

MARIPOSA
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HEALTH CENTER



TALENT MANAGEMENT

Dan Prevost, Chief Operating Officer
Mariposa Community Health Center

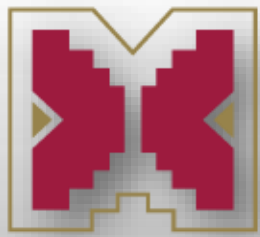
Best Practices Forum

March 24, 2018 | New Orleans, LA



Core Beliefs

- Provide all employees with effective tools to support a positive organizational culture
- Help all employees learn, grow and excel
- Promote internally (when appropriate)
- Collaborate and learn from other health centers



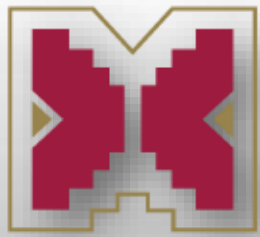
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The Need

Training for:

- New managers promoted internally
- New senior leaders
- New FQHC employees
- Experienced middle managers without formal training
- Leaders with growing teams



The Approach

- Group of FQHC COOs
- Identify needed “Learning Experiences”
- Categorize
 - Compliance & Requirements
 - Personnel Management
 - Tactical Management
- Prioritize
 - Core learning experiences
 - Supplemental learning experiences



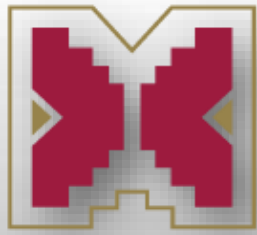
Core Curriculum

Personnel Management Skills

- Leadership Styles
- Difficult Conversations
- Delegation - Teaching and Trusting
- Leadership and Culture
- Leading with Humility
- Team Building

Tactical Management Skills

- Project Management
- Time Management/Organizational Skills/Prioritization
- Delegation - Who and When
- Customer Service/De-escalation
- Communication - Verbal, Nonverbal, Written, & Listening



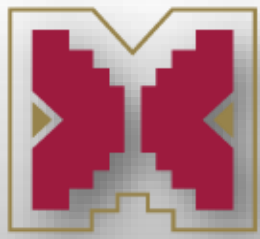
Supplemental Curriculum

Personnel Management Skills

- Giving and Receiving Feedback
- Change Management
- Recognition & Reward Systems
- Personality Traits
- How to Build Effective Teams

Tactical Management Skills

- Meeting Management
- Performance Evaluations
- Interviewing
- Crisis Management
- Budgeting/Financial Skills



Supplemental Curriculum

Compliance and Requirements

- ADHS
- OSHA
- FQHC 101
 - HRSA/BPHC/NACHC
 - FTCA
 - Compliance Manual
 - AACHC/PCA
 - UDS Measures
 - PPS and Sliding Fee Scale
 - Special Populations
- Industry Trends/Value Based
- Accreditation

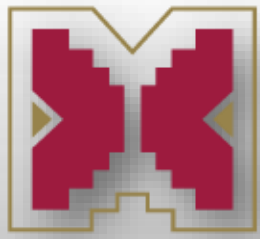


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Initial Feedback

- ✓ Rate the quality of my learning: **96%**
- ✓ Rate the usefulness of this training to my job: **100%**

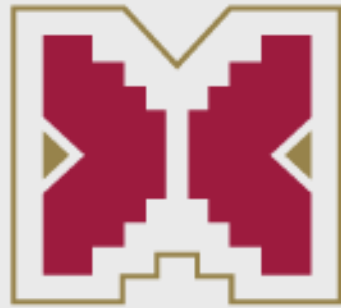


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Advantages:

- Well established targeted curriculum
- Building rapport within and across teams
- Speed and flexibility of delivery
- Ability to collaboratively evolve
- Increase staff personal and professional growth
- Enhanced employee satisfaction & reduced burnout



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Thank you!

