



PARTICIPANT HANDOUTS **Assessing Organizational Readiness for Change**

Thank you for attending today's training. By doing so you are strengthening the ability of your community-based and patient-directed health center to deliver comprehensive, culturally competent, high-quality primary health care services.

Presented by:

Allison Abayasekara, MA, Vice President, Training & Programs
Association of Clinicians for the Underserved (ACU)
Colleen Bechtel, Director of Human Resources
Summit Community Care Clinic

Live Broadcast Date/Time:

Tuesday, June 5, 2018
12:00–1:00PM Mountain Time / 1:00–2:00PM Central Time

Target Audience:

Health center leadership staff.

Event Overview:

Health center staff have an incredible opportunity to improve patients' lives and make a difference in the world. But while the work is fun, it isn't always easy. Staff and organizations themselves must be ready to adapt to change in the marketplace, in processes, in expectations, and so much more. Join us for this session to identify your organization's readiness for change and understand how that readiness impacts individual and organization resiliency in these challenging times. The presenter will cover the basics of readiness for change, how organizations can identify and measure it, and strategies to increase individual and team capacity.

Learning Objectives:

Upon completion of this session, participants should be able to:

1. Understand how readiness for change impacts organizational resiliency.
2. Identify potential first steps in measuring staff readiness for change.
3. Utilize language to share this issue with health center leadership.

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CHAMPS ARCHIVES

This event will be archived online. This online version will be posted within two weeks of the live event and will be available for at least one year from the live presentation date. For information about all CHAMPS archives, please visit www.CHAMPSonline.org/events-trainings/distance-learning.

DESCRIPTION OF CHAMPS

Community Health Association of Mountain/Plains States (CHAMPS) is a non-profit organization dedicated to supporting all Region VIII (CO, MT, ND, SD, UT, and WY) federally-funded Community, Migrant, and Homeless Health Centers so they can better serve our patients and communities. Currently, CHAMPS programs and services focus on education and training, collaboration and networking, workforce development, and the collection and dissemination of regional data. For more information about CHAMPS, and the benefits of CHAMPS Organizational Membership, please visit www.CHAMPSonline.org.

DESCRIPTION OF ACU



ACU's mission is to improve the health of America's underserved populations and to enhance the development and support of the health care clinicians serving these populations. ACU was founded by alumni of the National Health Service Corps and ACU's commitment to that program continues today. For more information, visit www.clinicians.org.

SPEAKER BIOGRAPHIES



Allison Abayasekara joined Association of Clinicians for the Underserved (ACU) in 2014 and directs all of ACU's programs, trainings, and education curricula. In her role as Vice-President for Training and Programs, Allison serves as the director of the STAR2 Center, a federally funded National Cooperative Agreement with the Bureau of Primary Health Care. Allison is a national expert in clinical

workforce design and strategy and has worked to improve access to care for underserved populations for almost a decade. She began her career building a statewide workforce program at the Pennsylvania Association of Community Health Centers, and then served as the program manager for the Primary Care Association and Health Center Controlled Network department at the National Association of Community Health Centers. She received her Master of Arts from the University of Maryland, College Park, and has a Bachelor of Arts from Lebanon Valley College in Annville, Pennsylvania. Allison currently lives in Washington, D.C.



Colleen Bechtel has been the Summit Community Care Clinic Director of Human Resources since 2015, and has 23 years of Human Resources Management experience. Colleen graduated from the University of Oregon with a focus on Organizational Development and Business, and also holds a PHR certification from the Society for Human Resource Management. Colleen is involved in many community activities, including worksite wellness initiatives, youth development and trail-building projects, volunteering and fundraising for various committees, advocating for accountability and healthy schools, and creating safe walking and biking routes.

ASSESSING ORGANIZATIONAL READINESS FOR CHANGE

ALLISON ABAYASEKARA, MA

VP, TRAINING & PROGRAMS, ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

A. COLLEEN BECHTEL, PHR

DIRECTOR OF HUMAN RESOURCES, SUMMIT COMMUNITY CARE CLINIC

TUESDAY, JUNE 5, 2018

12:00-1:00PM MOUNTAIN TIME / 1:00-2:00PM CENTRAL TIME

HOSTED BY:



www.CHAMPsonline.org



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QUESTION

How many people are watching
this event at your computer,
including yourself?

