



The CBHA *Experience*

HOW TO WIN WITH EMPLOYEES

NIEVES GOMEZ, CHIEF EXECUTIVE OFFICER
KELLY CARLSON, CHIEF ADMINISTRATIVE OFFICER



MEDICAL



DENTAL



EYECARE



**FAMILY
SERVICES**



**BEHAVIORAL
HEALTH**

NEW SPECIALTY SERVICES



PICK POINT



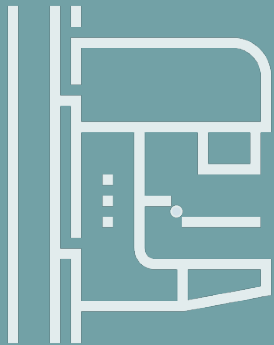
SLEEP APNEA



SPEECH THERAPY



**DENTAL
RESTORATIONS**



MAMMOGRAPHY



5D ULTRASOUND



RAPID PACK

Modern Healthcare

Best Places to WorkTM

2020 – 2021 – 2022



AWARDS

BEST  AND
BRIGHTEST[®]

COMPANIES
TO WORK FOR
IN THE NATION
WINNER 2022


PACIFIC
NORTHWEST'S
BEST  AND
BRIGHTEST[®]

COMPANIES
TO WORK FOR
WINNER 2022

MGMA[®]

SHOW APPRECIATION

What is rewarded gets repeated, recognize values and behaviors in action

DEFINE DESIRED CULTURE

Create the Story and detail granular behaviors that define the 'tomorrow culture'

TRACK & MEASURE PROGRESS

Use Data to Iterate, toward the desired future state of culture

PROVIDE OPTIMAL EXPERIENCE

Demonstrate our values and expected behaviors, for those we serve

INVEST IN LEARNING & DEVELOPMENT

Maximize Human Potential, by developing leaders & our people

OPTIMIZE EMPLOYEE & PROVIDER EXPERIENCE

Create a Great Place to Work & Practice, with trust, resilience & wellbeing

CONNECT TO WHY

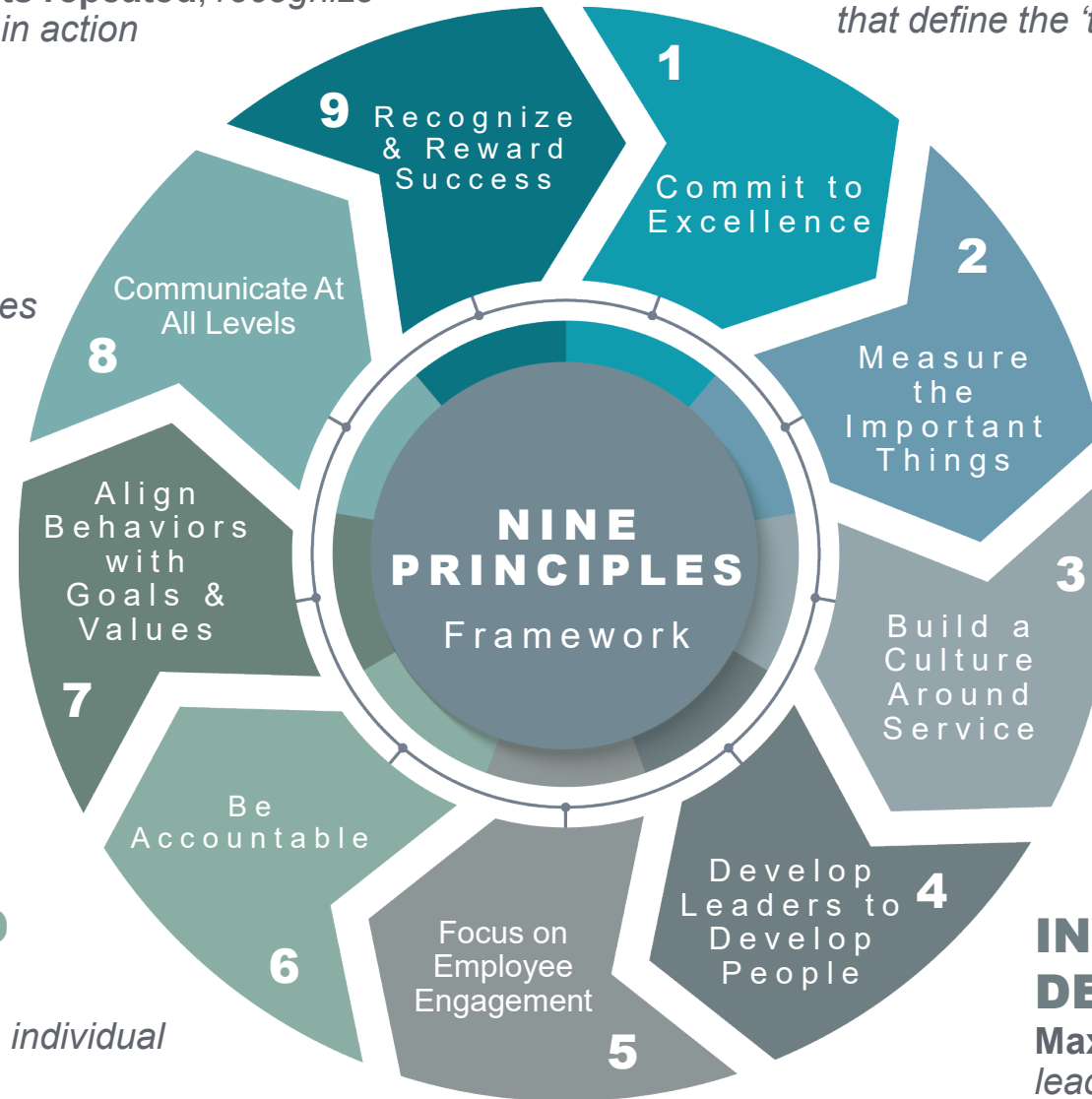
Cascade Communications through townhalls, change networks, and huddles

HARDWIRE SUPPORTING SYSTEMS

Reinforce Values in Form Systems
Standards of Behavior and key processes

ROLE MODEL DESIRED BEHAVIORS

Have Leaders Show The Way with individual accountability





People

Recruit, recognize, retain and reward top talent across all disciplines and functions. CBHA will pursue people who are passionate about the work we do and who choose to live the CBHA culture out loud. We will deliver on this commitment by:

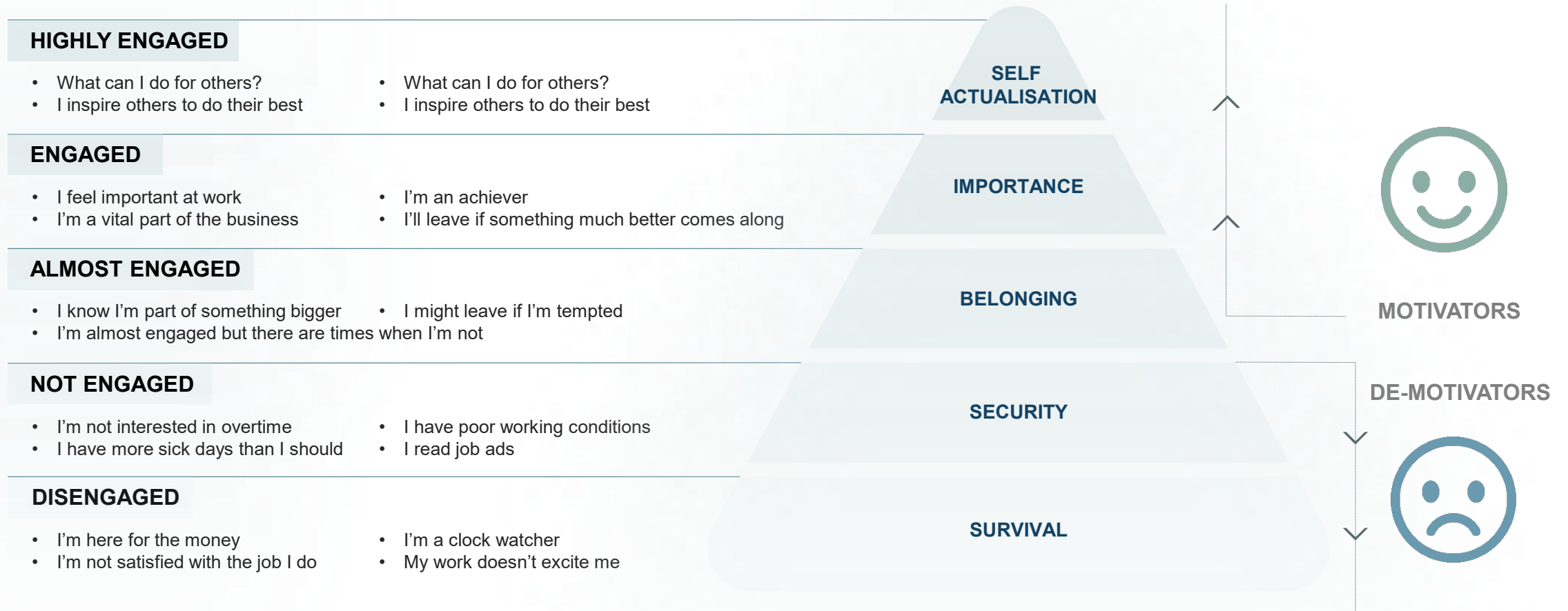
Developing CBHA's Train to Retain program – CBHA University	Developing employee incentive programs to maximize performance
Enhancing CBHA's position to become recognized as top Employer of Choice	Delivering an employee engagement and collaboration platform to improve cross-functional communication
Developing succession planning strategy for Executive Leadership Team	Developing "intentional culture" and organizational change management strategy
Improving hire to retire processes to improve retention	Enhancing talent development opportunities for CBHA employees

The background of the slide features a series of overlapping, semi-transparent silhouettes of business professionals in various poses, such as standing, talking, and holding documents. These silhouettes are set against a light blue background with a subtle geometric pattern of lines and shapes. A solid dark teal rectangle is positioned in the top-left corner, and another solid teal rectangle is at the bottom center.

ENGAGEMENT...

