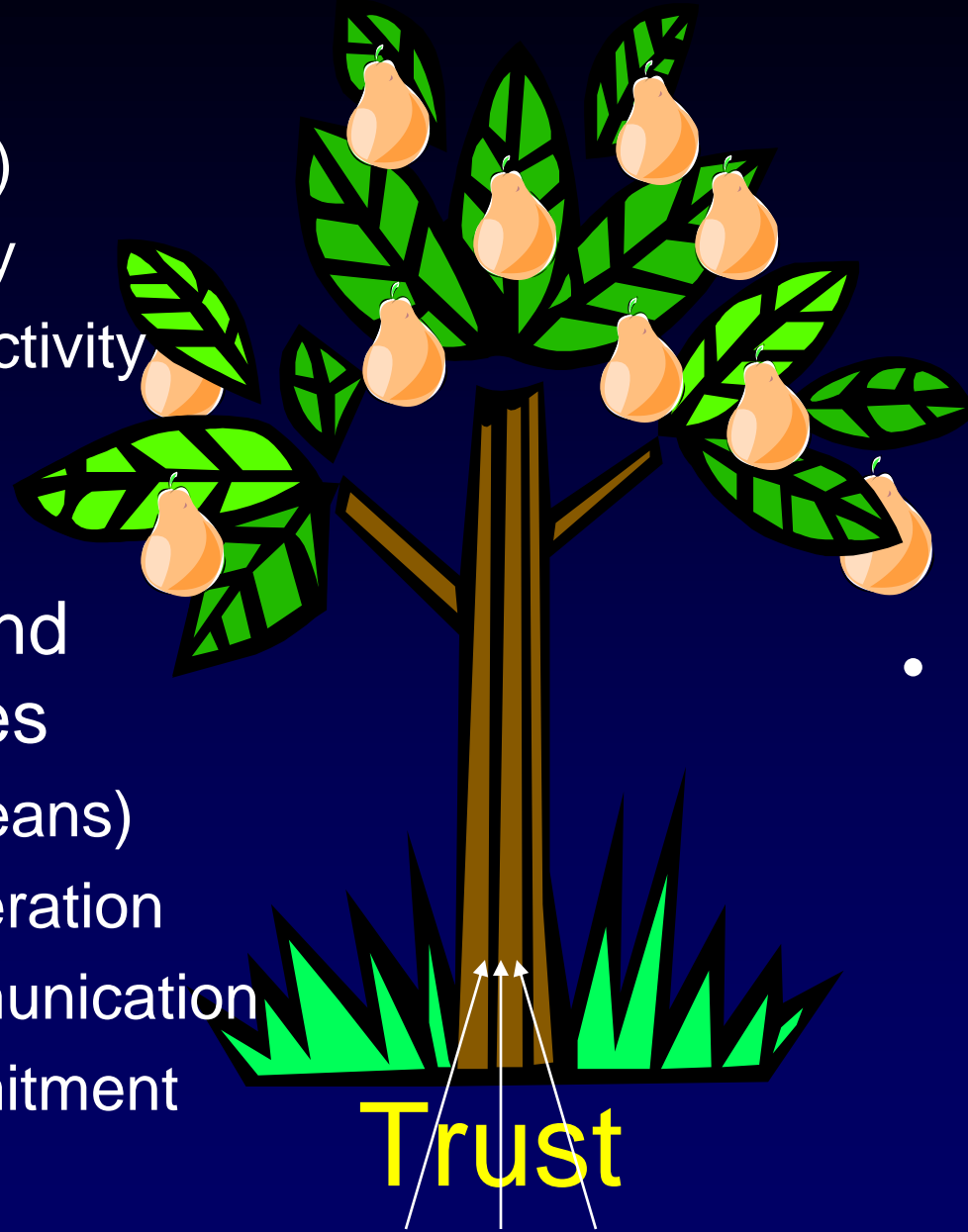
Program Expectations



- Learn Tools for :
 - Improved Self - Confidence, Self - Esteem
 - Improved Relationships and capacity to influence others
 - Improved spirit of creativity, growth, learning
 - Three Person Learning

You Can't Have Fruit Unless You Take Care of the Roots

- Fruit
(Results)
 - Quality
 - Productivity
 - Profit
- Trunk and Branches
(means)
 - Cooperation
 - Communication
 - Commitment



- Roots
(Source)
 - Character
 - Principles
 - Values

Schedule and Outline

- Defining terms of effectiveness, habit and character
- Present habits 1,2,3
- Present habits 4,5,6
- Present habit 7
- Review the relationship of the habits



Principle of Sowing and Reaping

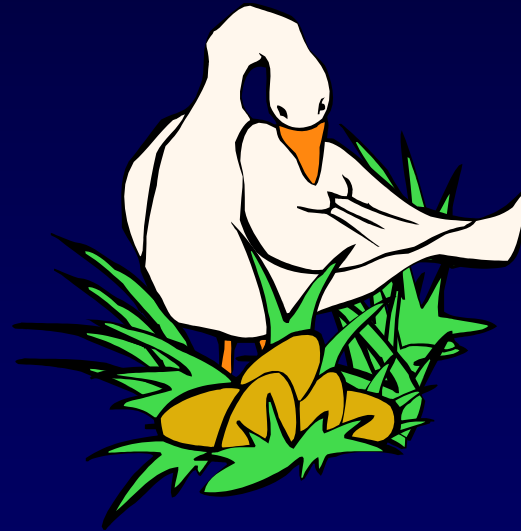
- Sow a thought, Reap an action;
Sow an action, Reap a habit;
Sow a habit, Reap a character;
Sow a character, Reap a destiny.
- Character ethic v Personality ethic
 - “Who you are speaks so loudly, I can’t hear what you’re saying.”



