

Neighborhood Outreach Access to Health – NOAH

Session 4 –
July 29, 2011



Team Members – El Barco Grande

- NOAH –
 - Ben Kuhn, Executive Director
 - Jamie Miller, Business Supervisor Community Health
 - John Little, Board Member (Chair)
- AZ LeaderForce –
 - John Lyman, Champion
 - Michele Bressler, Champion
 - Kathy Allen, Coach
 - Paul Bakalis, Coach
 - Paul Jensen, Coach
 - Debbie Lenz, Coach

Mission and Vision

- **NOAH Mission:** Neighborhood Outreach Access to Health not-for-profit mission is to provide underserved communities with affordable, comprehensive and quality care holistically and with compassion for all.
- **NOAH Vision:** NOAH is the recognized leader as a patient-centered medical home providing high quality, innovative, sustainable and affordable healthcare that promotes the well-being of the entire community.

NOAH – Project

- ✘ Develop and Facilitate Employee Transition Plan
 - + Identify cultural changes
 - + Document processes needed to lead staff through changes
- ✘ Goal - Create and deliver plan by December
- ✘ Agency sign-off - Board meeting scheduled Aug. 18th – will solicit approval after meeting

Project Objectives and Outcomes

- ✘ To create a well-defined plan for culture change and include tools to get employee input and set clear expectations
- ✘ To create a process flow to manage employees through the transition
- ✘ To help clinics maintain operations with minimal disruptions during transition

Sample of changes pending -

Existing	Future
Reporting – Independent clinics	Centralized
Everyone meeting standards	More clearly defined expectations
Weak job descriptions	Job descriptions aligned to function
Few bilingual staff	More bilingual staff and cultural competence
No data	Data and management system

Action Items / Next Steps

- ✘ Get Board approval
- ✘ Continue work on team project
- ✘ Follow-up with individual tasks
 - + Researching reference material
 - + Creating documentation
- ✘ Keep NOAH staff up-to-date with our progress

Teambuilding

- ✘ Lots of travel in July – hard to get team together
- ✘ Meetings going well – good discussion and everyone participates openly
- ✘ Will work on keeping everyone updated through email / phone

Questions / Comments ?