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
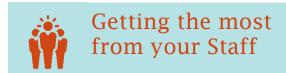
Improving Workflow

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
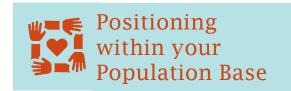Benefiting from different personality types · evaluating employee satisfaction surveys · action planning · discovering strengths

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 Patricia Lewis at plewis@ruralcenter.org or 218-216-7019.