



# Workforce and Leadership Development Menu of Services

## DRCHSD Program

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

Through the [Delta Region Community Health Systems Development \(DRCHSD\) Program](#), 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



### Improving Workflow

#### Accountability

Simplifying and standardizing processes · leveraging strengths into

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



### Getting the most from your Staff

### 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 · resolving conflict · building stability and flexibility · 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



### Positioning within your Population Base

### 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 · embracing diversity issues · marketing and public relations

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