



Welcome to the <Team Name>!

<Team Name> Training

Welcome to <Team Name>! <On sentence description of what your team does>. These opportunities will tie back to our Mission & Excellence Journey through the behavioral standards. This guide will help you catch up on the team's action plan for the year and how we contribute to the Journey.

When we meet:

<Meeting Times>

Why you've been invited:

If you're reading this guide, then you've been invited to join our team and we all look forward to working with you. You have been invited because a leader in the organization has noted your positive attitude and enthusiasm for this Journey and has recommended you for this team.

What we do:

<Summary of what the team does>

What we've done:

<Summary of what your team has done so far>

Where we are as of: <Month member is starting>

<What your team is currently working on>

Mission & Excellence Journey:

“The Journey helps us determine how we work, how we treat each other, and how we create a health care home for our patients. It is an organizational approach about helping you make a difference... Together, we are focusing on how we do our work through our shared values of compassion, diversity, stewardship, opportunity and community. Our Mission & Excellence Journey puts these values into action.” –Ken Loving, MD, CEO

- **Behavioral Standards:**

- **Compassion:**

- We listen to our patients, staff, and community to understand their needs and provide care with empathy and respect.

- **Diversity**

- We provide care and build community that respects the personal, social and cultural diversity reflected in our patients and staff.

- **Stewardship**

- We use the resources we are given effectively and efficiently, and we value innovation.

- **Opportunity**

- We believe that every person deserves quality healthcare to help them overcome barriers and create new opportunities.

- **Community**

- We work together with healthcare organizations and local partners to improve the health of our community and expand care to those with limited access.

- **An organization called Capstone Leadership Solutions, Inc. has been helping Access to achieve its strategic goals as follows:**

- The Capstone Framework has “assisted other healthcare organizations in achieving great results – including top ranking and award winning patient satisfaction, award winning employee engagement, improved quality and safety, along with improved financial performance, growth, and community reputation. While improvements are seen in the first year, peak results are often achieved in year two and beyond.” –Mission & Excellence FAQ

- **The way we plan to achieve these results is greatly based on the employee teams.**

- “The success of similar efforts at other organizations has been attributed to the contributions of employee based teams. Each of these teams will have an assigned quarterly action plan to guide them in implementing solutions that have achieved great results in other organizations.” –Mission & Excellence FAQ

- **Quarterly Action Plan:**

- The action plan guides what our team will be working on for the year. The Action Plan with our current progress checked has been attached for you to review.

- **Team Structure:**

- Access' team structure "will include a Steering Team and three employee sub-teams: an Employee Experience Team, a Patient Experience Team, and a Training Team. Each of these teams will have an assigned quarterly action plan to guide them in implementing solutions that have achieved great results in other organizations. Each employee sub-team will be made up of 8-10 employees and one or two leaders. The main purpose of the leader(s) on each team is to facilitate the team's meetings and assist the employees in getting their assigned action plans accomplished." –Mission & Excellence FAQ.



- **#MESuperHeroes**

- Employee Experience Team
 - ME Super Heroes-ACHC MESuperHeroes@accesshealthwi.org
 - Facilitator: **Jean Hull**



- **The Avengers**

- Patient Experience Team
 - Avengers-ACHC Avengers-ACHC@accesshealthwi.org
 - Facilitator: **Amanda Acosta**



- **Power Training Rangers**

- Training Team
 - Power Training Rangers-ACHC PowerTrainingRangers@accesshealthwi.org
 - Facilitator: **Tenisha Grimmer**

- **Steering Team**

- This is a committee that consists of senior leaders and others who are involved in the Mission & Excellence Journey. The team facilitators (leaders) report to this group about what the teams are doing and what they need help/direction on. This group gets to hear about all of the great work the members of these teams do.

- **Current Members:**

- **Ken Loving** -Chief Executive Officer
- **Kevin Fehr** – Chief Medical Officer
- **Joanne Holland** - Chief Financial Officer
- **Errin Pfeifer** – Chief Dental Officer
- **Tammy Quall** - Chief Strategy Officer
- **Elizabeth Zieidler-Schreiter** – Chief Behavioral Officer
- **Amanda Acosta** – Patient Services Manager
- **Jorge Aguilar** – Director of Human Resources
- **Meghan Fondow** – Primary Care Behavioral Health Manager
- **Tenisha Grimmer** – Accounting Supervisor
- **Paul Harrison** – Director of Development & Communications
- **Judy Keel** – Grants Manager
- **Jean Hull** – Dental Services Manager
- **Dan Martin** – Director of Quality
- **Trina McCormick** – Dental Clinic Manager
- **James Omohundro** – WTE Medical Provider Director

- **Super Powers Unite**

- The name for all three teams to work together on an initiative. This is how Super Smiles was relaunched.

- **Super Smiles Program**

- This program was originally launched and re-launched by Super Powers Unite. This program gives Access and its employees the opportunity to recognize staff members who exemplify the behavioral standards and improve the patient experience.