(Use the Questions box to reply.)



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ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Recruitment & Retention

National
Health
Service
Corps

Resources

Training

Networking



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STAR² CENTER

Solutions, Training, and Assistance
for Recruitment and Retention

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TODAY'S FOCUS

- ✓ Identify impact of change
- ✓ Consider organizational components of change readiness
- ✓ Identify strategies for increasing resiliency
- ✓ Hear a health center story



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POLL QUESTION I



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POLL QUESTION I

How ready do you feel for change at your organization?

- A. I could not deal with one more thing
- B. I'd rather not, thanks
- C. I think I could handle it if done right
- D. Bring it on today, adventurers!



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CHANGE, BURNOUT, RESILIENCY

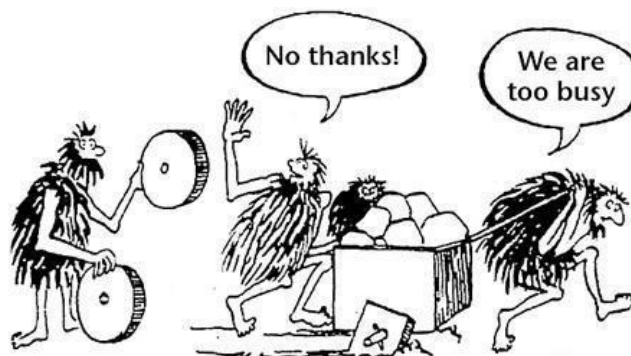


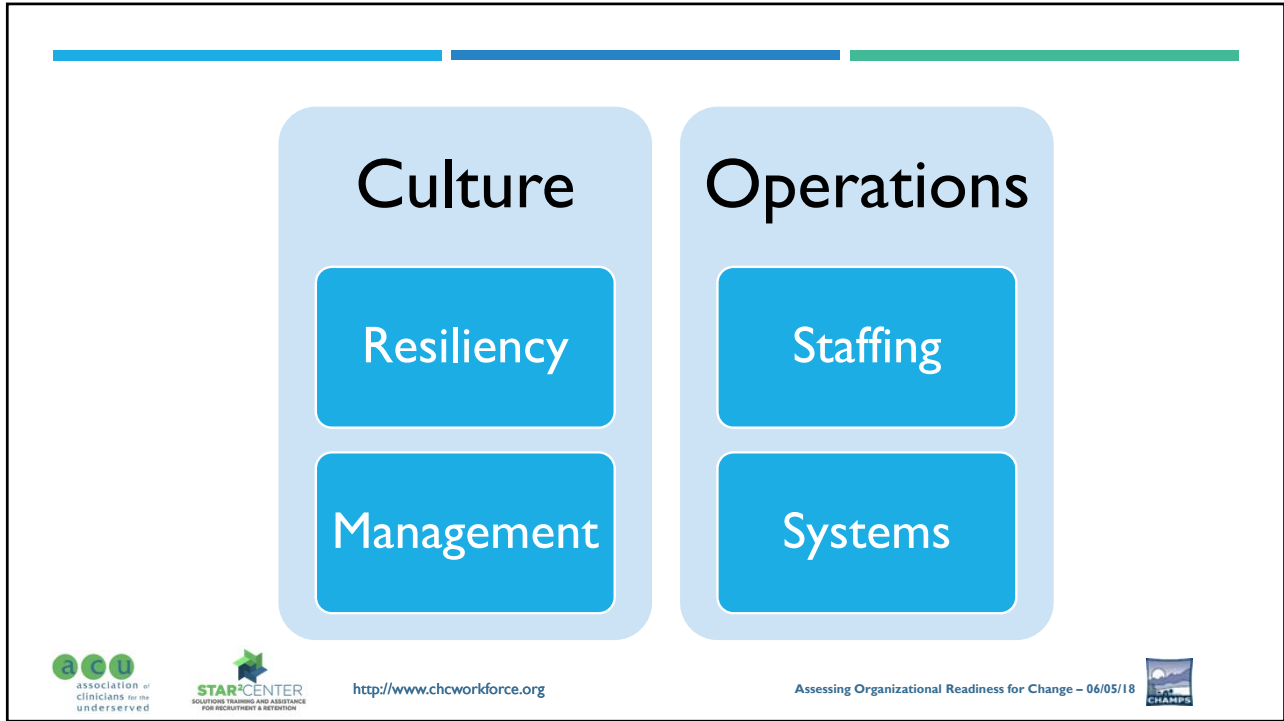
Photo credit: <https://www.steinertechnologies.com/blog/resistance-to-change>