The Balance

Effectiveness Definition

- Effectiveness = productivity/ productivity capacity
- Assets
 - Physical
 - Financial
 - Human

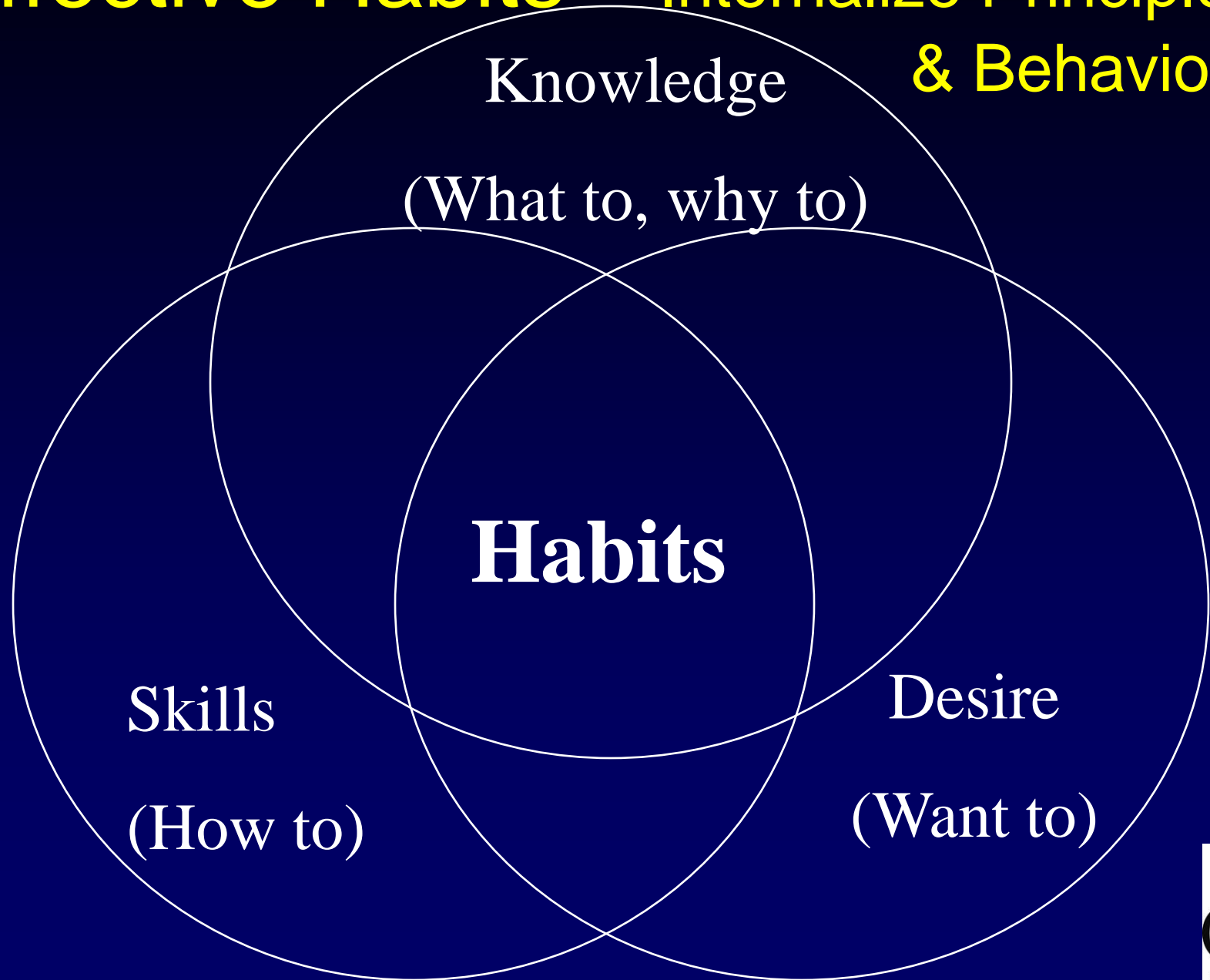


Emotional Bank Account Deposits and Withdrawals

- Kindness
- Keeping Promises
- Honoring Expectations
- Loyalty
- Apologies
- Unkindness
- Breaking Promises
- Violating Expectations
- Duplicity
- Pride



Effective Habits – Internalize Principles & Behaviors



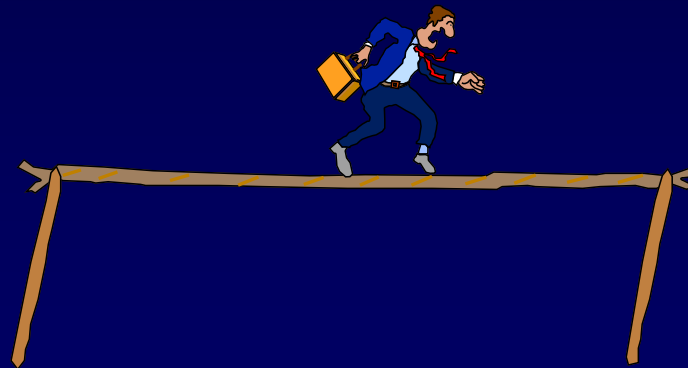
Companies Work Best When Serving Each Other

- You can buy a person's back,
But you can't buy their mind.
- You can buy a person's hands,
But you can't buy their heart.

