

Frequently Asked Questions

What are these new employee-based teams?

The success of similar efforts at other organizations has been attributed to the contributions of employee-based teams. Our team structure will include a Steering Team and employee sub-teams (update with applicable teams) an Employee Experience Team, a Patient Experience Team, a Nursing Team, and an Employee Training Team. Each of these teams will have a defined annual 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 approximately 10 employees and one or two leaders who will serve as team facilitators. The main purpose the leader(s) on each team is to facilitate the team's meetings and to support the employees in getting the teams' action plans accomplished.

How will the members of the teams get selected?

The best make up of the team is a diverse group. So, attention will be paid to getting representatives from many disciplines, and also a mix of employees with different lengths of service, shifts, FTE status, etc. Leaders will make recommendations for those employees that may be willing and able to assist with the purpose of each team.

What is Capstone Leadership Solutions?

Capstone's vision is to equip and inspire others for positive change in healthcare. Capstone works with healthcare organizations and leaders all over the country to plan and execute their strategies. Capstone Leadership Solutions, Inc. is a company based in Sault Ste. Marie, Michigan. Sue Tetzlaff and Jane McLeod, are the co-founders. Sue, and the transformational experts that work with her, have been healthcare clinicians and/or leaders for decades – they have recent real-life experience doing what employees and leaders do. The Capstone team members are high energy, positive, and full of passion for their work.

What does it mean to have a partnership with Capstone?

The objective of our partnership with Capstone Leadership Solutions is to achieve great results in keeping with our organization's Strategic Plan. Over the past decade, the co-founders of Capstone have developed a Framework for Achieving Great Results©. This Framework, which has been successfully applied in more than a



dozen rural critical access healthcare organizations, will guide our planned improvements. Within this Framework is a collection of evidence-based and high-performance work practices (aka Capstone Solutions) that are adopted over time by employees and leaders. The teams, through achieving their action plans, evaluate and implement these solutions using a mantra of "make it ours, and make it better."

What kind of results can we expect?

The Capstone Framework, Structure, & Solutions have assisted other healthcare organizations in achieving great results – including top-ranking and award-winning patient satisfaction, nationally award-winning employee engagement, improved quality and safety, along with improved financial performance, growth, and community reputation. While improvements start to be seen (and felt) in the first year, peak results of an effort such as this are achieved in year two and beyond.

How often will someone from Capstone be on-site?

As part of the partnership, we can expect on-site activities for a minimum of two on-site visits over the next twelve months. During the first one day visit, one of the Capstone transformation specialists will be on-site conducting kick-off training and coaching activities with each of the newly formed employee-driven teams and initiating leadership training.

What can we expect to see happening after their first visit?

In follow up to this first visit, the teams will have well-defined action plans for the next year to guide our work to achieve great results. These plans will guide the efforts of creating positive change through the introduction, learning, and applying of solutions that we can all use to achieve improved results.

When Capstone transformation specialists are not on-site, they will provide for ongoing support of the leaders as well as the employee-based teams.