

Employee Education

PIEDMONT ACCESS TO HEALTH SERVICES

CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2017-18

CAPSTONE TEACH BACK: JUNE 13, 2018

1. Focus

To educate employees on our mission, departmental services, affiliated organizations, and reporting requirements.

- ▶ Improve the knowledge of our employees pertaining to:
 - ▶ Why PATHS is here.
 - ▶ How PATHS was established.
 - ▶ What we do for the communities.
 - ▶ The diverse population that we serve.



2. Team

Sadie Herndon, LPN, Front Desk Coordinator

Heath Brown, Finance Manager

Anjanette Farmer, AHEC Director

Betty Davis, HR Manager

Robert Thurman, Director of Data Support

Carmen Gee, Marketing and Communications Manager



3. Need

Staff currently lacks thorough knowledge of departments, services and governing agencies;

- ▶ To better serve the community
- ▶ To clearly educate patients on services
- ▶ To properly enter information for reporting purposes

4. Objectives

- ▶ Identify the areas of opportunities to enhance the knowledge of the staff
- ▶ Develop an educational manual
- ▶ Reassess
- ▶ Implement manual as an added tool for new hire orientation



Objectives

5. Assets

- ▶ Department leaders
- ▶ Splash Page (Associate Portal)
- ▶ Administrative staff
- ▶ Agency websites
- ▶ Survey Monkey

6. Action Strategies

- ▶ Created a quiz to test the staff knowledge.
- ▶ Evaluated the scores from quiz to determine education needs.
- ▶ Creating an education manual.



7. Team Development

- ▶ CHC Leadership Institute
- ▶ DISC Assessments
- ▶ Webinars
- ▶ Internal meetings
- ▶ Quiz review to focus on areas of needs

8. Testing & Refinement

- ▶ Quiz results highlighted the areas to focus our education.
- ▶ The areas we need to focus on were larger than we anticipated, we are now in the final stages of compiling all necessary information for an education manual.

9. Results to Date

- ▶ Training guide is being developed based on the scores of the quiz.
- ▶ Manual will be included in new hire orientation.
- ▶ Manual will be posted on the agency splash page
- ▶ Periodically retest staff for areas of need.

10. Lessons Learned

- ▶ Not to take on as large of a project
- ▶ Discovered our limitations
- ▶ We must place a priority on ensuring that our new and current staff are aware of every service that we offer.
- ▶ Follow-up is key to success
- ▶ Challenges to educating staff at multiple locations.