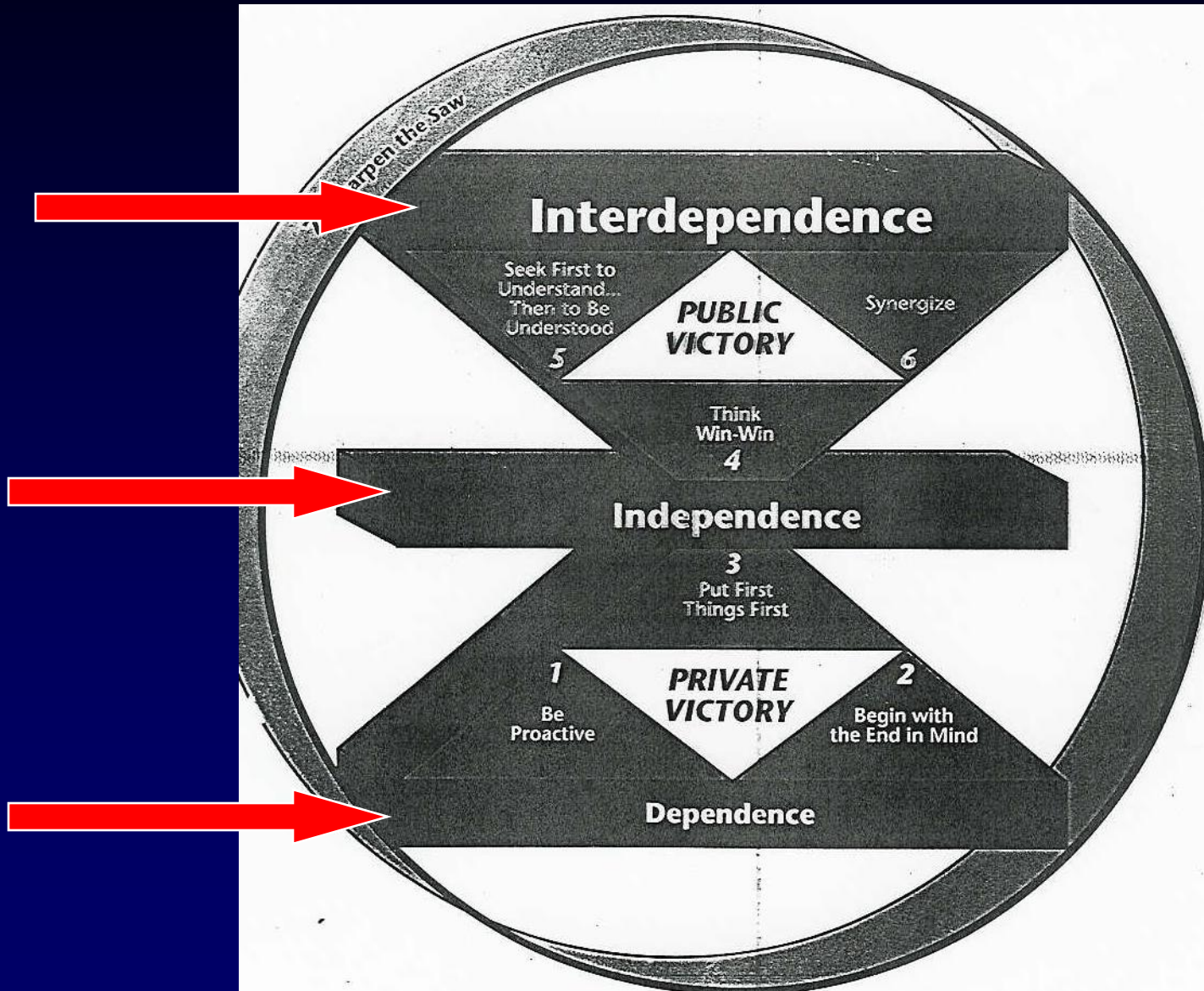
Need for Proper P/PC
Balance

Personal PC Imbalance

- A person who brags they've added 5 years to their life by running 4 hours per day not realizing they've spent all those added years running.



The Maturity Continuum



Relational
habits

Character
habits

1 Proactivity – Be Proactive

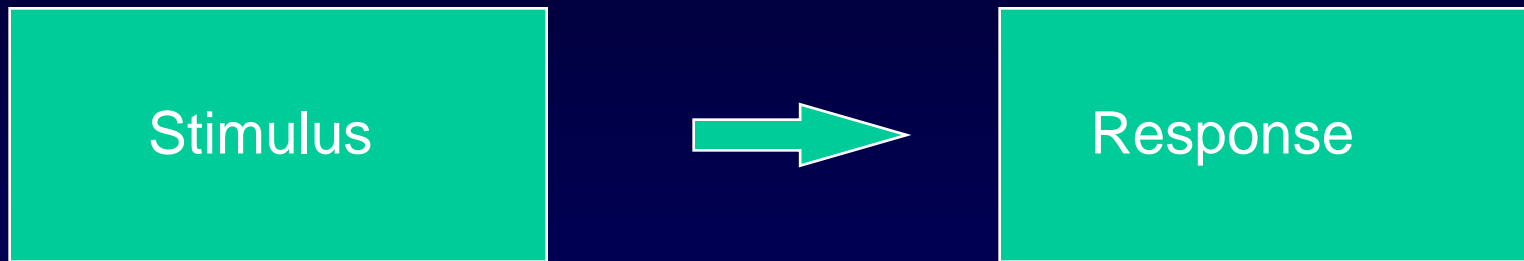
The Habit of Personal Vision

- Accepts responsibility for who we are, what we have and what we do.
- We choose and tend not to blame others or circumstances.
- Produces results.
- Is the internal strength of integrity and commitment to values & principles.