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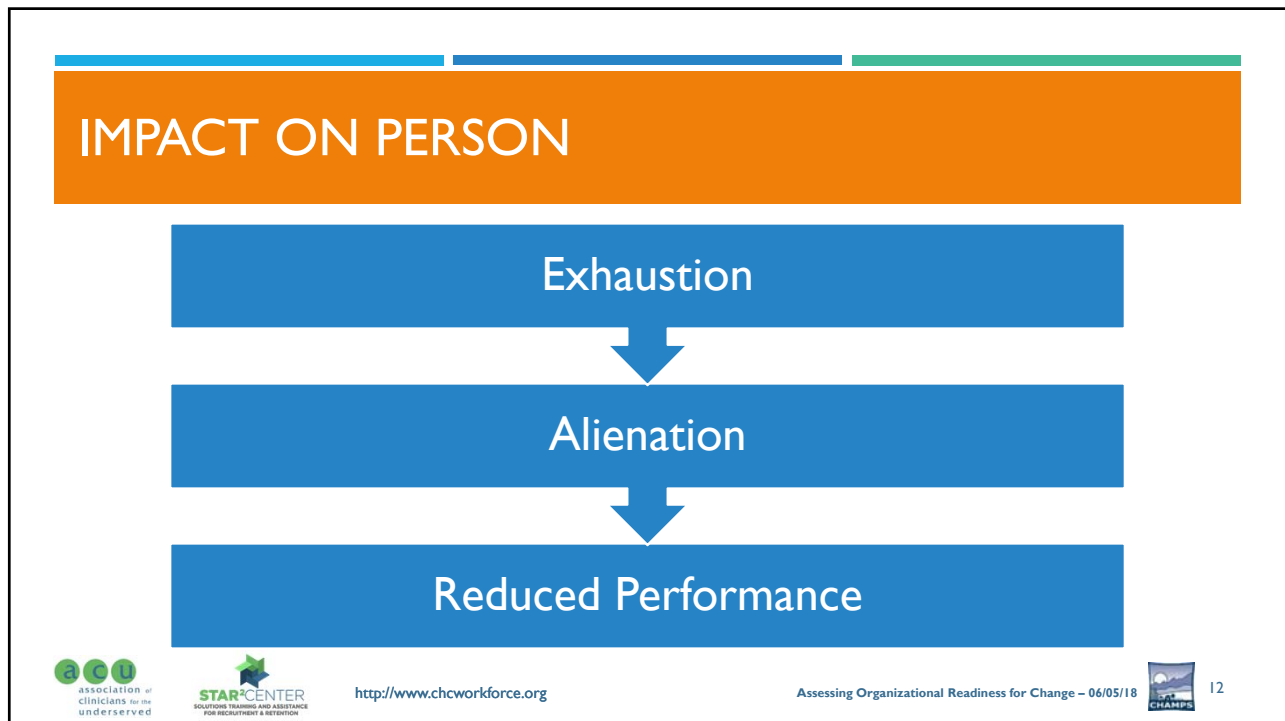
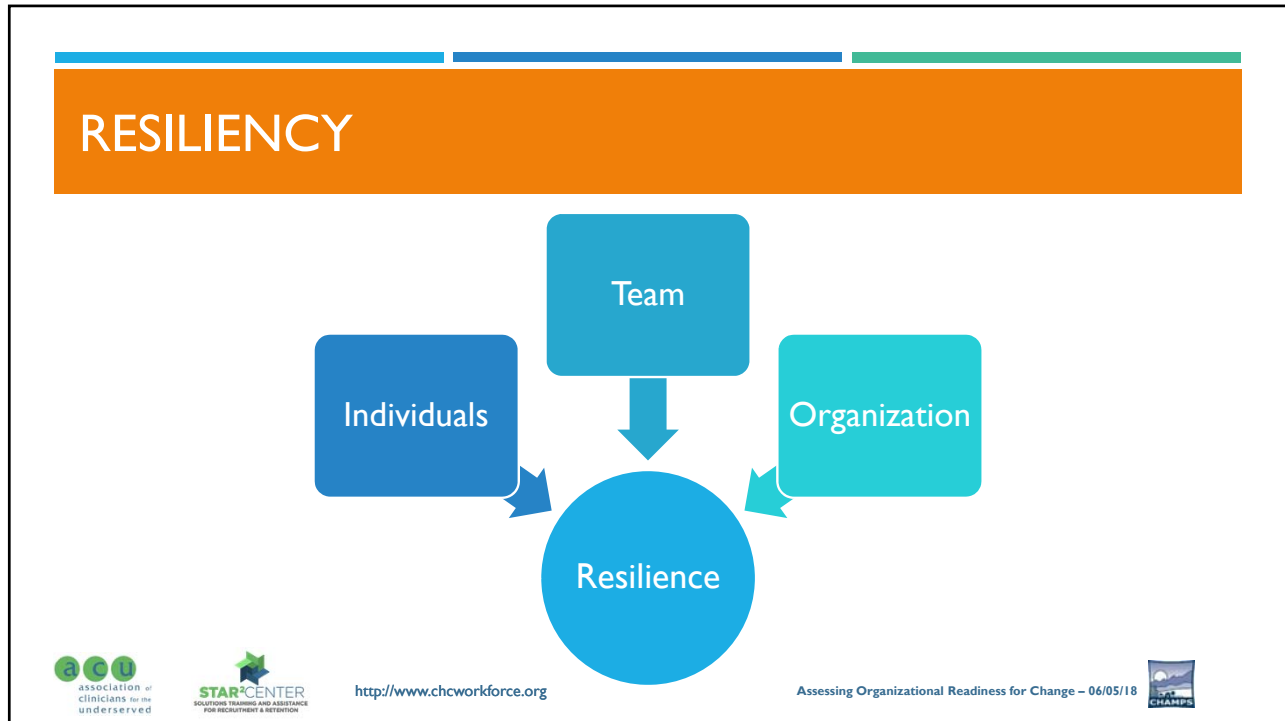
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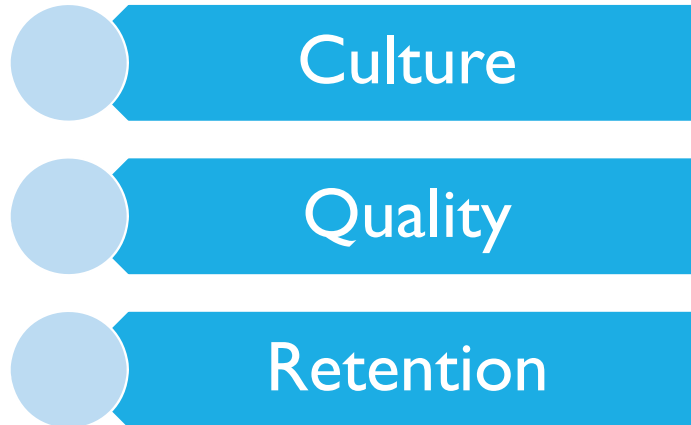
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IMPACT ON ORGANIZATION



