

Communication Inside the Organization

SOUTHWEST VIRGINIA COMMUNITY HEALTH SYSTEMS, INC.
CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2018-19
CAPSTONE TEACHBACK: JUNE 12, 2019



SOUTHWEST VIRGINIA
COMMUNITY HEALTH SYSTEMS



THE VIRGINIA CHC
LEADERSHIP
INSTITUTE

FOCUS



Improve the manner in
which information is
shared across the
organization

TEAM



- Chad Brown, COO
- Amber Hubble, RDH, Dental Director
- Debbie Vance, HR Director
- Kim Stewart, Marketing Director
- Jake Robinson, BHCM
- Connie Eastridge, MAP Consultant
- Julie Prater, Site Manager
- Kaylan Bales, Marketing Assistant
- Melissa Blevins, Credentialing Specialist

NEED

- Poor perception of communication across the organization
- Information flow is segmented and sporadic



OBJECTIVES

- Improve the perception of poor communication
- Shift in culture
- Provide structure in order to facilitate improved communication across the organization



ASSETS



- Survey
- Site Managers
- Additional team members
- CHCLI Staff

ACTION STRATEGIES




- Site meeting agenda: provides a structured format for Site Managers to conduct monthly site meetings.
- “The Compass Report” Prezi: monthly presentations created with contributions and input from Department Heads, Site Managers, and Senior Management. Information restricted to operationally relevant topics.

ACTION STRATEGIES



APRIL, 2019

 SOUTHWEST VIRGINIA
COMMUNITY HEALTH SYSTEMS

SITE MEETING AGENDA

PREP NEEDED:

- Video Link
- Prezi
- Additional Paperwork

SENIOR MANAGEMENT INPUT:

- 1.
- 2.
- 3.
- 4.
- 5.

SITE MANAGER TOPICS:

COMMENTS/QUESTIONS FROM EMPLOYEES:

ACTION STRATEGIES



The image shows the cover of a report titled "The Compass Report Navigating SVCHS" dated May 2019. The cover features a light blue background with a photograph of a green coffee cup, a spiral notebook, a pen, and glasses. A white circular callout labeled "1" points to the text "Organizational Profile" on the coffee cup. Other numbered callouts (2-10) are scattered across the cover, pointing to various elements of the report's design and content. The Southwest Virginia Community Health Systems logo is visible in the bottom left corner of the cover.