- Employee engagement does not mean employee happiness.
- Employee engagement doesn't mean employee satisfaction.
- Employee engagement IS the emotional commitment the employee has to the organization and its goals.
 - *They are more productive, profitable and customer-focused*

MASLOW'S HIERARCHY OF EMPLOYEE ENGAGEMENT



FOCUS ON EMPLOYEE ENGAGEMENT

Attend to Aspirations & Desires in the Workplace

Employee
Engagement Survey
and action plans

Psychological/Physical
Safety

Leader Rounding
with Employees

Peer Interviews

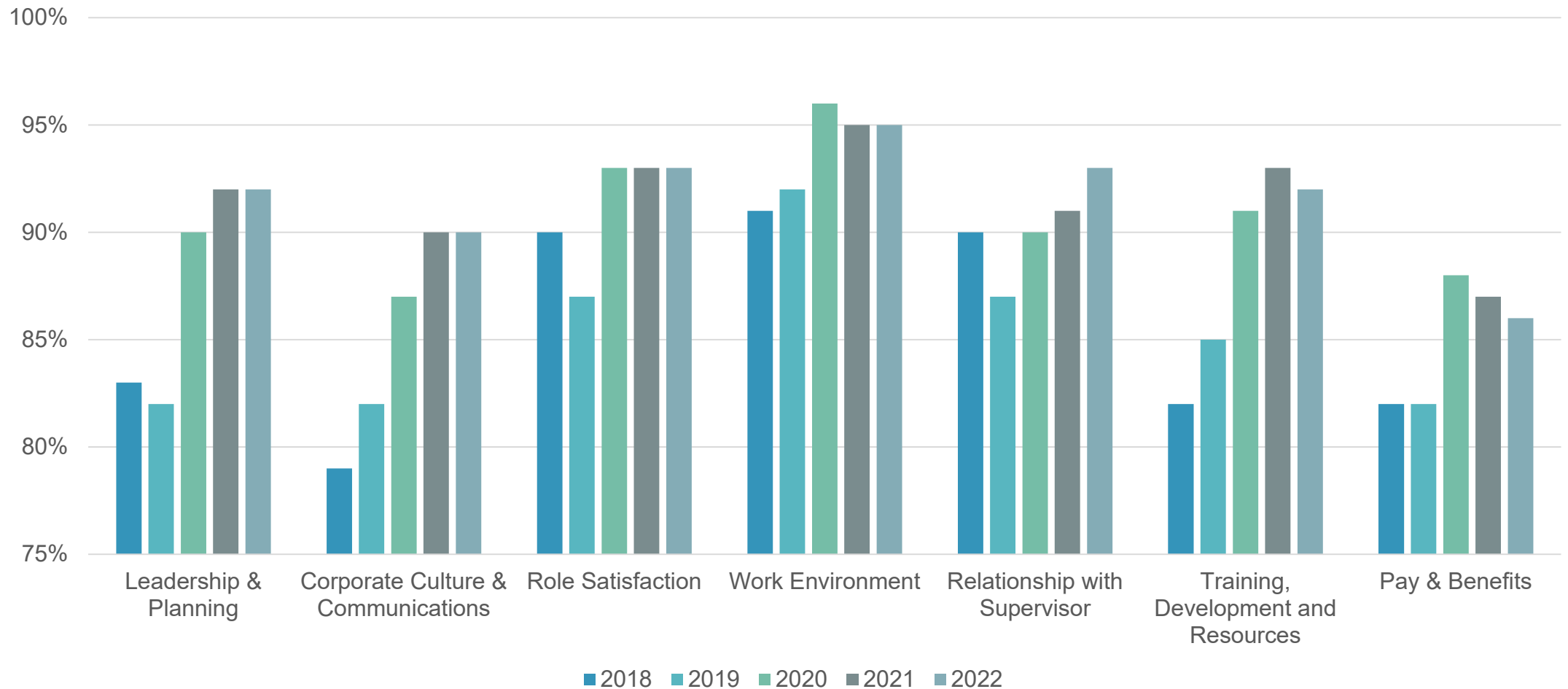
Behavior – based
Interviews

30-60-90 day
conversations

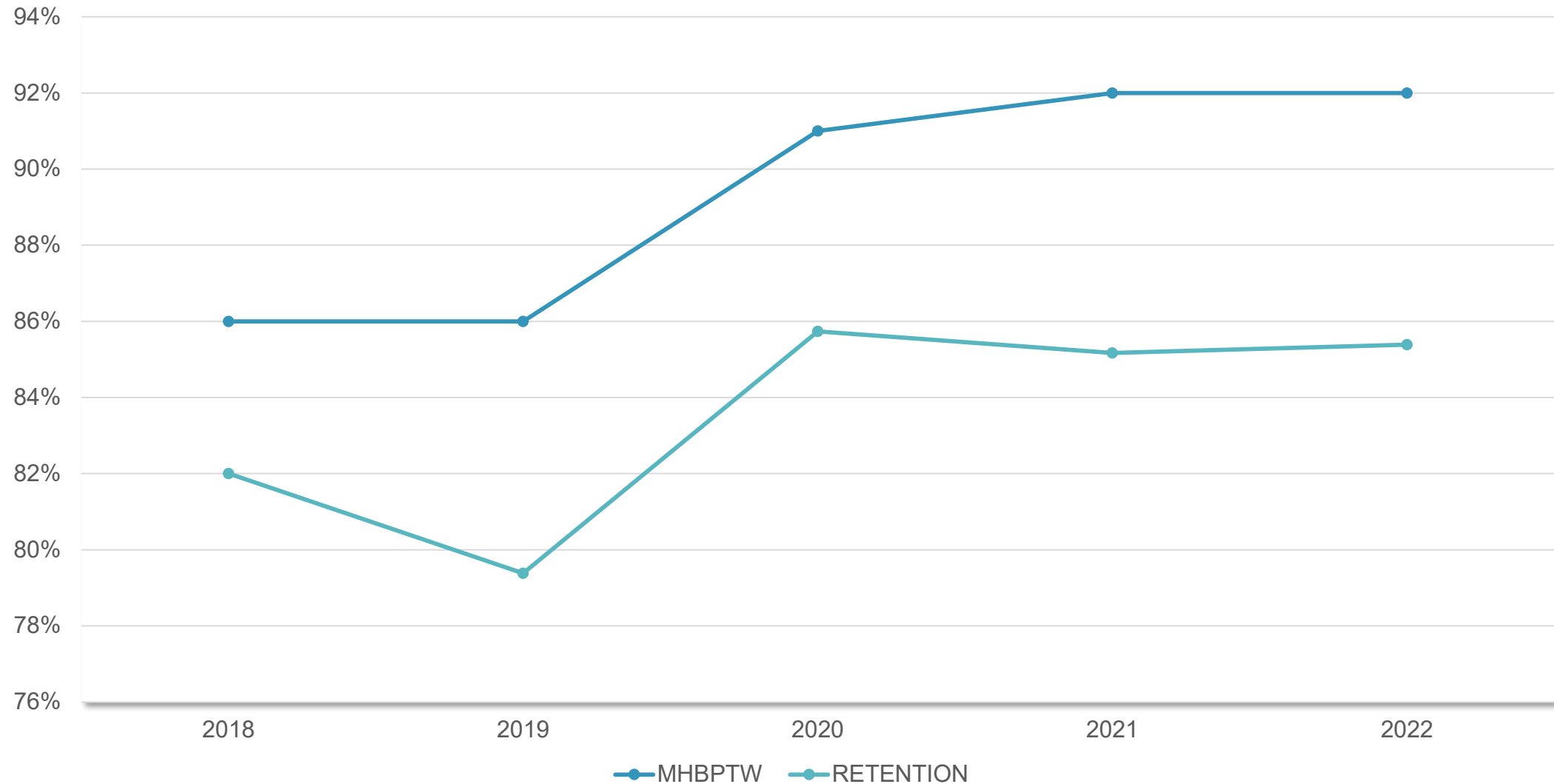
Stay interviews








CBHA'S POSITIVE RESPONSES



RETENTION RATE VS MODERN HEALTH CARE BEST PLACES TO WORK SURVEY SCORES



EMPLOYEE ENGAGEMENT

 Meaningful Work	 Hands-on Management	 Positive Work Environment	 Growth Opportunity	 Trust in Leadership
Autonomy	Clear, transparent and smart objectives	Flexible work environment	Training and support on the job	Mission and purpose
Select to fit	Coaching	Human workplace	Facilitated talent mobility	Continuous investment in people
Small, empowered teams	Invest in management development	Culture of recognition	Self-directed, dynamic learning	Transparency and honesty
Time for slack	Modern performance management	Inclusive, diverse work environment	High-impact learning culture	Inspiration

MEANINGFUL WORK




HIRE THE RIGHT PERSON FOR THE RIGHT ROLE EVERY TIME

A phased approach starting with our 3 highest turnover positions

1. Defining the Job - Job Descriptions will be assessed to determine the behavioral needs of each job.
2. Send Assessments - Behavioral assessments will be sent to our current departmental staff to create a baseline of our current teams.
3. Compare to Target – In collaboration with the Hiring Manager, assessment results are compared to job qualifications and current team assignments to determine what talent we currently have and what talents we still might need in order to maximize team assignments and develop staff training programs.
4. Evaluate Candidates – As positions become available, candidates will be provided an assessment to determine which candidate is the best fit for the needs of the position and provider teams (if applicable). This in coordination with the employment application and pre-screening will be used for interviews.
5. Interview – Based on the candidate’s assessment and employment application, use PI’s Interview Kit to ensure hiring managers are asking the right questions to evaluate the best qualified and fit for each position.

Candidate Interview Guide

 **Yamila Dominguez**
 Patient Services Representative I

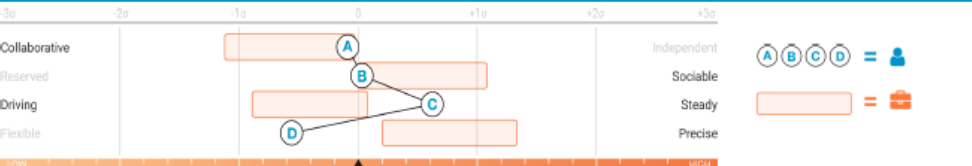



INTERVIEWER'S GUIDE TO USING THIS KIT

The Interview Guide is meant to help interviewers by suggesting questions generated by comparing a candidate's behavioral pattern with the job target for a specific position. These questions are designed to confirm a candidate's behavioral fit with a job target and/or explore areas of difference between the candidate's behavioral pattern and the job target.

The following questions have been generated by The Predictive Index based on Yamila's behavioral drives and needs when compared to the behavioral needs of the job Yamila has applied for. To learn more about The Predictive Index behavioral interviewing, visit the Interview Playbook at playbook.predictiveindex.com

BEHAVIORAL COMPARISON - CANDIDATE VS JOB






Yamila is a Collaborator.
A Collaborator is a friendly, understanding, willing and patient team player.

Strengths:
Warm, friendly, lively, extraverted, easygoing
Willing team player and member; helpful, understanding, accepting, good listener
Patient, steady, negative response to pressure

Caution Areas:
Can have difficulty making unpopular decisions
May not have great follow through with details
Sometimes appear to others as being too casual

BEHAVIORAL INTERVIEW QUESTIONS

 Area(s) of potential behavioral misalignment with job target. Use these questions to EXPLORE if the candidate can behaviorally adapt to the job.

Describe an experience when you were required to complete a project under a tight deadline.

Describe how you handle multiple objectives simultaneously.