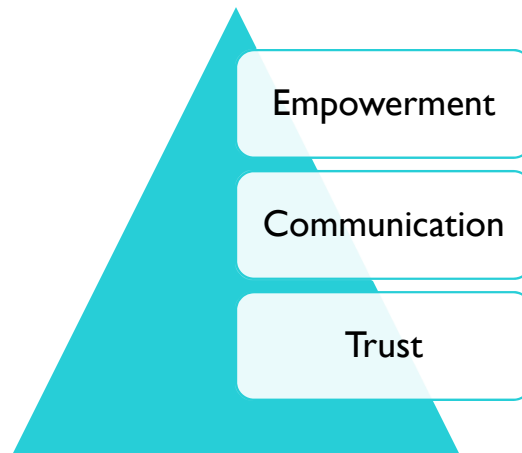
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MANAGEMENT

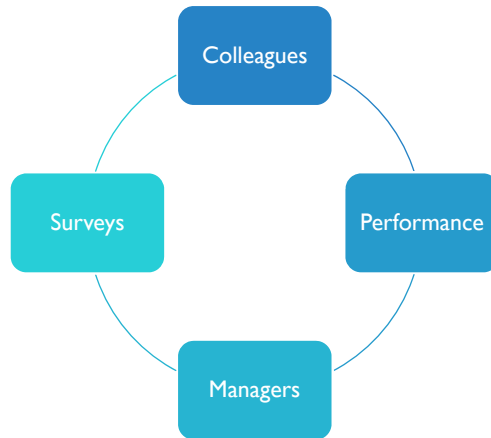


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WHAT ARE YOUR CATCH POINTS?



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ORGANIZATIONAL OPERATIONS



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STAFFING

Hiring New Staff

Communicating Changes

Team PDSA Engagement

Culture in Process

association of clinicians for the underserved

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SYSTEMS

Communication Vehicles

Administrative Processes

Operational Strategies

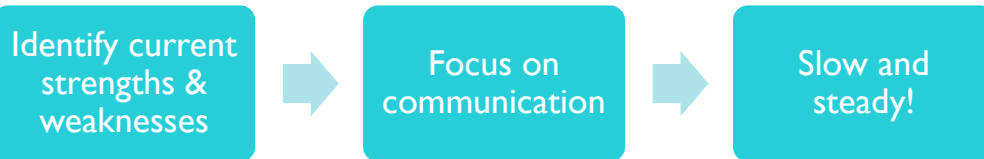
association of clinicians for the underserved

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TO START...



POLL QUESTION 2



POLL QUESTION 2

What seems like the biggest issue for your organization?

- A. Cultural resiliency
- B. Manager skills
- C. Staffing structures
- D. Communication



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CONCEPTS IN ACTION: SUMMIT COMMUNITY CARE CLINIC

COLLEEN BECHTEL, HUMAN RESOURCES DIRECTOR



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STEPS FOR SCCC

Ask for involvement.



Find champions or early adopters



Tell stories of success



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HOW TO PERSONALIZE THE JOURNEY



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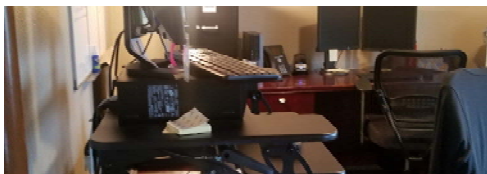
LEADERSHIP EMBRACING CHANGE IS THE KEY

BUT GETTING FRONT LINE TEAM AND PROVIDERS WILL MAKE OR BREAK THE SUCCESS



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WORKSITE WELLNESS IS A 360 APPROACH

Adjustable desks, onsite yoga, meditation or mindfulness training and ergonomics



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HOW TO ENGAGE TEAM TO MODEL THE HEALTH BEHAVIOR

Do it!



Ergonomics



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INVOLVE THE BOARD AND STAFF

Put the 'Fun' in Fundraising



Involve the kids!



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UNIFORM SHIRTS



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QUESTIONS?



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THANK YOU FOR JOINING US!

Don't miss the 3rd event in this Workforce Development Series: **What You Need to Know About Area Health Education Centers (AHECs)** - Tuesday, June 26, 2018, 12:00-1:00PM Mountain Time / 1:00-2:00PM Central Time

Your opinions are very important to us!

We encourage everyone watching to complete a VERY brief **Evaluation** for this event. If you would like CHAMPS to send you a Participation Certificate, you must complete the Evaluation and also provide your contact information.

The Evaluation link was included in this event's Reminder email and will be sent again in a Follow-Up email to those logging into the event later this afternoon. Please pass the link along to others viewing the event around a shared computer.

To learn more about upcoming live and archived CHAMPS trainings, please visit: www.CHAMPSonline.org/Events/



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