Reactive v Proactive Model

Reactive Model



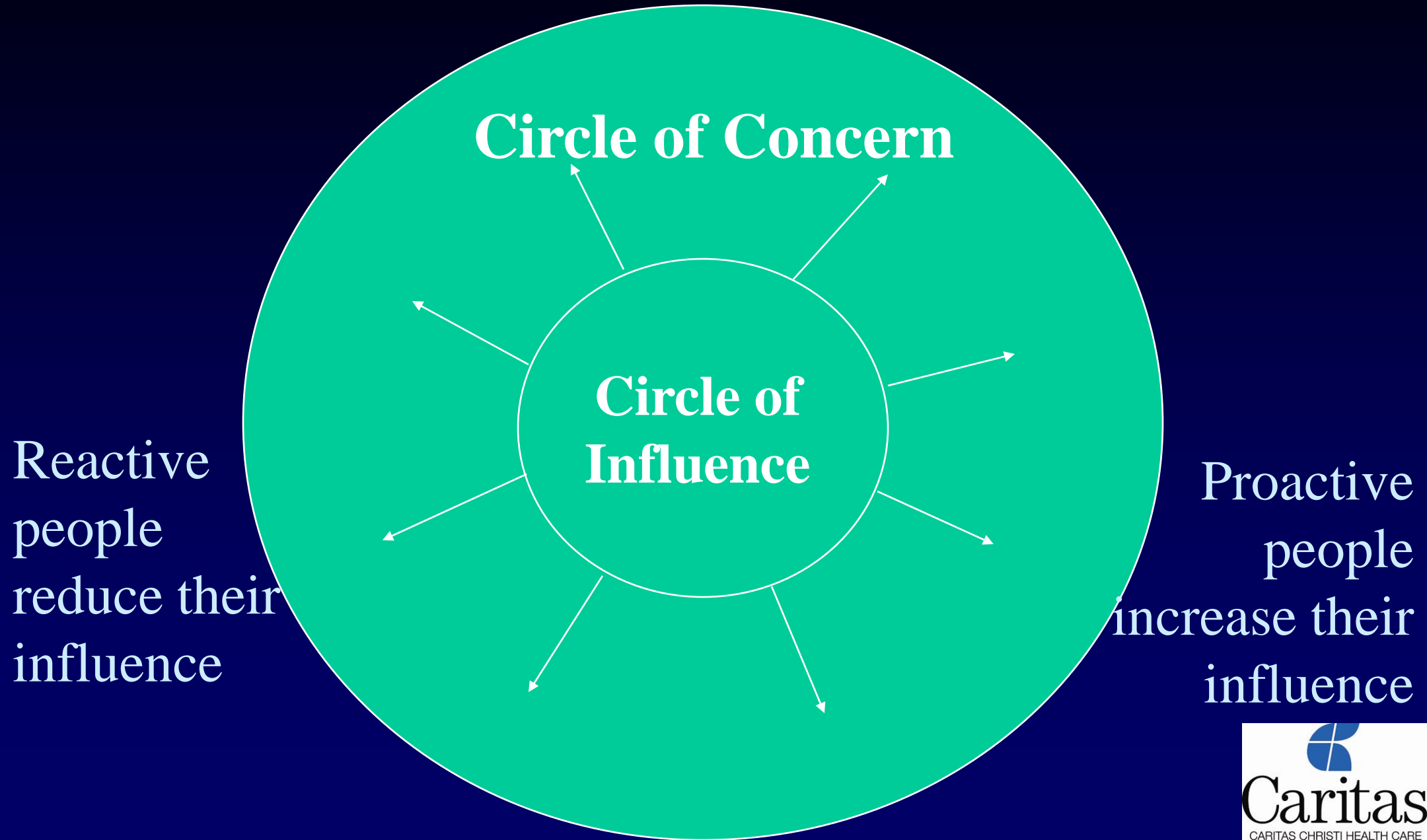
Proactive Model

Development of Initiative

- People develop their initiative through five levels
 - Waits for instructions
 - Asks what to do
 - Recommends
 - Acts independently but reports immediately
 - Acts independently and reports routinely



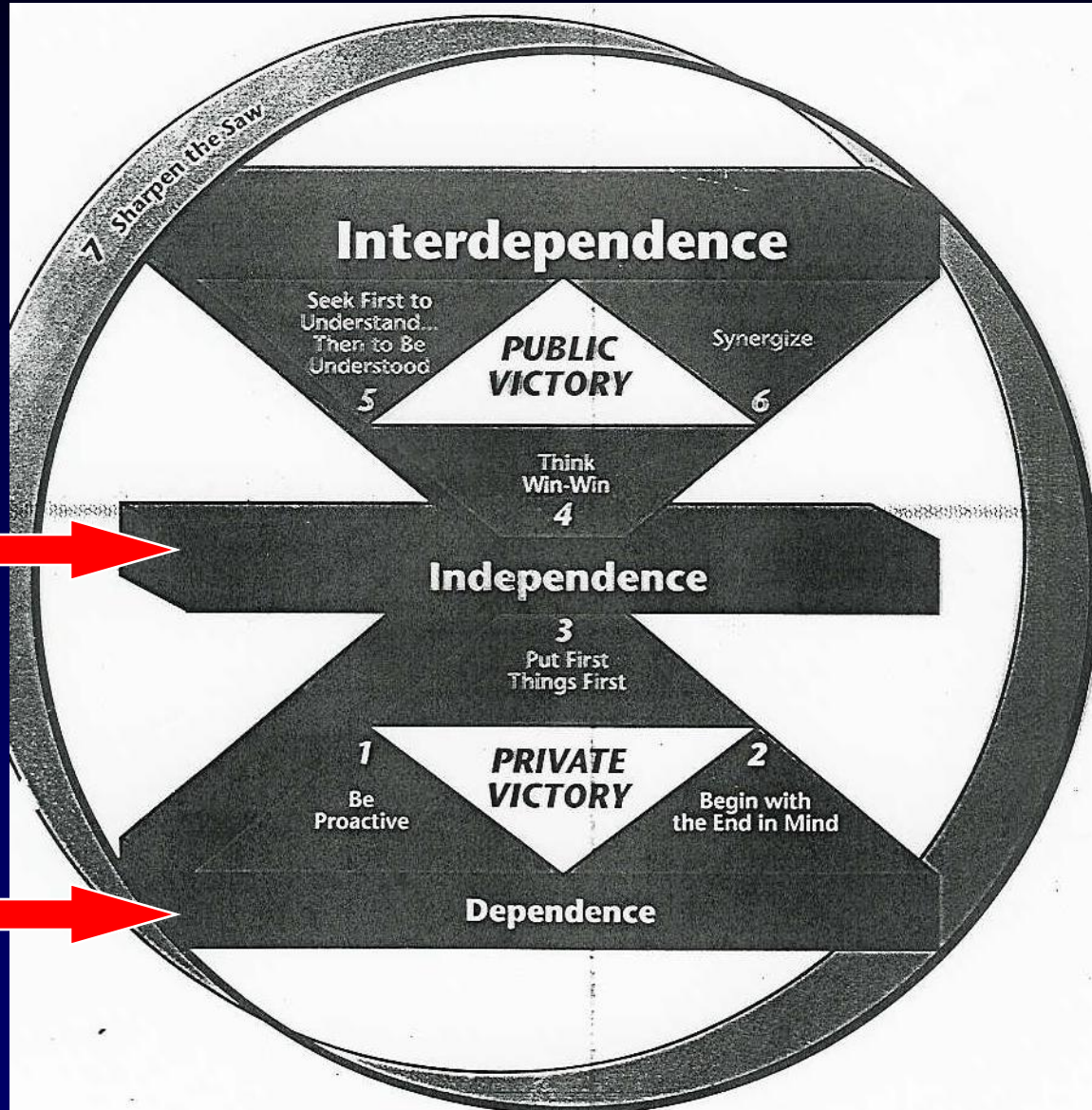
The Inner Circle of Influence



Reactive v Proactive Language

- There's nothing I can do
- That's just the way I am
- He makes me so mad
- They won't allow that
- I can't
- I must or I have to
- If only
- Let's look at our alternatives
- I can choose a different approach
- I control my own feelings
- I can create an effective presentation
- I choose
- I prefer
- I will