PI BEHAVIORAL ASSESSMENT MEASUREMENT

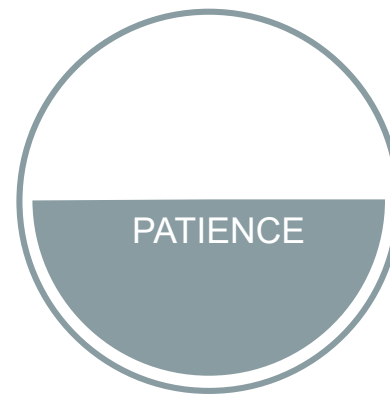
Scientifically validated, free-choice, stimulus response assessment that objectifies workplace behaviors to predict drives and motivations of others, be a better manager, and communicate more effectively



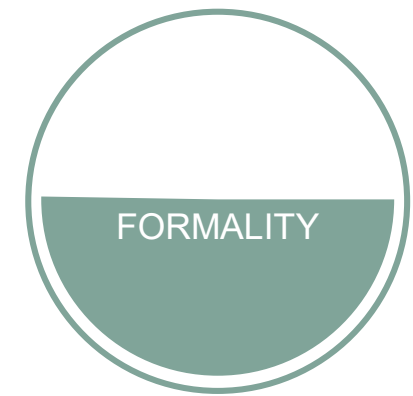
The drive to exert influence on people or events



The drive for social interaction with other people



The drive to have consistency and stability



The drive to conform to rules and structure

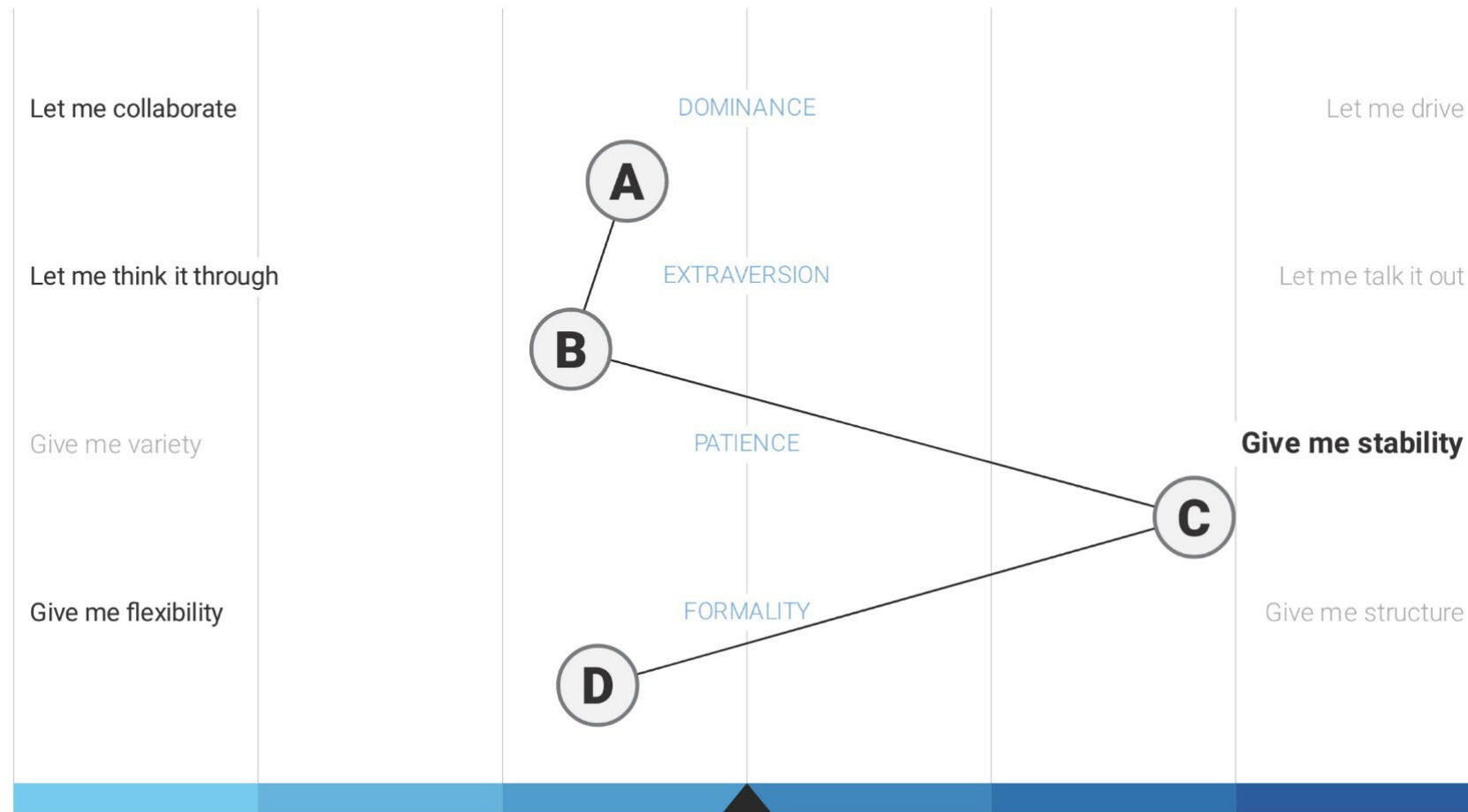
PREDICTIVE INDEX | ALL STAFF

How to Interact with

REBECCA WOLFS



Collaborator



This Manager Development Chart provides you with actionable insights based on your behavioral drives as measured by The Predictive Index. The Chart includes a description of your natural Strengths and respective Caution areas to consider as a Manager. The Self-Coaching Tips provided can help you balance your most naturally occurring behavioral style in a variety of situations.

EXTREMELY	VERY	MODERATELY	MODERATELY	VERY	EXTREMELY
<p>STRENGTHS</p> <ul style="list-style-type: none"> · Collaborative approach when working with direct reports · Accepting of decisions that impact the team · Supportive management style · Interested in team welfare and development 			<p>CAUTIONS</p> <ul style="list-style-type: none"> · May shy away from tough conversations when needed · May have difficulty making unpopular decisions · May be seen as too cautious or not strategic enough 		
<p>SELF-COACHING TIPS</p> <ul style="list-style-type: none"> · Shift your mindset from "I want harmony" to "I want the best results from my team" · Stand your ground with other managers and leaders when you know you're correct · Capitalize on opportunities to be assertive in meetings 			<p>SELF-COACHING TIPS</p> <ul style="list-style-type: none"> · Actively seek input from direct reports · Practice active listening and encourage your team to express their opinions or ideas · Think before you speak; think of how your message will be received 		

PEER INTERVIEWS

Goal = Finding Cultural Fit

- Hiring Manager Interview Screens For Qualification & Cultural Fit
- **Peer Interview Screens Cultural Fit Within The Organization ONLY Using Behavioral Questions**

Behavioral vs. Non-Behavioral Questions

Example – Behavioral Question:

Describe a time when you had a miscommunication with a patient or family member. What did you do and what was the outcome?

HANDS ON MANAGEMENT



DEVELOP LEADERS TO DEVELOP PEOPLE

Coach people to be their best at Work

Leadership Development
Institutes (LDI)

Performance
Management (HML)

Coaching for Success

Difficult Decisions

Individual Performance
Development

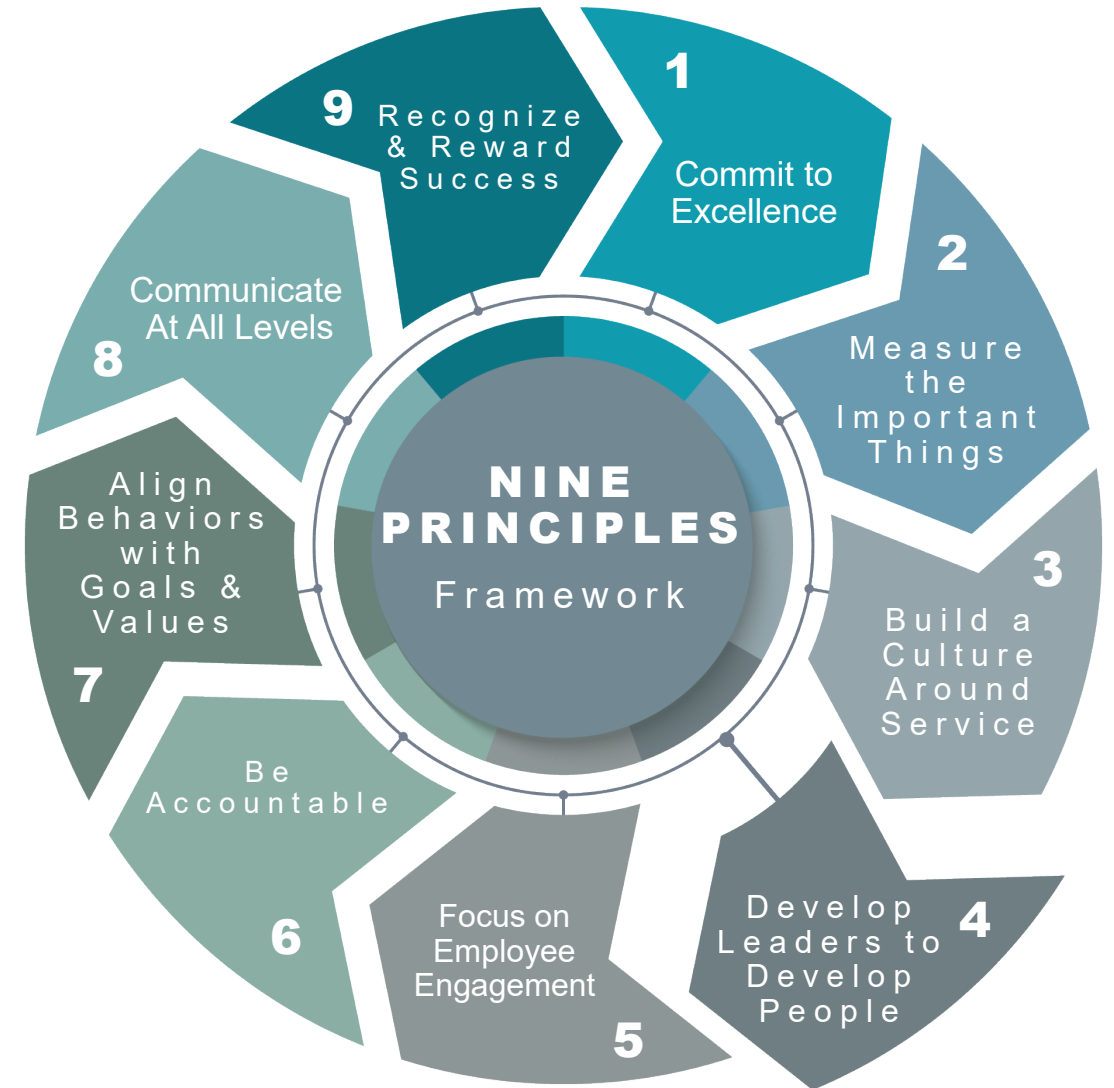
Validation & Skill
Development

Experiential Onboarding

Mentoring

Transitioning to
Leadership

Passive & Active
Resistance Management



SENIOR LEADER MENTORING

Mentoring is an established relationship for the purposes of learning and career development

