Perhaps the most important insight from Studer Group is to hold leaders accountable for defined measurable organizational outcomes. This can occur only when leadership evaluation is constant, consistent, and embedded in the culture of the organization.

An objective evaluation system allows leaders and physicians to track and reach organizational goals and achieve excellence. First, the leadership team needs to define the organizational goals that are to be used and measured to gauge progress toward success. The goals should be built within a framework.

Studer Group uses the pillars (service, quality, people, finance, growth, and sometimes community) as the foundation for organizational goals. The pillars are populated with the highly specific measurable goals underneath them, as shown below.