

## Workforce and Leadership Development Menu of Services

### DRCHSD Program

As health care changes, so do the needs of health care organizations. <u>The National Rural Health Resource Center</u> (The Center) can help facilitate healthy change within your organization so you can navigate your course more effectively.

Through the <u>Delta Region Community Health Systems Development</u> (<u>DRCHSD</u>) <u>Program</u>, The Center offers participating organizations engaging presentations, interactive workshops, and tailored coaching in the following areas.



# Leading for the Future

### Leading Change

Developing a mentorship program · promoting transparency · practicing high impact behaviors · adopting best practice

## Transitioning to Value-based Care

Keeping finances healthy and up to date · measuring readiness · examining service outcomes · assessing HCAHPS and CAHPS scores

## Population Health

Connecting with service communities · leveraging relationships · building trust · sharing tools and resources

### **Succession Planning**

Preparing for the future · attracting the best candidates

## Collaborative Leadership

Communicating well · building cohesiveness · developing team capabilities · reducing silos · defining the domains to improve

## **Evaluating CEO Performance**

Maintaining focus · evaluating and executing strategies · tracking results · enhancing the CEO's impact on culture



## Accountability

Simplifying and standardizing processes · leveraging strengths into

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greater engagement and empowerment · tracking goals

#### Service Excellence

Effective coaching · redesigning and innovating work · reducing waste · prioritizing and aligning with goals · streamlining workflow · evaluating care coordination



#### Resilience and Culture

Building teams · solving problems · perfecting intercultural business · nurturing a multicultural workplace · shaping culture · fostering adaptability

## Managing Difficult Conversations

Tracking department results and key processes · working on consistency and productivity · using observational coaching

#### Effective Feedback

Listening skills  $\cdot$  resolving conflict  $\cdot$  building stability and flexibility  $\cdot$  blending caring with guidance

### **Employee Engagement**

Benefiting from different personality

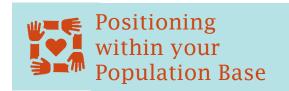
types · evaluating employee satisfaction surveys · action planning · discovering strengths

### **Employee and Patient Rounding**

Celebrating diversity in the workplace · problem solving · supporting "why we do this" · interpreting non-verbal communication · applying empathy

## Recruiting and Retaining Physicians and Staff

Managing talent · re-energizing before burnout happens · communicating with providers



## Patient Experience

Forming an advisory council ·
benchmarking success · improving
performance and processes · building
patient outcomes through engagement
· improving rounding skills

## Collaborating with Community Partners

Compelling public speaking  $\cdot$  embracing diversity issues  $\cdot$  marketing and public relations

Take advantage of these services by submitting an online <u>request for Implementation</u>
<u>Technical Assistance (ITA) Services</u>. For more information, contact the National Rural Health
Resource Center at info@ruralcenter.org or (218)-727-9390 ext. 0.