- One-on One Mentoring
- Reverse Mentoring
- Team Mentoring



TRAINING



MOTIVATION



ADVICE



GOALS

MENTORING



SUCCESS



SUPPORT



COACHING



DIRECTION

LEM | Leadership Evaluation Manager

Forms Wolfs, Rebecca - LEM Tracking FY23 ☆

Grid View Filter Arial 12 B I U

Company Goal	Item Score Overall Performance Score	Score	Weighted Value	Q1 90-Day Goal	Q1 90-Day Action Steps	Q1 90-Day Results	
CBHA LEM Goals Tracker	3.00	3.00	100%				
Wolfs, Rebecca	Dir. of Training & Compliance	Admin	Kelly Carlson			Approved by Leader	
Goals	3.00		100%			Q1	
Maintain Top Box Employee Engagement Survey at a minimum of 90% as measured by quarterly employee survey	0.80	4	20%	Send out both Q1 surveys on time, to all staff, and return results to Executive Team by end of Q1.	Request update and/or changes from Kelly/Nieves for 2023 surveys, if any. Distribute surveys and report results of both Engagement Surveys for Q1 via Employee Voice to Executive Leaders.	Completed	
Achieve 100% on HRSA OSV Audit (19/19)	0.20	1	20%	Continue OSV Prep meetings monthly. Continue to update Compliatric with all final documents saved to SmartSheet for use in the OSV.	Meetings for Q1 scheduled. Save records to Compliatric, contact Compliatric for support as needed.		
Achieve 100% on Joint Commission Audit	0.20	1	20%	Prepare staff and leaders on JC preparedness through Q1.	Tawni confirms whether they are coming each day via their website, Meet as JC Prep team monthly. Meet with leaders and/or go to department meetings to discuss JC preparedness through Q1.		
Increase Top Box Net Promotion Score (YTD = Average) as measured by "Likeliness to Refer" on Crossroads monthly surveys.	0.80	4	20%	Work with new PI Chair to ensure all patient concerns are added to our monthly PI case reviews, one of our PI goals for 2023.	Met with Christina and Stacy to review patient concerns from Crossroads and/or Social media and how to add those to Compliatric.	Completed	
Employee Volunteer Hours with Non-Profits and CBHA events as reported by submitted Philanthropy Reporting Forms on Pulse	1.00	5	20%	Consider with Volunteer options I will participate in for 2023.	By end of Q1 have an idea of what opportunities I will use to volunteer for in 2023.		

- Department/Team Headlines
- Overall Department Morale
- Overall Staffing Level
- Employee Recognition: Name & Reason
- Employee Concern: Name & Reason
- Key Results / Outcomes
- Revenue Enhancement / Cost Savings
- Community Involvement
- Personal Development
- Project Status X2
- Issues / Risks / Concerns



MONTHLY LEADERSHIP REPORTS

LEADERSHIP REPORT DASHBOARD

FY23 Monthly Leader Report - Wolfs, Rebecca ☆																			
	Report Completed?	Submission Month	Leader Name	Headlines	Overall Dept. Morale (G)	Overall Staffing Level (G)	Employee Recognition: Name & Reason	Employee Concern: Name & Reason	LEM Dashboard	Key Results / Outcomes	KPI Update	Revenue Enhancement / Cost Savings	Community Involvement	Personal Development	Project #1	Project #1 Status	Project #2	Project Status #2	Issues / Risks / Concerns
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LEADERSHIP REPORT DASHBOARD

FY22 Monthly Leader Report Dashboard ☆



CURRENT FISCAL YEAR MONTHLY LEADER REPORT DASHBOARD



Monthly Report Links

[Monthly Leader Submission by Date](#)

[Monthly Leader Report by Attachment](#)

[Monthly Leader Report Results by Employee Recognition](#)

Other Resource Links

[Power BI Dashboard](#)

[LEM Dashboard](#)

[Supervisor Scorecard Dashboard](#)



Reporting Month Leader Results by Individual

Reporting Month	Leader Name	Headlines	Overall Dept. Morale	Overall Staffing Level	Key Results / Outcomes	KPI
November	Barajas, Teresa	<ul style="list-style-type: none">-Completed interviews for Part Time Contact Center PSR position. Hired Ricardo Abundiz whom will be starting on 11/14 this completes all open position and contact center is currently fully staffed per FY 23 budget +248F grant positions- Complete all Annual evaluations or direct reports- Complete training with Rebecca on LEM goals, monthly report-Met with Shannon Walker and Martha Mabry to discuss Athena Schedules for all MSS Case Managers, determined a scheduling process that included created new scheduling resources for each of them and discussed appointment types. All new schedules were effective on Athena on 10/19- Continued providing any Athena training to any schedulers- Had meeting with Dr. Choi Narce and Carlos to discuss scheduling concerns with residents-Continued administrative duties with QGenda-Professional Development for Meliza Villa trained for peer interviews	●	●	https://app.powerbi.com/groups/me/reports/39c7a78-7f	Took proc
November	Bleazard, Jason	<p>Staffing update: Ivonne Torres' FMLA was extended, at the present her return date is Nov. 28th. Cynthia Mungula accepted a position in contact center, and she will transfer to that dept. on Nov. 21. Felipe Esparza has been promoted to be our Eye Care Management Trainee, his training is moving along smoothly and staff seem to have responded well to the change. Jacob Quiroz has been working on IT certifications for some time and has accepted a position in the IT department. We are recruiting a replacement both for Cynthia and Jacob. One candidate passed peer yesterday and we feel we have a good pool at this time to fill both positions. Dr. Walker's last day is approaching at the end of the month. Fortunately, Dr. Brandon Walters will be joining us around the same time. There will be about 7 clinical days where Dr. Mendoza and I will help cover Connell during Dr. Walters' training.</p>	●	●	Felipe will report on lab data from now on. Encounter, finance, and patient experience data all pending.	KPI

Monthly Leader Report Submission by Date

Leader Name	December	January	February	March	April	May	June	July	August	September	October	November
Seibel, Tim	12/03/21	01/14/22	02/10/22	03/11/22	04/15/22	05/20/22	06/14/22	07/19/22	08/12/22	09/16/22	10/13/22	11/03/22
Sheffield, Alesia	Excused	01/14/22	02/11/22	03/08/22	04/15/22	05/20/22	06/17/22	07/15/22	08/12/22	09/16/22	10/14/22	11/04/22
Short, Stacy												11/04/22
Smith, Jessica	12/03/21	01/11/22	02/07/22	03/11/22	04/15/22	05/18/22	06/16/22	07/14/22	08/12/22	09/13/22	10/10/22	11/03/22
Spinelli, Nathan	Excused	01/14/22	Late	03/11/22	04/12/22	05/16/22	06/07/22	07/07/22	08/09/22	Late	10/12/22	11/01/22
Stevens, Randel	12/07/21	01/18/22	02/15/22	03/15/22	04/18/22	05/24/22	06/21/22	07/18/22	08/16/22	09/19/22	10/18/22	11/04/22
Stucky, Amanda	Excused	Excused	02/07/22	03/08/22	04/08/22	05/19/22	06/14/22	07/14/22	08/09/22	09/15/22	10/12/22	11/04/22
Thompson, Doug	12/10/21	01/13/22	02/09/22	03/09/22	04/11/22	05/16/22	06/14/22	07/15/22	08/10/22	09/12/22	10/14/22	10/31/22
Toro, Christina	12/03/21	01/14/22	02/11/22	03/11/22	04/17/22	05/18/22	06/17/22	07/15/22	08/12/22	No Report	10/14/22	11/04/22
Valdez, Abner	12/03/21	01/14/22	02/11/22	03/11/22	04/15/22	05/20/22	06/17/22	07/15/22	08/12/22	No Report	10/14/22	11/04/22
Valdez, Magali	12/03/21	01/14/22	02/11/22	03/11/22	04/15/22	05/20/22	06/17/22	Late	08/12/22	09/16/22	10/14/22	11/04/22
Voorhies, Daniela	12/03/21	01/14/22	02/11/22	03/11/22	04/15/22	05/20/22	06/17/22	07/15/22	08/12/22	09/16/22	10/14/22	11/04/22
Walker, Shannon	12/07/21	01/14/22	02/11/22	03/11/22	04/18/22	05/23/22	06/17/22	Late	Late	Late	10/17/22	11/08/22
Wolfs, Rebecca	12/02/21	01/12/22	Late	03/07/22	04/12/22	05/04/22	06/16/22	07/14/22	08/11/22	09/09/22	10/11/22	10/31/22
Yerbich, Kim	12/03/21	01/14/22	02/18/22	03/09/22	04/15/22	05/19/22	06/17/22	07/13/22	08/12/22	09/16/22	10/13/22	11/04/22
Zavala, Melva												11/04/22

Monthly Leader Report Submission by % Rate

Leader Name	December Submission Rate	January Submission Rate	February Submission Rate	March Submission Rate	April Submission Rate	May Submission Rate	June Submission Rate	July Submission Rate	August Submission Rate	September Submission Rate	October Submission Rate	November Submission Rate
Barajas, Teresa	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bleazard, Jason	100%	100%	0%	100%	0%	0%	100%	100%	100%	100%	100%	100%
Bountharath, Alex	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Bunch, Josh	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Carlson, Kelly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Choi, Ji	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Dolezal, Yazmin V.	100%	100%	100%	100%	100%	100%	0%	0%	100%	100%	100%	0%
Esparza, Felipe												100%
Garza, Matthew	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gomez, Aries	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Griffin, Tracie												
Hoffman, Dalina	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Idrogo, Veronica	100%	100%	0%	100%	0%	0%	100%	0%	100%	100%	0%	0%
Leal, Juanita	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lukson, Michael	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mabry, Martha	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%



smartsheet

MANAGING WITH MIND & HEART

- The Leadership Mindset
- Personal Growth
- Performance Management
- Workplace Culture
- Communication & Sustaining Change

Professional Development for leaders is no longer considered something extra that would be “Nice to Have”. In today’s changing environments, leadership development is a “must have”



POSITIVE WORK ENVIRONMENT



CBHA PULSE APP

CBHAPulse Tools and Links Employee Information Posts Firestarters CBHA Run For A Cause Clinic Locations

WELCOME TO THE NEW EMPLOYEE EXPERIENCE

WELCOME TO CBHA!

We've embarked on a new beginning for CBHA, its presentation to the board of directors, and the plan for the CBHA's future. We're excited to share the legacy of CBHA together by placing our focus on Passion, Purpose, Position, and Performance. CBHA will intentionally live our mission to make a difference.

We will fulfill our purpose to improve the health and wellness of our communities, working tirelessly to position ourselves in the highest regard at the local, state, and federal level. We will foster an environment of performance through high accountability and results that are focused toward building the reputation of CBHA.

As we move FORWARD, CBHA leadership will commit to excellence, increase the reputation of CBHA, build a culture of service, enable and develop great leaders, focus on employee satisfaction, build individual accountability, align behaviors with goals and values, communicate at all levels, and recognize and reward excellence.

CBHA is the service business. As CEO, I commit to providing excellent service to our board of directors, our employees, and most importantly, to our community. It takes all of us to live a mission-based culture. The best service, the best experience, every patient, every time.

CBHA is the best place for employees to work, for patients to practice, and for the community to receive the best healthcare services at under one roof. I want everyone to be a part of the CBHA experience. Together we will move, we will grow, and we will succeed.

Nina Gonzalez
Nina Gonzalez, CEO

DAY 1
New Employee Experience

DAY 30
HR Check In (In-Person Meeting)

DAY 45
Luncheon with CEO and VP of Admin Services &

DAY 60
Benefits Enrollment Deadline And HR Check In (In Person Meeting)

DAY 90
Performance Review

1:38 Search CBHAPulse

... CBHA UPDATES ...