The Maturity Continuum



Character
habits

#2 Begin with the End in Mind - Mission

- Creates personal victory when true to values
- Our actions line up with our values
- Allows for visualization and creativity
- We are in charge of them and they can change, but the principles remain



Ordering

39%^{***} to 56%^{**} of total medication errors

Transcription

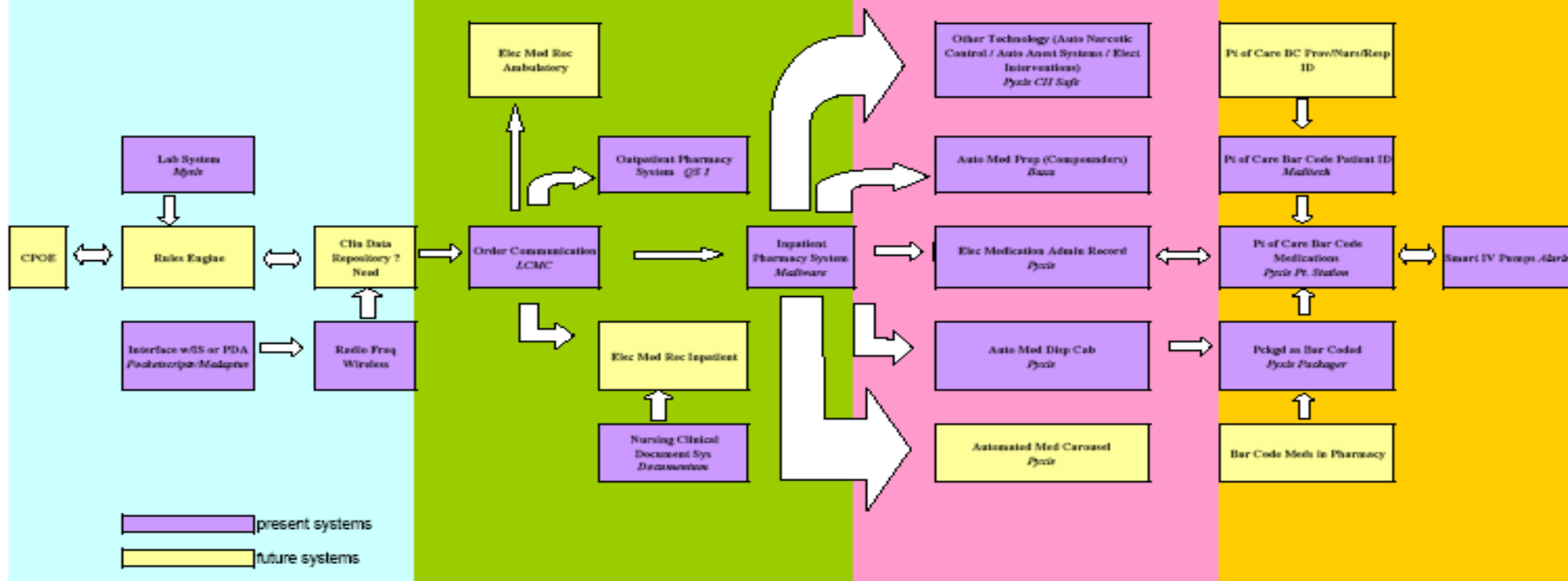
6%^{**} to 12%^{**} of total medication errors

Dispensing

4%^{**} to 11%^{**} of total medication errors

Administration

34%^{**} to 38%^{**} of total medication errors



Personal Mission Statement

My mission is to seek to serve and help others through my God given gifts and abilities. I seek to show abundant wisdom in all I do. I am first and foremost committed to God who puts all the pieces of life together and allows all the other relationships to exist. I seek to commit myself to my wife, children and grandchildren, giving of my time, resources and wisdom to encourage them to reach for the stars. I seek to be positive and encouraging to all, giving direction and vision for personal and professional development, without micromanaging, developing character in others through meaningful feedback and accountability. I want to love life and help others to love life, seeking deep fulfillment and meaning, striving to see the positive side in life's experiences, asking what learning can take place, even from the negative experiences. I seek to inject humor into experiences and interactions with people. I seek to listen with my ears and eyes, to seek to understand other's perspectives and give value to those perspectives. I seek to continue to learn and grow in all I do balancing all areas of my life including my physical, mental emotional and spiritual components. I commit to strive to work in quadrant II activities and to re-evaluate my position constantly.

