

 *The power of compassion.*

# How Data Can Inspire Results and Culture



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## Our journey to data

- Weekly data at leadership meeting
- Weekly department reports
- Shared data at monthly all-staff meeting
- Top-level data for board of directors
- Data as starting point for annual strategic planning
- External transparency and collaboration



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**WISCONSIN**  
Business Society

## Elements of culture

Harvard Business Review

**Six Components of a Great Corporate Culture**  
by John Coleman

- ✓ Vision
- ✓ Values
- ✓ Practices
- ✓ People
- ✓ Narrative
- ✓ Place

The benefits of a strong corporate culture are both intuitive and supported by social sciences. According to James L. Brinkmann, culture "can account for 30-50% of the differential in corporate performance when compared with 'culturally unremarkable' competitors." And HBR writers have offered advice on navigating different geographic cultures, selecting jobs based on culture, changing cultures, and offering feedback across cultures, among other topics.

But what makes a culture? Each culture is unique and myriad factors go into creating one, but I've observed at least six common components of great cultures. Isolating these elements can be the first step to building a differentiated culture and a lasting organization.

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### Data makes vision clear

Examples:

- The "no crates" initiative
- Community outreach



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### Data brings values to life

- Professionalism
- Innovation
- Positive approach
- Compassion and respect



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### Professionalism

- Clarity on roles and tasks
- Accountabilities
- Outcomes AND expenses AND revenue
- Growing up: this stuff is complicated. Choosing discipline and balance.

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In a violent family, everyone could be a victim.



### Innovation

- Our metrics, no one else's
- Understanding what we can change.
- Understanding what our community needs

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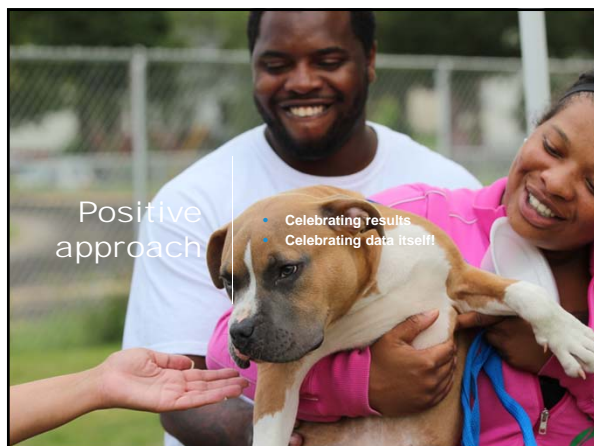
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### Positive approach

- Celebrating results
- Celebrating data itself



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**WISCONSIN HOSPITAL AUTHORITY**

From: Dezarae Jones-Hartwig  
 Subject: Youth Programs March Report  
 To: Weekly Reports Team

**ENGAGEMENT**  
 Fiscal year engagement goal: 7,000 kids  
 # of programs YTD: 152  
 # of kids served this month: **937**  
 Month benchmark: 997  
 # of kids served YTD: **3,333**  
 YTD benchmark: 3,667  
 Percentage to goal: 47.61%

**REVENUE**  
 Fiscal year revenue goal: \$74,895.00  
 Total goal YTD: \$42,969.96  
 Actual total YTD: **\$49,023.28**  
 2016-2017 YTD: \$40,902.00  
 Percentage to goal: 65%

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**Data makes people experts**

- Seeing results
- Seeing/understanding consequences, intended and unintended
- Free and able to ask questions

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**WISCONSIN HIGH SCHOOL**

**Data tells the story**

- Staff knows what leadership tracks and why
- Shared language
- Clarity
- Inclusiveness

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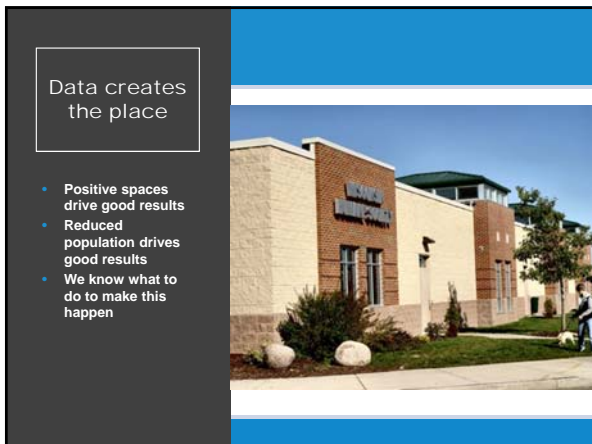
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**Data creates the place**

- Positive spaces drive good results
- Reduced population drives good results
- We know what to do to make this happen

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