LUNCH & LEARN

Trauma: The Mind-Body Connection

WEDNESDAY, FEBRUARY

— CLICK TO REGISTER —

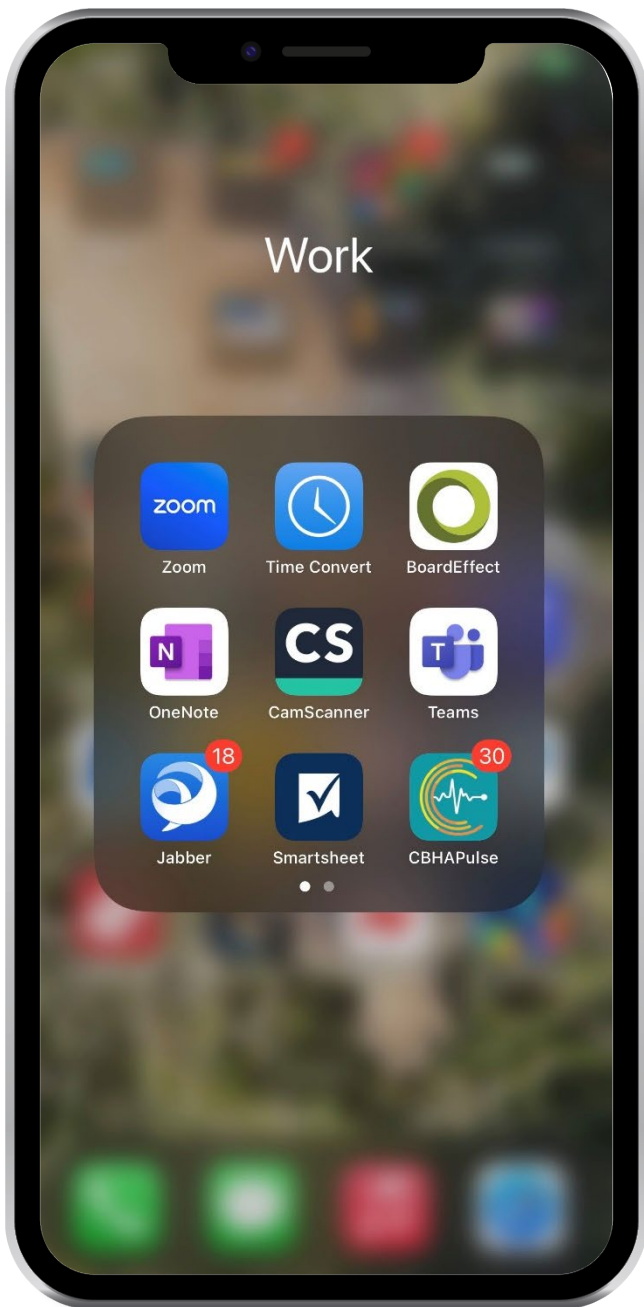
Lunch & Learn | Trauma: The Mind-Body Conn...
By Magali Valdez
View all

... THE CEO CORNER ...

CEO CORNER

CLICK HERE TO WATCH

September CEO Corner
21 452036 Views



KEEPING STAFF UPDATED

- ❑ Announcements
- ❑ Staff Anniversaries
- ❑ Birthday Treats
- ❑ Firestarter
- ❑ Positive Pulse Wellness Events
- ❑ Tools & Links
- ❑ New Employee Spotlights
- ❑ New Provider Intro Videos
- ❑ Benefits
- ❑ CBHA University
- ❑ Department Recognition

And Much More...

2021 VIRTUAL ALL STAFF

COMING NEXT WEEK • MARCH 22-26

PARTICIPATE IN THE ALL STAFF DRESS UP WEEK



WEAR JEANS ALL NEXT WEEK!



JOSE VELA
EMPLOYEE OF THE YEAR



COMING NEXT WEEK 2021 VIRTUAL ALL STAFF

CHECK CBHA PULSE FOR
NEW VIDEOS DAILY!

MONDAY, MARCH 22

DISNEY DRESS UP DAY
Welcome Video • Executive Team TikTok Video

TUESDAY, MARCH 23

TWIN DRESS UP DAY
Positive Pulse Drawings • Year End Review (Part 1)

WEDNESDAY, MARCH 24

WESTERN DRESS UP DAY
Free Donuts from Middleton Farms • CBHA's Community Impact

THURSDAY, MARCH 25

TROPICAL/HAWAIIAN DRESS UP DAY
CBHA Legacy Awards • Year End Review (Part 2)

FRIDAY MARCH 26

SUPER HERO DRESS UP DAY
Free Coffee Drinks • Staff Awards Announcement

MORE INFO TO COME!

20 YEAR LEGACY AWARD

— PRESENTED TO —

Juan Sandoval

with sincere appreciation for 20 years of dedicated
service to Columbia Basin Health Association



Nieves Gomez CEO

NIEVES GOMEZ
CHIEF EXECUTIVE OFFICER

*The Harder You Work For Something,
The Greater You'll Feel When You Achieve It.*

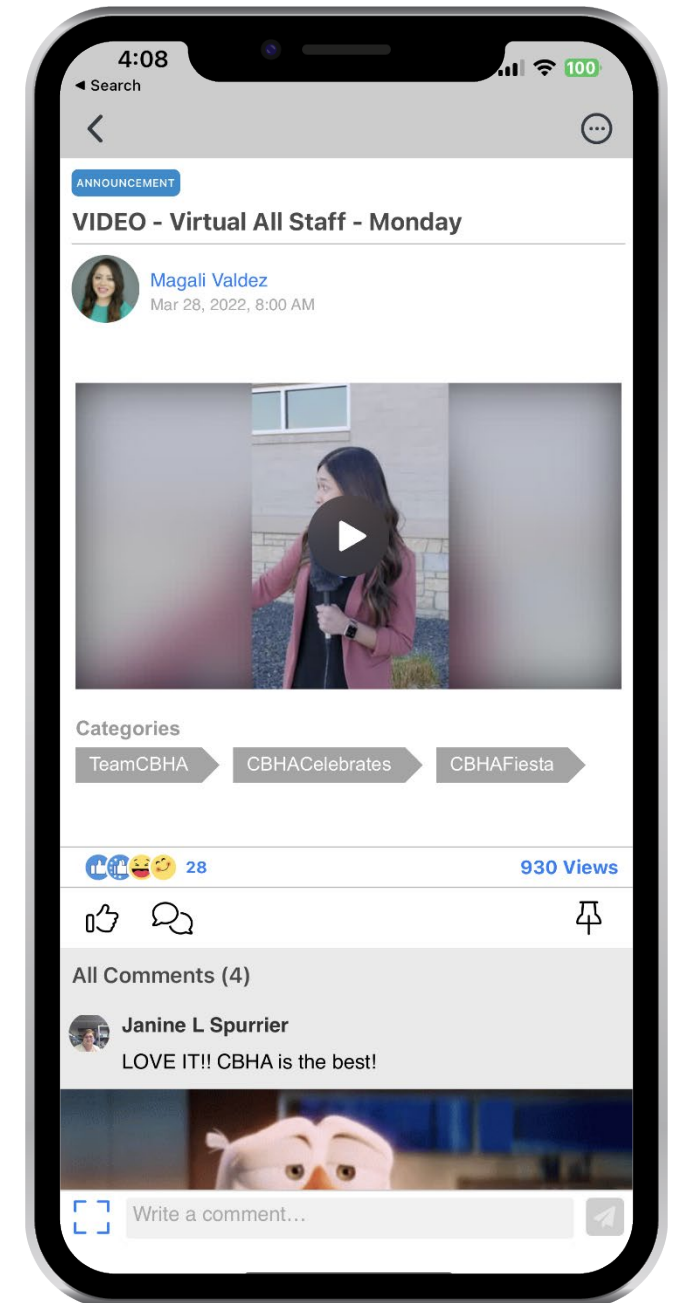
ALL STAFF WEEK

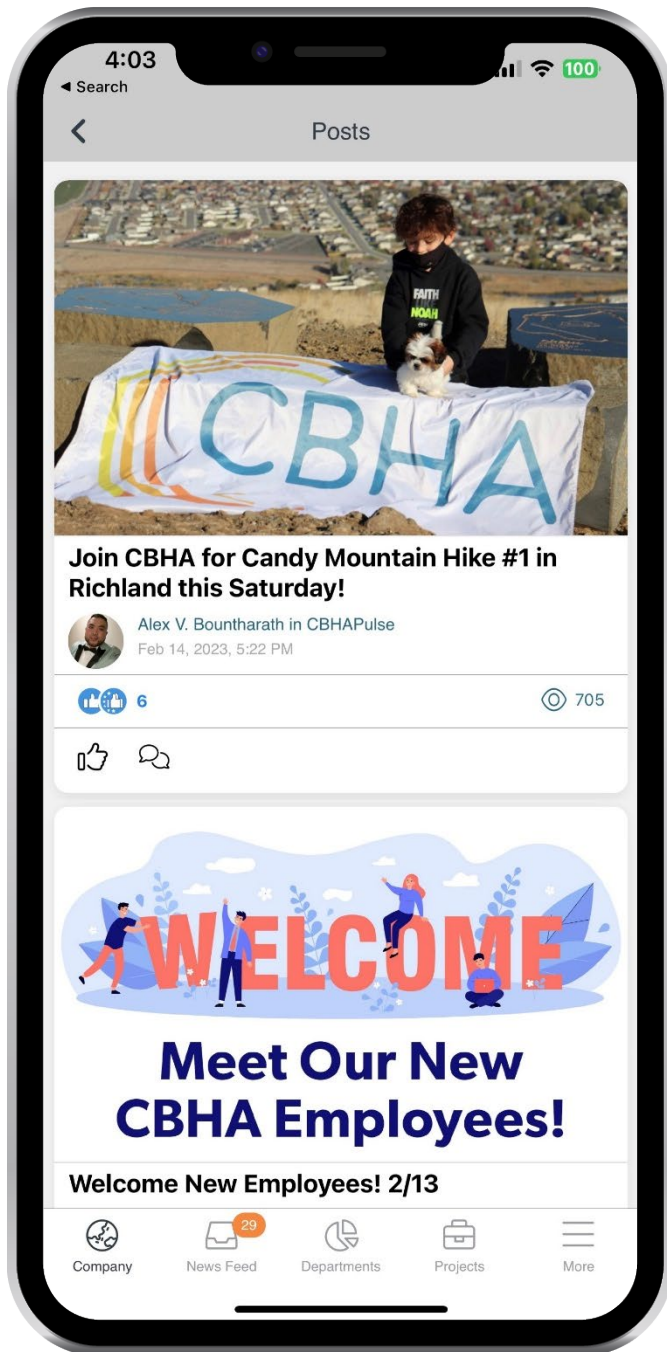


FREE DRINKS!