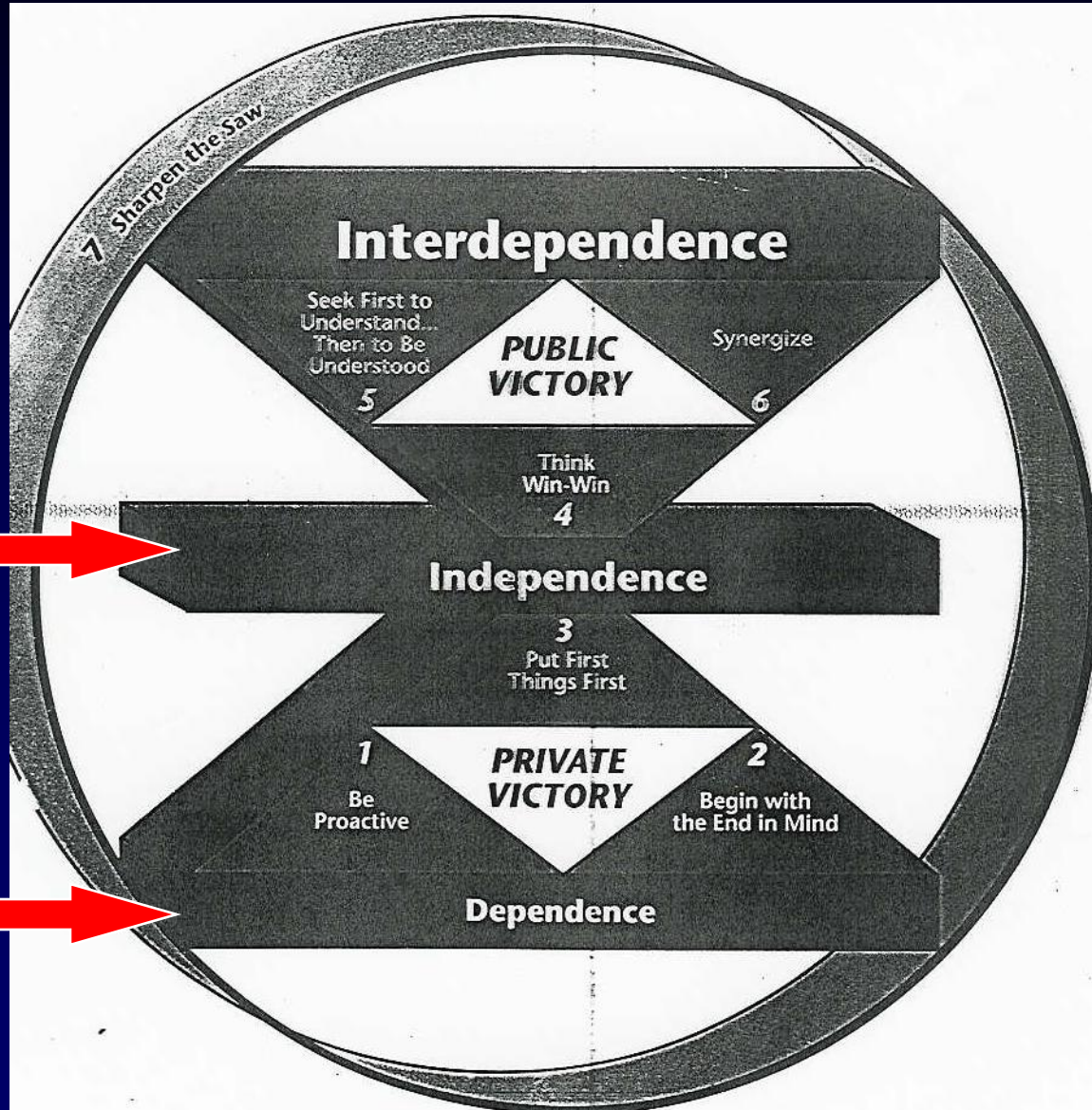
Departmental Mission Statement

Our Pharmacy Department is committed to providing the highest quality of care and customer service to ensure the most optimal therapeutic outcome for all patients. As advocates for the patients, we promote the most rationale and cost effective drug therapy by integrating current drug information, distribution systems, and clinical services to ensure safe and appropriate drug therapy to our patients. The Pharmacy Department works with all members of the Healthcare team to provide education and the highest quality of care to all patients.

Roles Worksheet

	Roles	Key Person	Statement
1			
2			
3			
4			
5			
6			
7			

The Maturity Continuum



Character
habits

The Quadrant II Time Management Matrix

Urgent

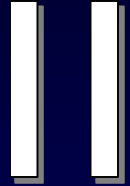
Non - Urgent

Important

Crises,
Pressing Problems,
Last Minute meetings
Cramming on Projects,
Rushing to meet deadlines

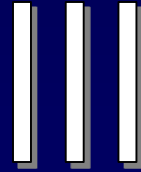


Preparation, Planning,
Crisis prevention,
Relationship building,
Needed relaxation,
Skill improvement, Getting job done
in reasonable time



Non - Important

Needless interruptions,
Unimportant phone calls,
Unnecessary reports,
Unimportant meetings
Some people



Busywork,
Junk mail,
Excessive relaxation,
Idle chit-chat,
Time wasters



Let's begin with the end in mind and put first things first.

- Mission
- Roles
- Goals
- Yearly
- Monthly
- Weekly
- Daily

Private Victory- Independence

- Be Proactive
- Begin with the End in Mind
- Put First Things First

“Potential is a Uniquely Human Quality”

