

# STAFF TRAINING & DEVELOPMENT

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



# MEET OUR TEAM

01

JIM  
BRONNENKANT  
BOARD  
MEMBER

02

LYNDA  
UNDERWOOD  
CLINICAL  
MANAGER

03

ROZ NELSON  
HR  
DIRECTOR

04

AARON  
BRANDT  
FINANCE  
DIRECTOR

05

LEAH  
WECHTALUK  
MCFARREN  
SITE MANAGER



# **INTRODUCTION & METHODOLOGY**

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



# OBJECTIVES

- **EMPLOYEE CONFIDENCE**
- **EMPLOYEE SATISFACTION**
- **IMPROVED CUSTOMER SERVICE**
- **PATIENT SATISFACTION**

# FOCUS OF PROJECT

- **TO PROVIDE CURRENT STAFF THE TOOLS AND INFORMATION NEEDED TO PERFORM THEIR JOB TO THE HIGHEST LEVEL.**
- **TO PROVIDE NEW EMPLOYEES A COMPREHENSIVE ORIENTATION AND STRUCTURED TRAINING SCHEDULE PRIOR TO PATIENT ENGAGEMENT.**



# NEEDS TO ADDRESS

- **COMPREHENSIVE TRAINING TOOLS**
- **POSITION SPECIFIC ON-BOARDING PROCESS FOR NEW EMPLOYEES**
- **EASIER ACCESS TO INFORMATION FOR DEPARTMENTS AND SITES**

## Front Office Manual

For Greeting New and Returning Patients and  
Providing High Quality Communications

May 2017



**COMMUNITY  
HEALTH CENTER**  
Of The New River Valley



# ACTIONS IMPLEMENTED

- **NEW EMPLOYEE ORIENTATION PACKET**
- **ORIENTATION & TRAINING SCHEDULE**
- **GOODY BAGS**
- **NEW HOLIDAY**



# **ACTIONS IMPLEMENTED**

- **ASSIGN DEPARTMENT MENTOR**
- **UPDATE FRONT OFFICE MANUAL**
- **ROLL OUT SHAREPOINT**
- **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**

# RESULTS TO DATE

- **FRONT OFFICE STAFF SURVEYS**

- **ENCOURAGED WITH THE DIRECTION OF CHANGES BEING IMPLEMENTED**
- **WOULD LIKE ADDITIONAL TRAINING ON SHAREPOINT TEAM SITE**



- **NEW EMPLOYEE ON-BOARDING SURVEYS**

- **APPRECIATIVE OF SUPPORT SYSTEM WITHIN THE DEPARTMENTS**
- **WOULD LIKE MORE PERSONALIZED TRAINING BASED ON EXPERIENCE**

# LESSONS LEARNED

- **INCORPORATING STAFF INPUT INTO THE DECISION MAKING PROCESS**
- **IMPORTANCE OF TRANSPARENCY WITH STAFF**
- **STAFF CONFIDENCE IS A DIRECT LINK TO A POSITIVE PATIENT EXPERIENCE**



# **ASSETS**

**WE WOULD LIKE TO THANK THE FOLLOWING PEOPLE FOR THEIR ASSISTANCE DURING THE DEVELOPMENT OF OUR PROJECT**

- **MARIA KINGTON – SITE MANAGER**
- **MEGAN ANDERSON – FRONT OFFICE TEAM LEAD**
- **VIRGINIA HARDY – INSURANCE VERIFICATION SPECIALIST**
- **MELISSA GREGSON – OUTREACH & ENROLLMENT SPECIALIST**
- **NRV COMPUTING**
- **ALL FRONT OFFICE STAFF**
- **MICHELLE BRAUNS – CEO**



# QUESTIONS & ANSWERS

COMMUNITY