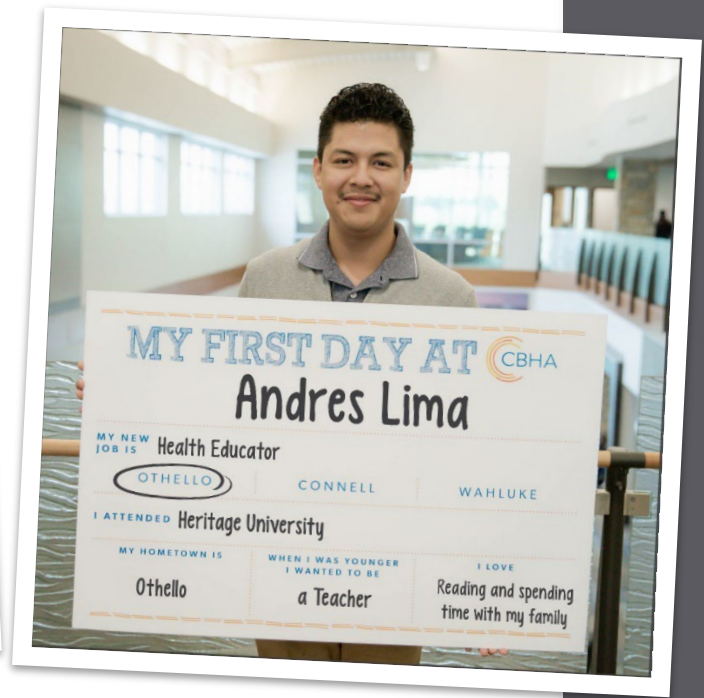
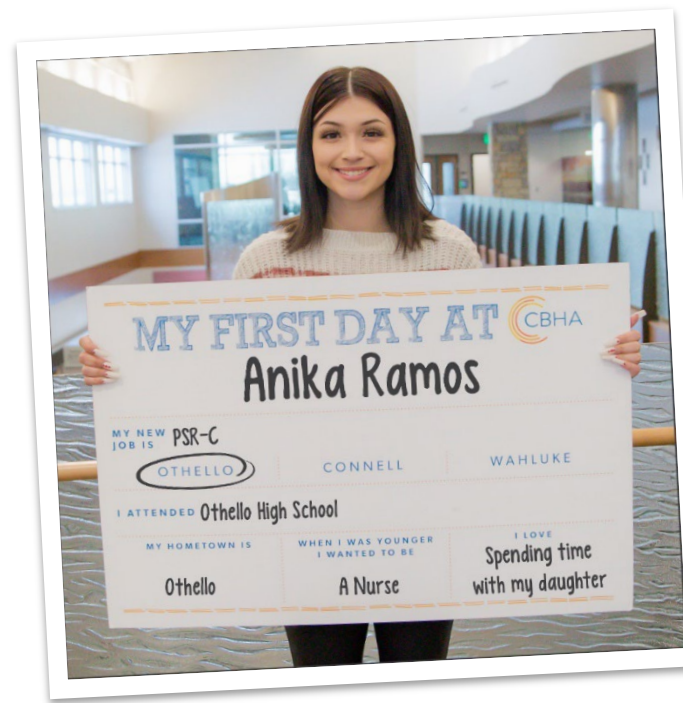
VIRTUAL ALL STAFF WEEK

- ❑ One Video Each Day
- ❑ Year In Review from CEO
- ❑ Legacy Awards
- ❑ Positive Pulse Program Prize Drawings
- ❑ Dress Up Days
- ❑ Of The Year Awards
- ❑ Provider
- ❑ Employee
- ❑ Supervisor
- ❑ All Staff Prize Drawings
- ❑ Free Café Drinks





NEW EMPLOYEE SPOTLIGHT





— NOW HIRING —

Dental Assistant

CBHA



— NOW HIRING —

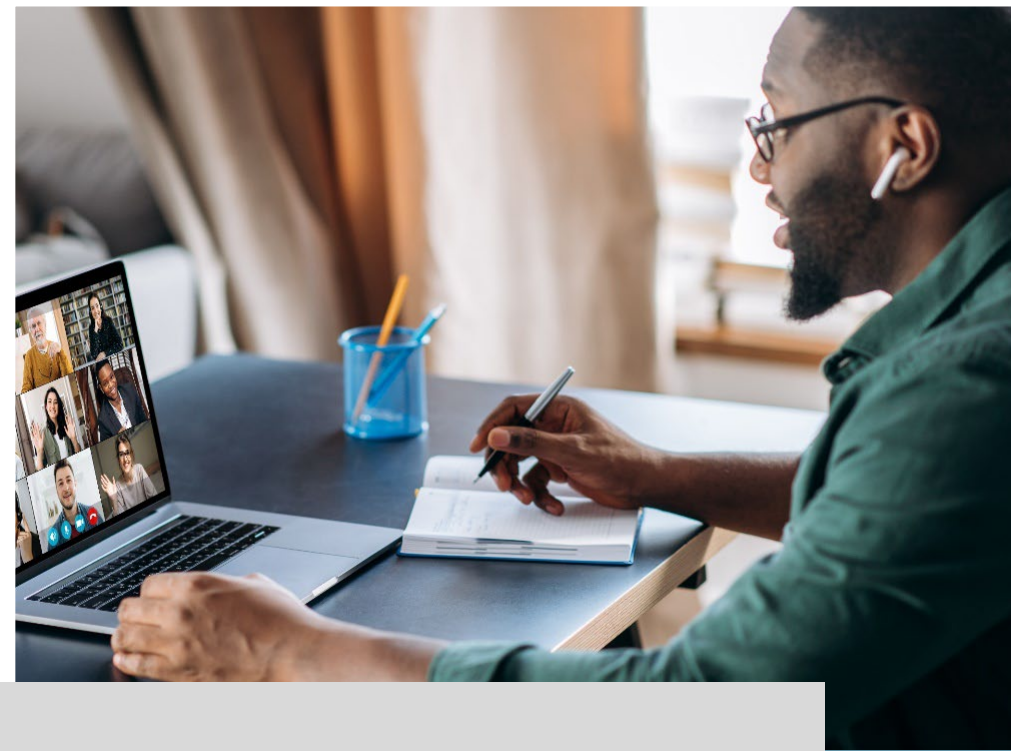
Pharmacy Assistant

CBHA



FLEXIBLE WORK ENVIRONMENT

- ☐ Remote Work
- ☐ Hybrid Work
- ☐ 4/10's Schedules
- ☐ Open Work Space
 - ☐ All Admin Staff including Leaders & Executive Team





Date Range: 12-01-2022 to 02-26-2023

Contact Center Agent Performance

Contact Center

Pharmacy

Fiscal YTD

1 Dec - 26 Feb

Agents Performance

Overview

Agent_Name

Status

Most Calls Per Day

Nayeli Escobedo

101

Longest Avg Call Duration

Cynthia Garza

226

Highest RNAs Per Month

Cassandra Gonzalez-Ga...

11

Highest Hold Time

Thalia Ramos

54

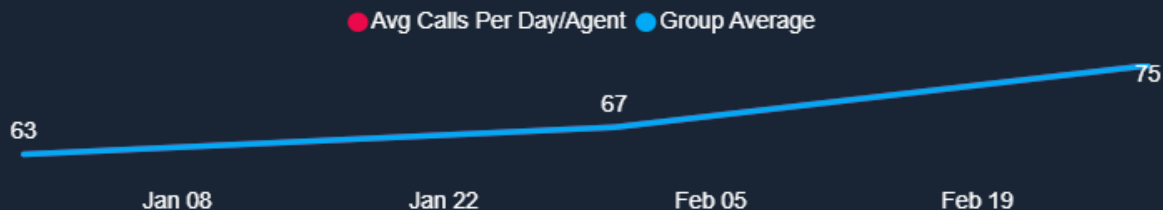


Scatter Chart

Trends

Agent	Calls	Calls/Day	RNA/Mth	Call Duration	Ring Time	Talk Time	Hold Time
Nayelle	5,669	101	0	152	4	128	20
Cassandrag o	4,944	84	11	142	3	117	22
Mayrae	4,794	86	5	114	13	76	25
Lucianar	4,455	81	1	201	7	153	41
Jeniffera	3,982	80	1	211	4	168	39
Amaiap	3,810	66	0	199	6	155	38
Ximenab	3,639	81	11	109	8	79	22
Larissag	3,558	87	0	144	4	117	22
Jazminb	2,981	81	4	180	2	154	24
Melizav	2,981	53	2	166	6	131	29
Shaniks	2,962	85	3	194	7	143	44
Perlas	2,937	60	0	175	5	139	32
Azucenab	2,680	56	4	173	15	131	28
Michelleal	2,311	43	0	184	6	139	39
Cynthiamun	2,143	61	1	226	5	188	34
Elisas	1,981	50	0	170	3	138	30
Erikaga	1,785	66	1	180	7	140	33
Teresab	1,387	26	1	184	5	150	29
Thaliar	1,072	30	7	202	0	151	54
Karinac	573	82	2	206	9	152	45
Anarang	169	85	0	182	7	144	32

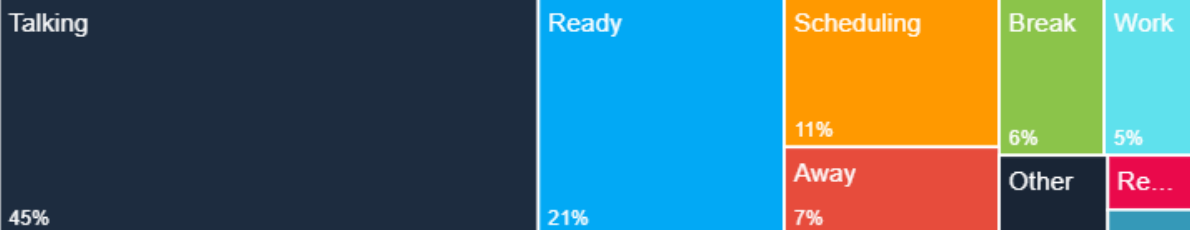
Average Calls Handled Per Day Per Agent Trend



Average Calls Not Answered Trend



Call State Distribution



30/60/90 DAY HR CHECK-IN

- ❑ Does the job match what we said it would be?
- ❑ What's working well?
- ❑ Helpful individuals during onboarding?
- ❑ Idea for process improvements?
- ❑ Reasons CBHA may not be the right place for you?
- ❑ Anyone you recommend as a potential employee?
- ❑ Any additional comments or questions?