GO-FER V STEWARDSHIP DELEGATION

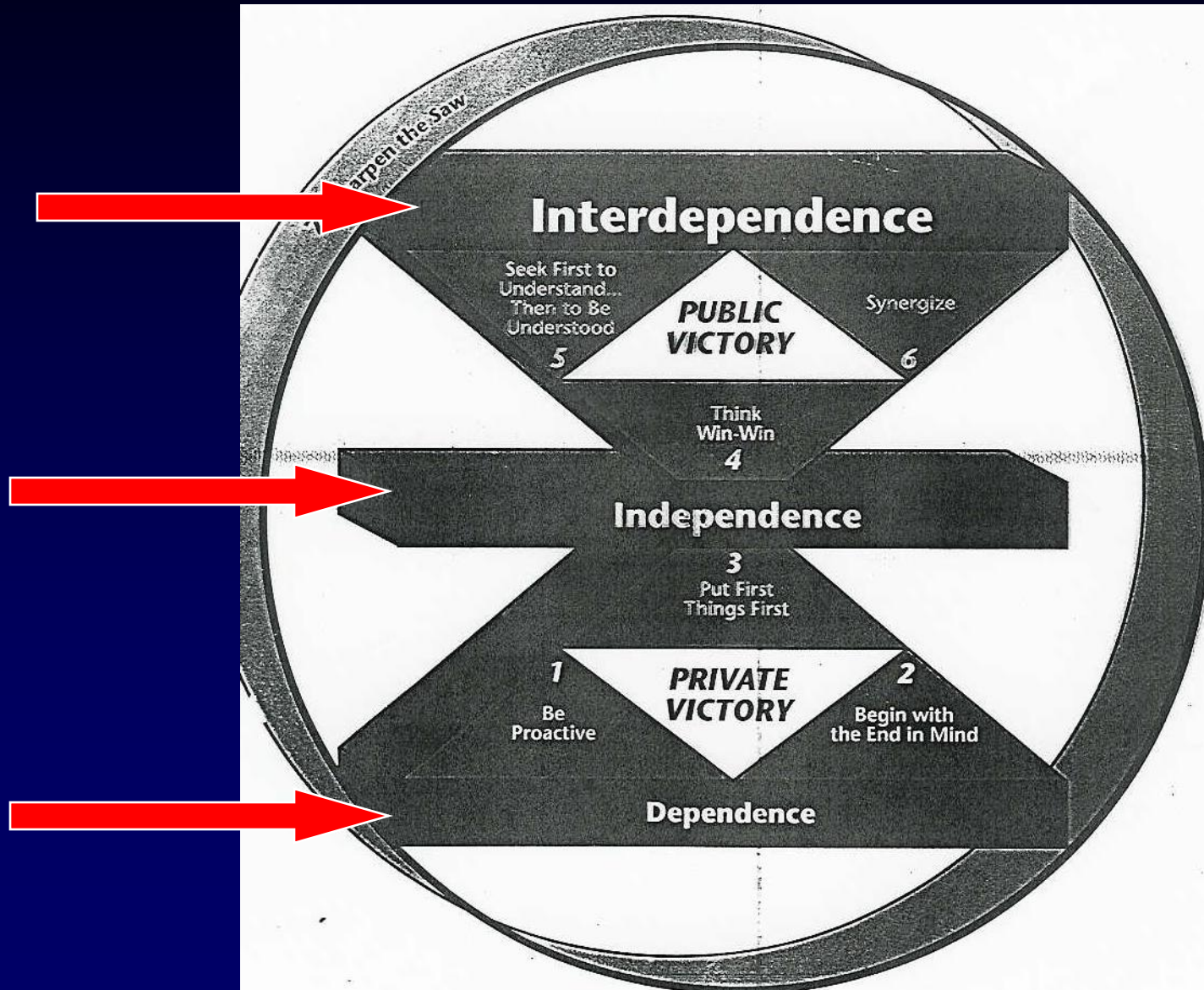
“You can buy a person’s hands, but not their heart! You can buy a person’s back, but not their mind!”

Context for Successful Stewardship Delegation

- Focus on desired results not methods
- Set up minimal guidelines
- Identify available resources
- Establish progress reports for accountability
- Determine Consequences



The Maturity Continuum



Relational
habits

Character
habits

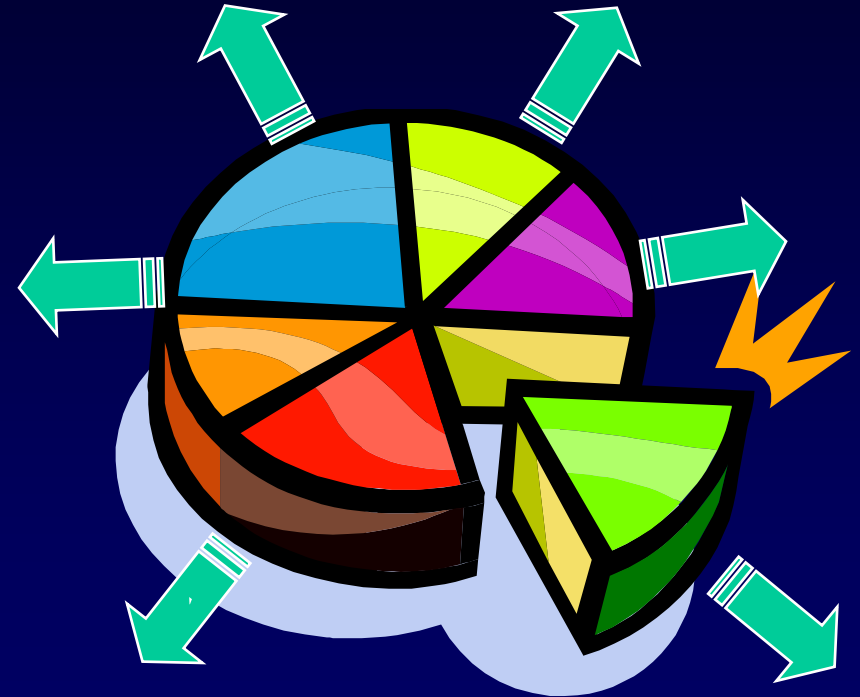
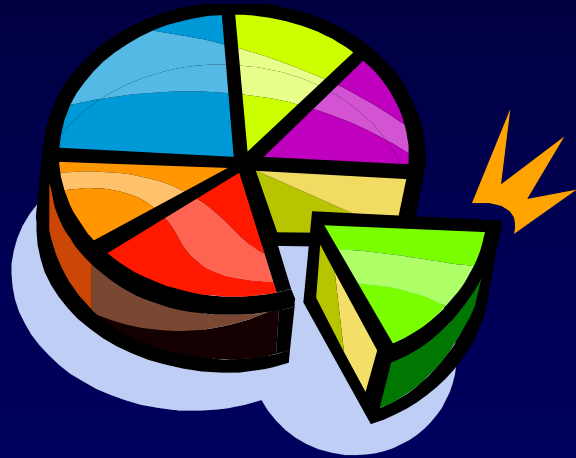
Public Victory- Interdependence

- Think Win-Win
- Seek First to Understand.... Then to be understood
- Synergize
 - “Manage with the left, lead with the right”

#4 Think Win-Win

High <i>Courage</i>	Win - Lose	Win - Win
	Lose - Lose	Lose - Win
Low	Low	High <i>Consideration</i>

Abundance Mentality v Scarcity Mentality



Need to Grow

#5 Seek First to Understand, then to be Understood

- Empathic Listening



- Mimic the content of the communication
- Rephrase content
- Reflect feelings
- Rephrase content and reflect feelings
- Learn when not to reflect

