

LEARNING LAB

Welcome to Medic 102... We've got a lot to cover, so let's get to it, shall we?

Over the last several weeks, we've discussed a project charter's purpose and segments. A charter gives a work team the authority to develop or change process. It also gives them an aim and direction. As promised, we are going to share an active charter. That's right boys and girls, a live charter. This project was designed to understand Medic employee needs. Many of you may have recently participated in or are aware of a series of employee focus groups? Well, this is the live project we're sharing with you today.

Sticking with what you're already learned, we will discuss the project management tool, the project map and will share its progress.

WHAT ARE WE TRYING TO ACCOMPLISH?

Aim: Develop and implement a system to understand the needs of our employees to help guide business decisions and improvement activities.

Reason for the effort: Utilizing monthly surveys and direct engagement with their supervisors/managers, current measurements show significant room for improvement in this area.

Common cause variation: Without any significant changes, employee satisfaction will remain low.

By developing and implementing a system to understand the needs of our employees, we use this information to guide business decisions and improvement

activities; and pave the way towards improving our employee satisfaction. Possible benefits toward improving employee satisfaction include:

1. Improved patient satisfaction
2. Improved performance
3. Improved morale
4. Improved employee retention

Without first understanding the actual needs of our employees, none of these improvements will be likely.

Expected Objectives:

- Remove barriers to understanding the needs of employees
- Use information to guide business decisions and improvement activities
- Standardize the system

HOW DO WE KNOW THAT A CHANGE IS AN IMPROVEMENT?

Outcome Measure:

- Employee related projects are aligned with the needs of the employees base
- Process Measures:
- Effective data collection method (Survey, Focus Group, etc.) and frequency of contacts established
- Standardized reporting process
- Project map followed
- Project stays on budget
- Balancing Measures:
- Employee Satisfaction

WHAT CHANGES CAN WE MAKE THAT WILL LEAD TO IMPROVEMENT?

Initial activities:

- Identify current practice/gaps
- Benchmark against others
- Develop methods
- Select vendor(s)
- Design content

- Test system
- ID and understand linkages
- Boundaries:
- The aim of this project is not to improve employee satisfaction, but to understand the needs of the employees.
- Work of the project is aimed at all agency employees.

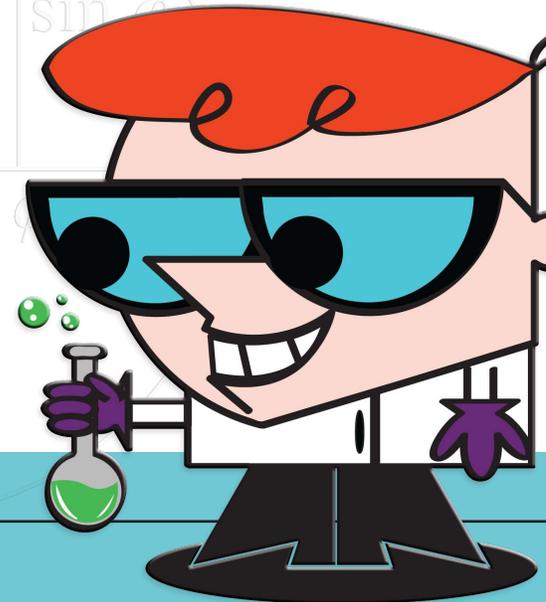
PROJECT TEAM:

- Project Sponsor: Kevin Staley
- Project Improvement Advisor: Shari Lambeth
- Team Lead: Tiffany Nash (OI)
- PR Rep: Lester Oliva
- HR Rep: Jackie Manley
- Billing Rep: Cynthia Jefferson
- Professional Development Rep: Eric Bitler
- Supervisor Rep: J. Stanford

I know we've shared quite a bit of information, but we always look forward to any questions you may have.

If you would be so kind as to send your questions (or topic) suggestions, please email Tiffany at tiffanya@medic911.com.

CLASS DISMISSED!



ACTIVE PROJECT