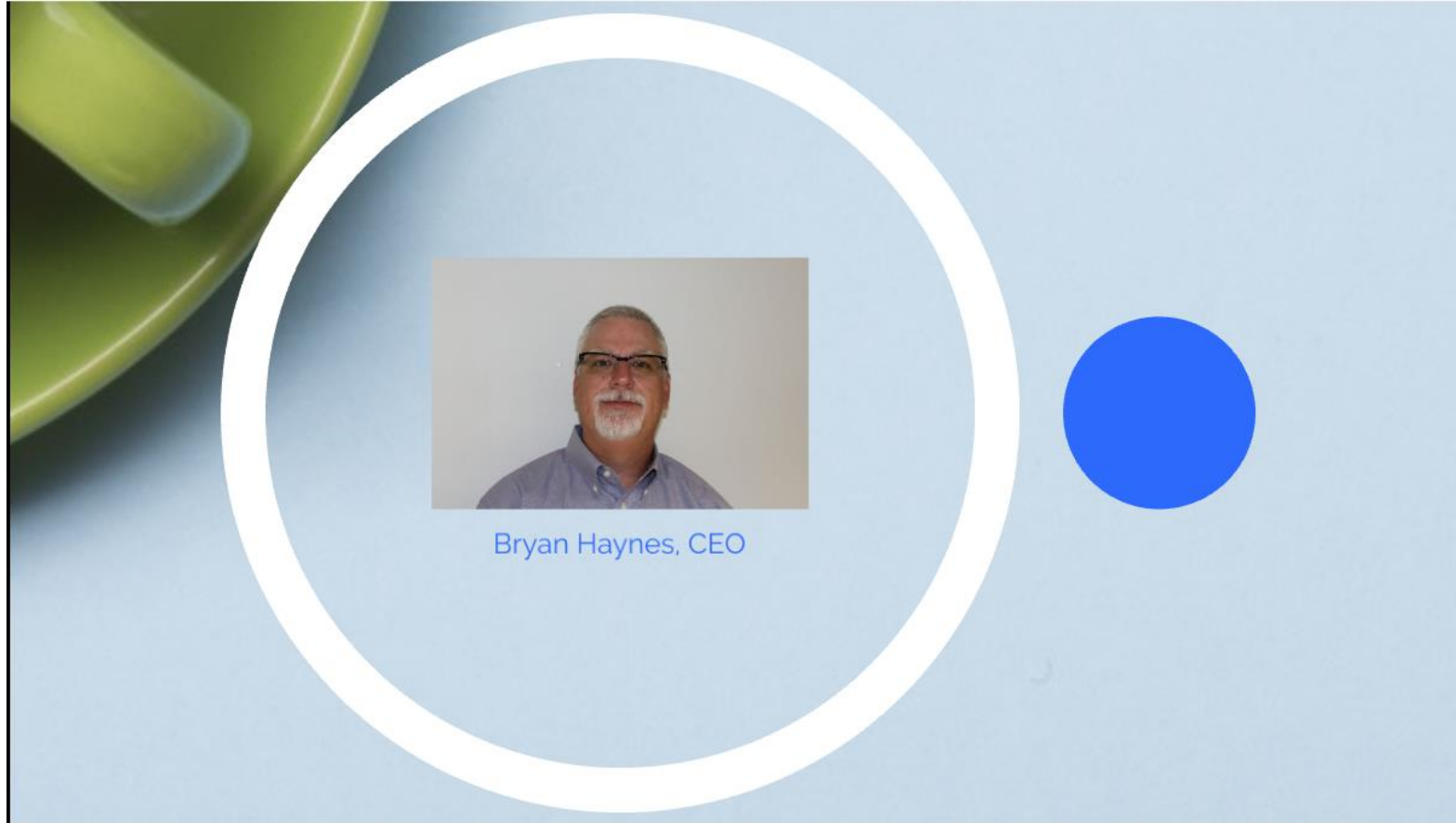
1 Organizational Profile

2 **3** **4** **5** **6** **7** **8** **9** **10**

The Compass Report
Navigating SVCHS
May 2019

SOUTHWEST VIRGINIA
COMMUNITY HEALTH SYSTEMS

ACTION STRATEGIES



TEAM DEVELOPMENT

- Meetings in Richmond
- Webinars
- Team meetings
- Conference Call



TESTING & REFINEMENT

- Process for collecting and compiling content for The Compass Report monthly
- Feedback from staff about changes
- Ongoing process



RESULTS TO DATE



- Soft roll out in May: Excellent feedback from Site Managers
- Official roll out on June 20 in our annual Summer Retreat

LESSONS LEARNED

- The problem was not the same as we originally thought.
- Perception of effective communication is very subjective.
- Information can be empowering to our staff.
- Improvement of employee engagement.
- Streamlining the flow of information by priority reduces misinterpretations and keeps both management and staff accountable.



SUCCESS STORY



- Site Managers have loved the structure of the Agenda. This new format is creating a favorable climate and consistency for the site meetings which allows Site Managers to share staff feedback and questions.
- The Compass Report is allowing some of our more isolated sites to feel more connected with the overall mission and vision of SVCHS. Since we are an integrated care model, it's vital for ALL staff to remain connected with current updates in other departments as these can effect patient care.

NEXT STEPS



Continue to improve and refine the information collection process for the creation of “The Compass Report” monthly Prezi Presentation.

THANK YOU



Questions?

THE COMPASS REPORT

MAY 2019

<https://prezi.com/view/hGHJRBiwc2ZfFkJ7DNJq/>

