

DISCLOSURE

I, Aaron Brandt and Lynda Underwood, DO NOT have a financial interest/arrangement or affiliation with one or more organizations that could be perceived as a real or apparent conflict of interest in the context of the subject of this presentation.

STAFF TRAINING & DEVELOPMENT

COMMUNITY HEALTH CENTER OF THE NEW RIVER VALLEY
CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2016-17
CAPSTONE TEACHBACK: JUNE 6 & 7, 2017



INTRODUCTION & METHODOLOGY

- **PATIENT SURVEY**
- **EMPLOYEE SURVEY**
- **FOCUS GROUP**
- **MANAGEMENT INTERVIEWS**

FOCUS OF PROJECT

- **TO PROVIDE NEW STAFF WITH A COMPREHENSIVE TRAINING AND STRUCTURED ORIENTATION PRIOR TO PATIENT ENGAGEMENT.**
- **TO PROVIDE NEW EMPLOYEES A HIGH LEVEL OF SUPPORT THROUGHOUT THE ONBOARDING PROCESS.**





ACTIONS IMPLEMENTED

- **NEW EMPLOYEE ORIENTATION PACKET**
- **ORIENTATION & TRAINING SCHEDULE**
- **UPDATE FRONT OFFICE MANUAL**
- **ROLL OUT SHAREPOINT**



ACTIONS IMPLEMENTED

- **ASSIGN DEPARTMENT MENTOR**
- **GOODY BAGS**
- **NEW HOLIDAY**
- **DEPARTMENT WELCOME LUNCH**

Employee Leadership Institute Survey

1) I have a clear idea of what is expected of me in my job.

<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
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Comments:

2) I have enough information and training to do my job well.

<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
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Comments:

3) My team operates efficiently.

<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
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Comments:

4) CHCNRV understands the problems we face in our jobs and tries to solve them.

<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
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Comments:

5) What is one area that works well?

Comments:

6) What is one area that needs improvement?

Comments:

Additional Comments:

TESTING & REFINEMENT

- **OBTAIN FEEDBACK ON UPDATED FRONT OFFICE MANUAL**
- **RESURVEY FRONT OFFICE STAFF**
- **SURVEY NEW EMPLOYEES**

CONTINUATION OF INITIAL PROJECT

- **IMPROVEMENTS**

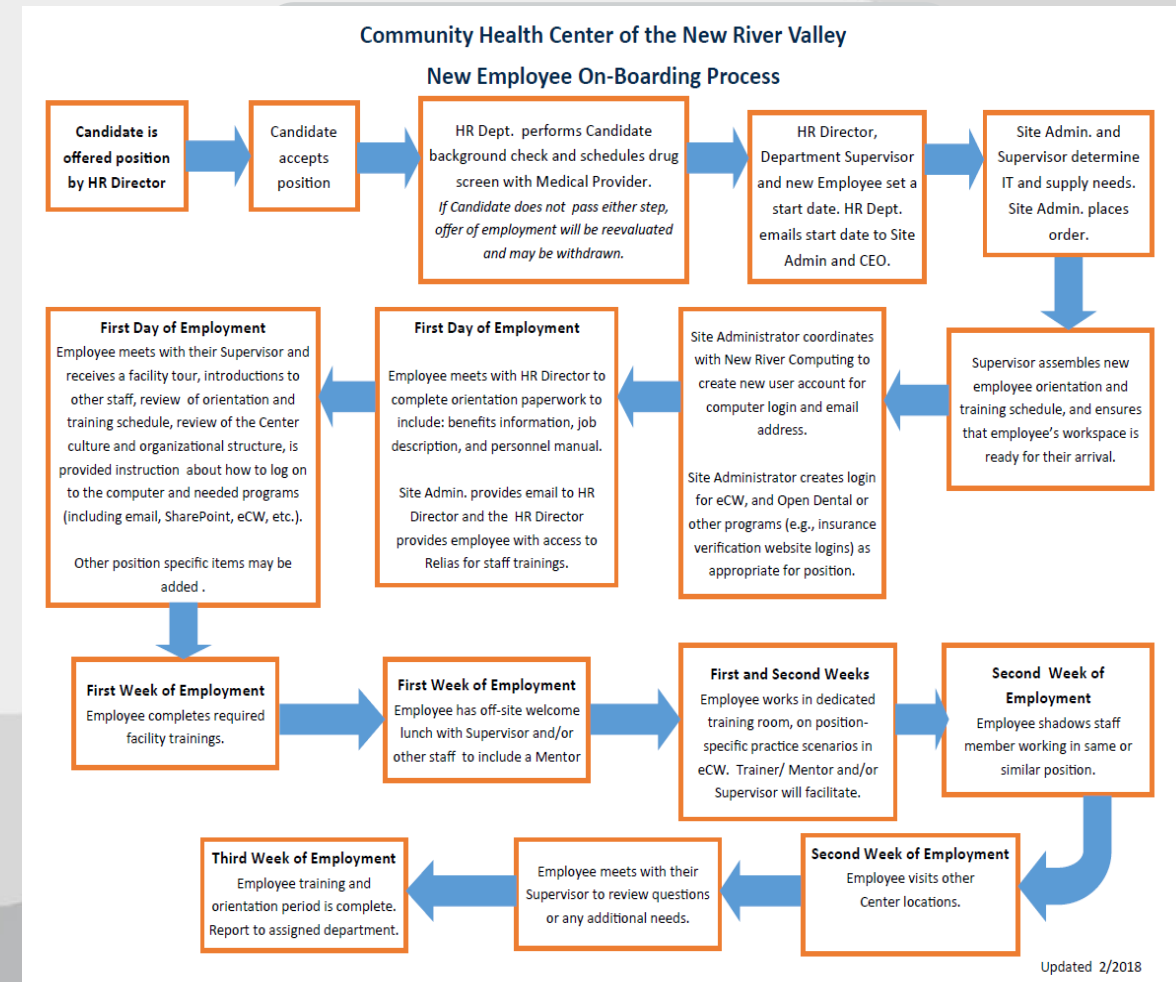
- **PROVIDING SUPPORT**
- **DEPARTMENT MENTORS**
- **MANAGEMENT ACCESSIBILITY**

- **AREAS FOR IMPROVEMENT**

- **EMR TRAINING FOR STAFF**
- **TRAIN THE TRAINER**
- **CUSTOMIZED EMPLOYEE AND DEPARTMENT ORIENTATION**


EXPANSION OF PROJECT

- NEW ONBOARDING FLOW CHART
- CREATING PRE-HIRE FLOW CHART
- NEW HIRE SURVEYS
- NEW ANNUAL EVALUATIONS



IMPACT OF LEADERSHIP INSTITUTE

- **KEEP TEAM TOGETHER FOR PROJECT SUSTAINABILITY**
- **STRATEGIC APPROACH TO QI AND PROCESS IMPLEMENTATION**
- **BRANCHING OUT TO INCLUDING OTHER DEPARTMENT HEADS FOR NEW PROJECTS**
- **STRENGTHENED LEADERSHIP CAPABILITIES THROUGHOUT THE ENTIRE ORGANIZATION**



“GOOD LEADERSHIP ISN’T ABOUT ADVANCING YOURSELF. IT’S ABOUT ADVANCING YOUR TEAM.”

— JOHN C. MAXWELL



QUESTIONS & ANSWERS

COMMUNITY