TOOLS FOR SUCCESS

- ❑ Monthly Rounding With Supervisor
- ❑ Internal Customer Service Survey for all CBHA Departments
- ❑ 6 Month Rounding with HR

GROWTH OPPORTUNITIES





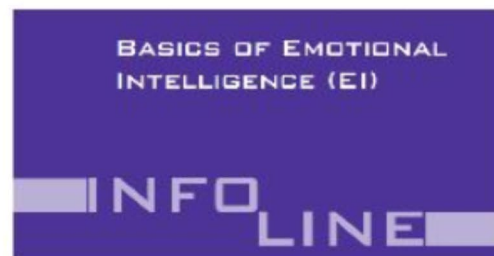
[CBHAPulse](#) [Tools and Links](#) [Employee Information](#) [Posts](#) [Firestarters](#) [CBHA Run For A Cause](#) [Office Locations](#)



::: LEADERSHIP LIBRARY :::

- atd-forum-toolkit-leadership-journey-updated
- eBook - 40 Week Leadership Challenge
- Leadership Presence Pull-Through
- The Unashamed Guide to Virtual Management

::: THE MORE YOU KNOW :::



**Training &
Support On
The Job**

DEVELOPMENT PROGRAMS

CBHA UNIVERSITY

□ Technical

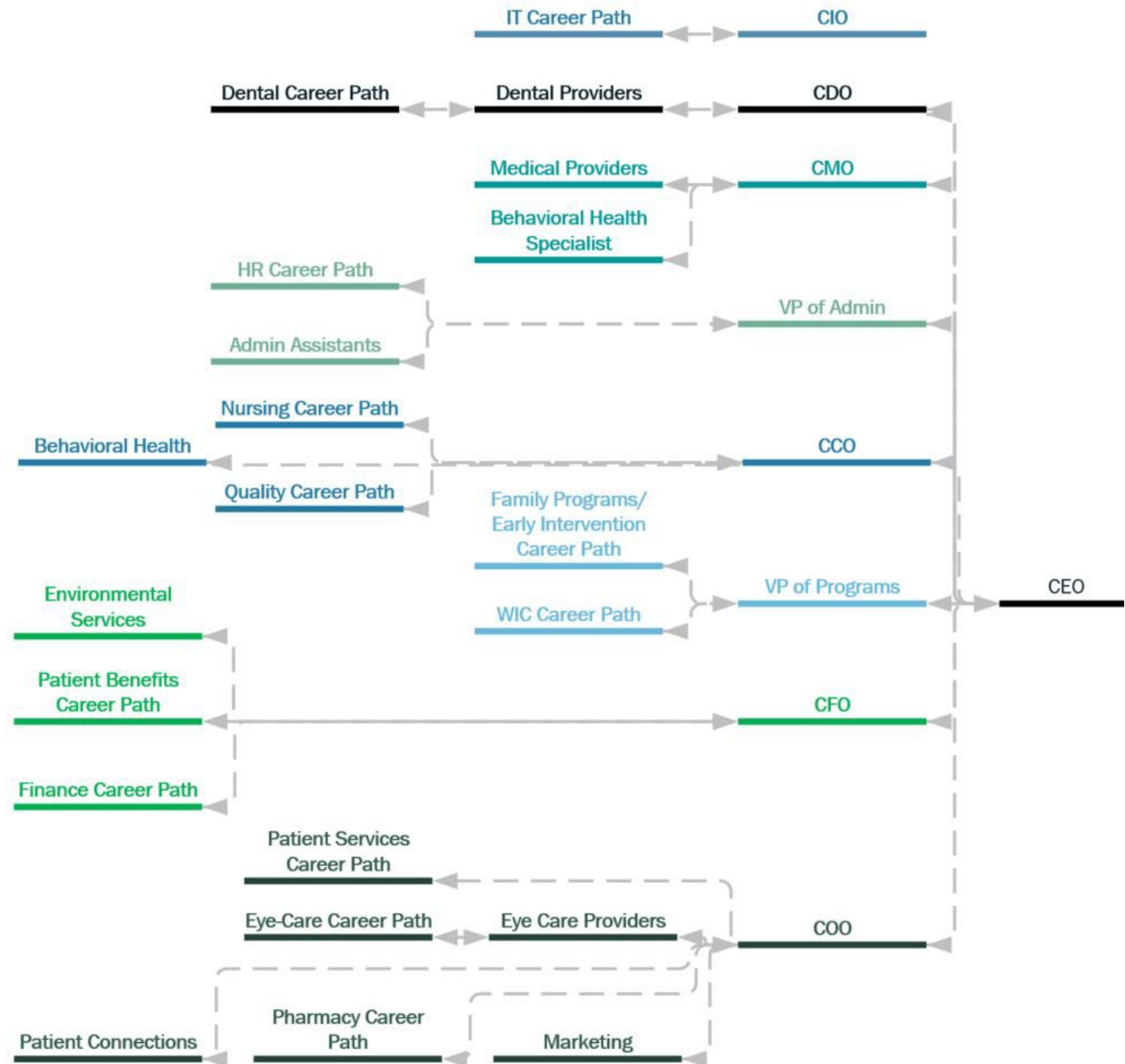
- Mentoring
- Training
- Project Assignments

□ Manager Development

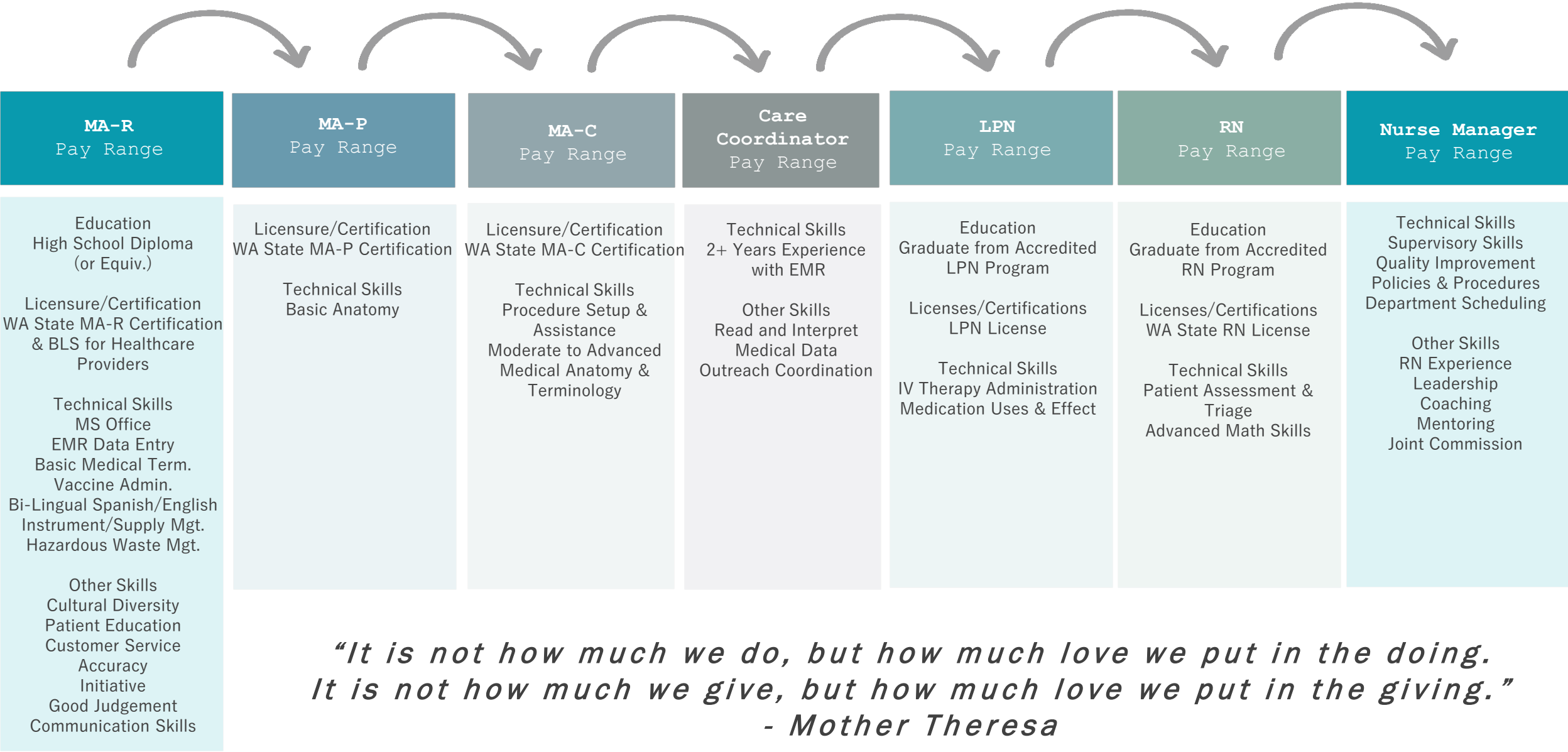
- Online Learning
- Mentoring

□ Senior Leader

- Leadership Seminars
- Corporate Projects



CBHA – NON EXEMPT NURSING CAREER ROAD MAP



EMPLOYEE SAFETY

Winter Walking Grips | KATANA Safety Technology | Active Shooter Training



We want to help you stay safe this winter!

We have Winter Walking Grips-Lite safety slip-ons for any employees that would like them! They easily attach to any pair of shoes and make walking on slick surfaces safer.

Othello: Pick up at Shipping & Receiving
Connell & Wahluke: Pick up from Site Directors



PIERCING AUDIBLE ALERT

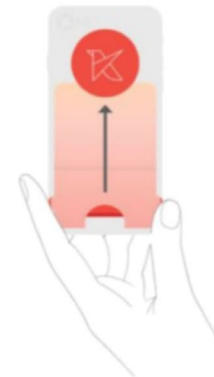


Finger Activation

You can trigger the audible alert by pulling the Safety Device's red tab with your finger.

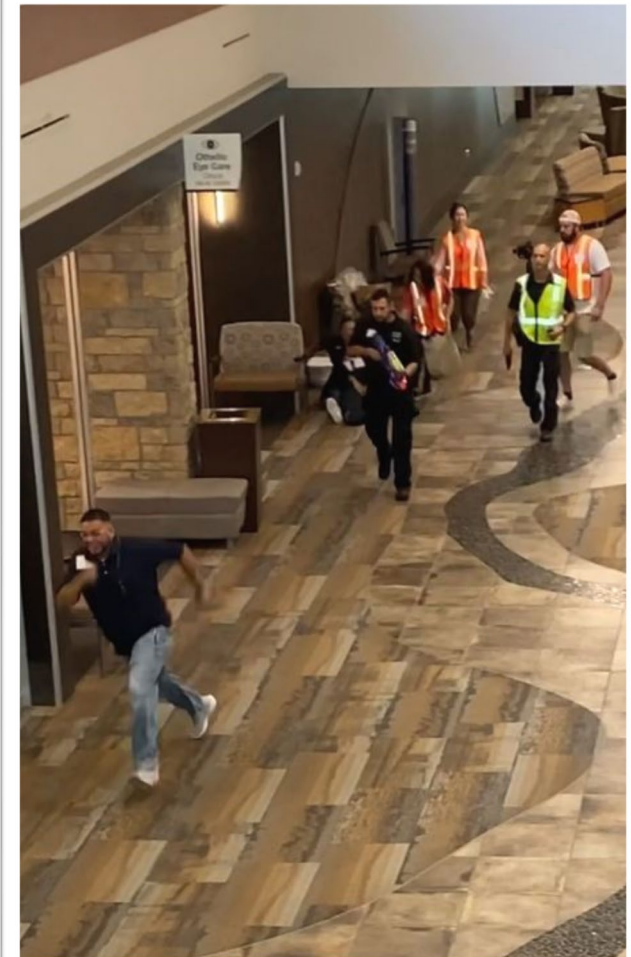
To stop the audible alert place the red trigger back into the bottom of your Safety Device.

DISCREET SILENT ALERT



Silent Alert Button Activation

Hold the silent alert buttons simultaneously for 3-5 seconds to trigger an alert.



RECOGNIZE & REWARD SUCCESS

Value and **Appreciate** people working together to get results

Purpose, worthwhile work and making a difference!