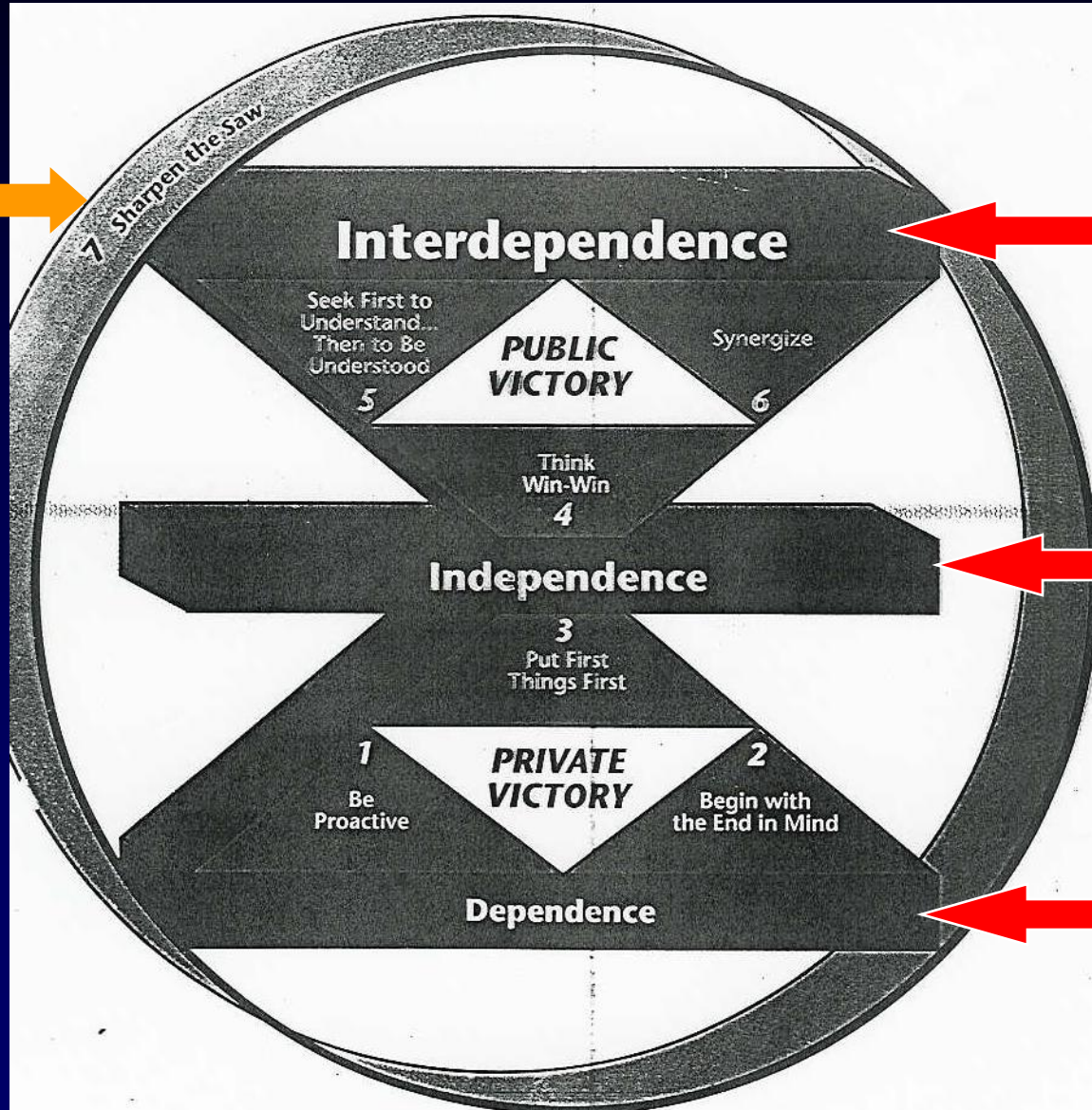
#6 Synergize – 1 + 1 = 3

- Value & Respect the Differences in People
 - Right brain – left brain
 - Male – Female
 - Don't stereotype
 - Brain Dominance Theory



The Maturity Continuum

Personal
Self -
Renewal

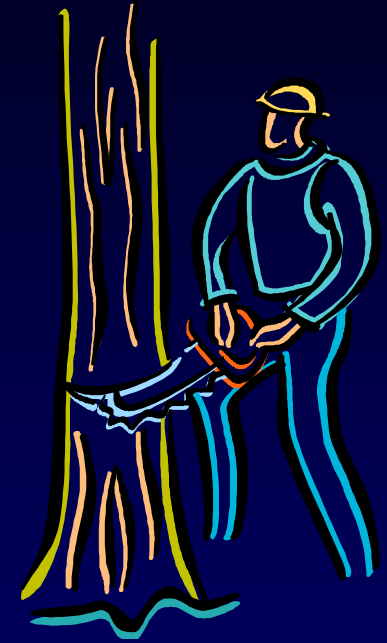


Relational
habits

Character
habits

#7 Sharpen the Saw-

The Habit of Self-Renewal



- Physical (Habit 1)
- Mental (Habits 2 & 3)
- Spiritual (Habits 2 & 3)
- Social - Emotional (habits 4, 5, & 6)

“Private Victories precede Public Victories”

Review of the Paradigm Shift

- **Old Paradigms**

- Focus on “P”
- You’re not responsible
- We act out of scripts
- Q I check lists
- Win/Lose
- Seek 1st to be understood
- Compromise
- Non Balance in the 4 dimensions

- **New Paradigms**

- “P”/”PC” Balance
- Be Proactive
- Begin with end in mind
- Put 1st things 1st
- Win/Win or no deal
- Seek 1st to understand then be understood
- Synergize
- Balance in the 4 dimensions

The Donkey in the Well

1. Free your heart from hatred
2. Free your mind from worries
3. Live Simply
4. Give More
5. Expect Less



Attitude is Everything !

Conclusions

- It's been my pleasure
- Any questions?

Thanks for your
attention !



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