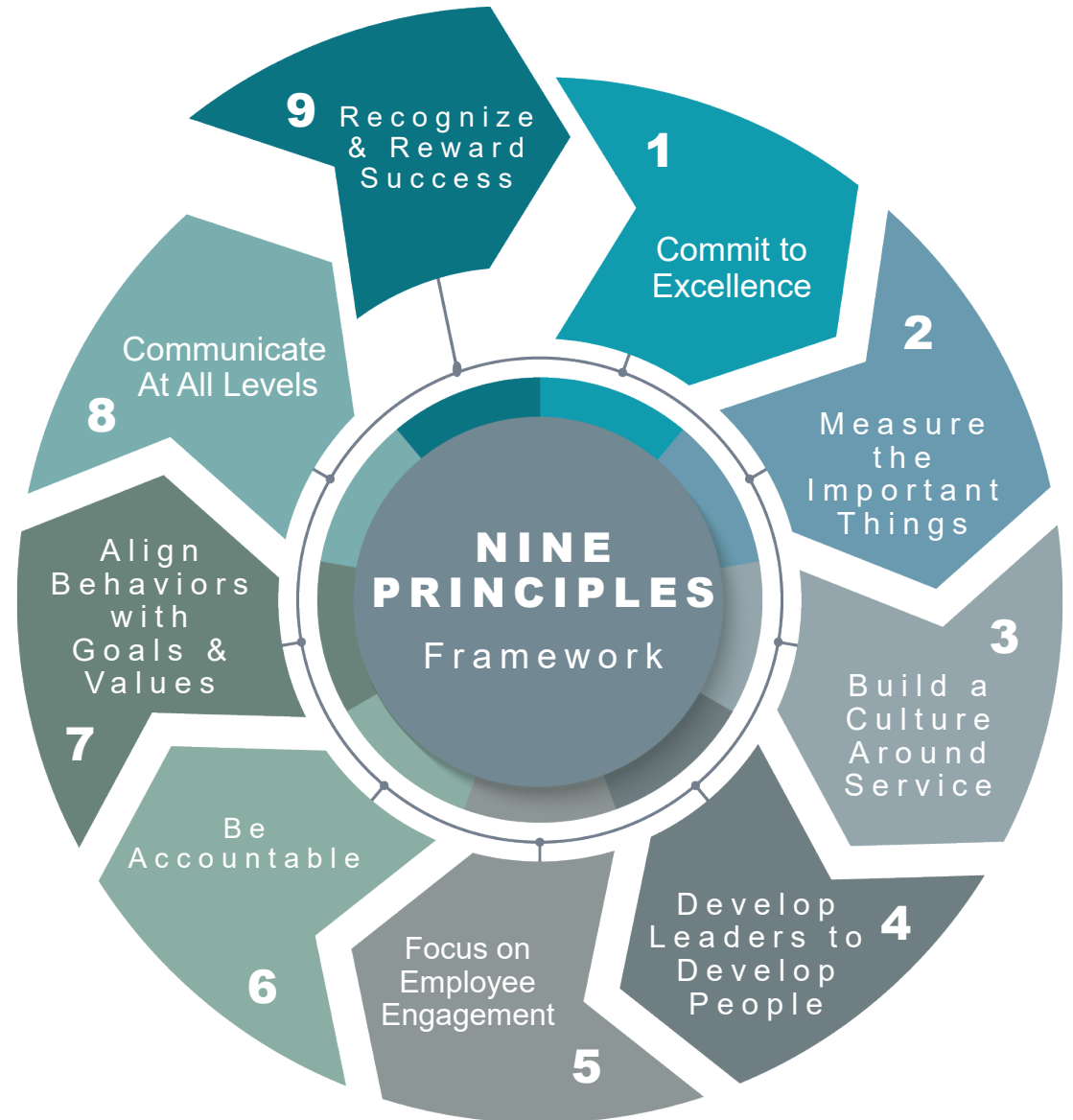
Harvest and
communicate wins

Formal Recognition
Programs

Recognition &
Appreciation

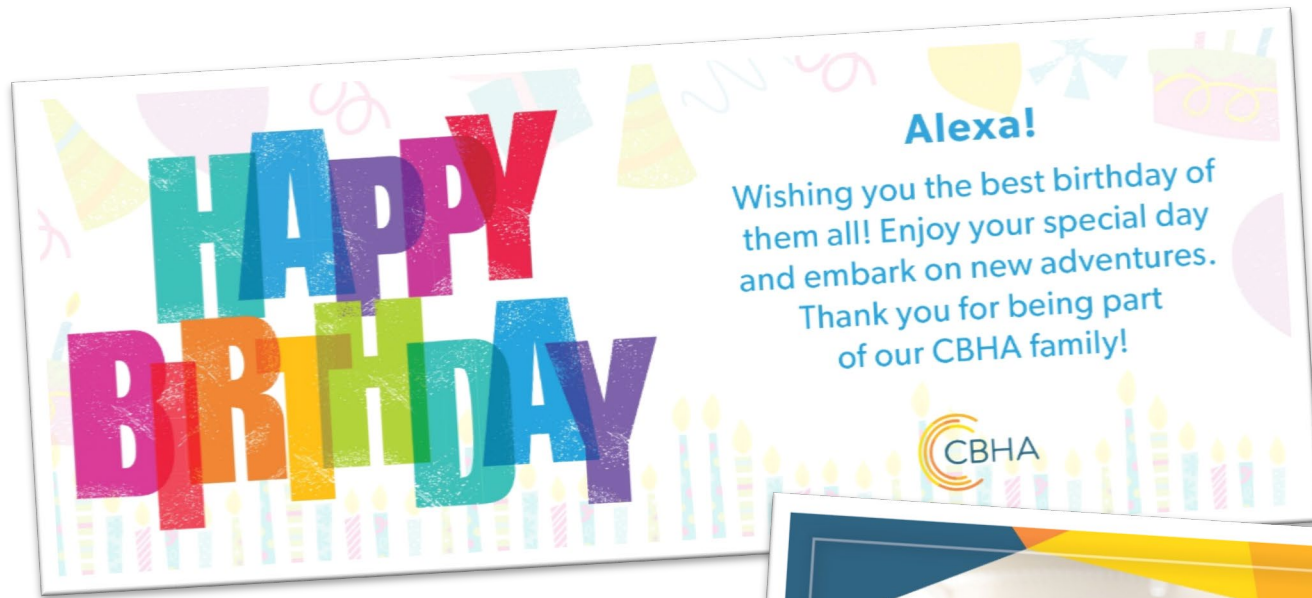
Recognition for Change

Thank you notes



REWARDS & RECOGNITION

- ❑ Handwritten Birthday Cards/\$20
- ❑ Handwritten Anniversary Cards
- ❑ Christmas in July
- ❑ Christmas Gifts
- ❑ Firestarter Award
- ❑ Wellness Day
- ❑ Employee Luncheons
- ❑ Free Coffee Days
- ❑ Monthly Birthday Treats



EMPLOYEE EVENTS

Positive Pulse | Sporting Events | Hikes

STAY ACTIVE AND HEALTHY

FEBRUARY	 February 18th CBHA Hike Day #1 Candy Mountain, Richland	 February 25th Richland RunFest 5K/10K/Half Marathon Richland		
MARCH	 March 4th CBHA Bowling Tournament Lake Bowl Moses Lake	 March 11th St. Patrick's Day Foot Race 5K/10K Richland	 March 25th Hike Day #2 Badger Mountain, Richland	
APRIL	 April 15th CBHA Volleyball Tournament Day Othello Clinic	 April 22nd Cherry Blossom 5K/10K Run Basin City	 April 30th Run Like the Wind 5K/10K Run Ellensburg	
MAY	 May 20th CBHA Soccer Tournament Day Othello Clinic			
JUNE	 June 10th CBHA Hike Day #3 National Get Outdoors Day Colchuck Lake near Leavenworth	 June 17th CBHA Hike Day #4 White Bluffs Othello	 June 25th Mud Factor 5K Obstacle Course Richland	
JULY	 July 4th Freedom Run 5K/10K Othello Lions Park			

Email AlexB@CBHA.org To Sign Up To Participate!

Email AlexB@CBHA.org To Sign Up To Participate!

TICKETS ON SALE NOW!

CBHA employee receive discounted prices to attend live events!
Families and friends are invited to attend. Digital tickets are guaranteed upon receiving full payment and sold on a first come first serve basis while inventory lasts. All sales are final and no refunds available.

SATURDAY, FEBRUARY 11TH  VS SEA DRAGONS 6:05 PM	SATURDAY, MARCH 11TH  VS SAN ANTONIO BRAHMAS 7:00 PM	SATURDAY, MARCH 18TH  VS SEATTLE 11:30 AM
SATURDAY, APRIL 22ND  VS SPOKANE INDIANS 5:30 PM	SATURDAY, MAY 6TH  VS HOUSTON ASTROS 6:40 PM	SATURDAY, JUNE 3RD  VS PORTLAND TIMBERS 1:30 PM
SUNDAY, JUNE 25TH  MUD FACTOR RICHLAND MUD FACTOR 5K OBSTACLE RUN 11:30 AM	SATURDAY, AUGUST 12TH  VS BALTIMORE ORIOLES 6:40 PM	SUNDAY, AUGUST 13TH  VS BALTIMORE ORIOLES 1:10 PM
SATURDAY, SEPTEMBER 16TH  VS LOS ANGELES DODGERS 6:40 PM	FALL/WINTER 2023  TBD DATE & TIME	FALL/WINTER 2023  TBD DATE & TIME

Please contact Alex Bountharath (AlexB@CBHA.org) to purchase



EMPLOYEES GIVING BACK



CBHA 5K COLOR RUN
**RUN FOR
A CAUSE**



EMPLOYEE ACCOMPLISHMENTS

Congrats!
Carlos Ruiz

for being promoted to
Director of Dental Operations!

In this position, he will contribute to the clinical and business success of the operation by providing effective leadership, development, direction, and oversight of the Dental Supervisors, Dental Assistants and the overall Dental Operations.

We can't wait to see all the great things he will do in his new position!



Congrats

**Jessica
Strode**

ON YOUR PROMOTION TO
**HUMAN RESOURCES
MANAGER**



Congratulations



Dalina Hoffman
FOR BEING PROMOTED TO
DIRECTOR OF PROGRAMS

Dalina has been with CBHA for 3 years, most recently as the Connell Clinic Manager. Dalina managed the clinic through the recent major remodel/expansion and has improved processes for staff and providers, creating an efficient and engaged team in Connell.

During the second half of 2022 Dalina was instrumental in designing and coordinating the implementation of the Department of Health Behavioral Health grant project, working with the Othello School District to train staff and create easy access for teens to access CBHA's BH services.

Dalina will transition to Director of Programs in January 2023, in this role she will continue to manage the DOH/OSD Behavioral Health project, and will also be responsible for CBHA's Early Intervention Services program, Parents as Teachers program, and the Health Education team.

Dalina will ensure the compliance and continued growth of the ESIT and PAT state grant-funded programs, and will better integrate the Health Education team with providers and chronic care management at all 3 clinics.



We are excited to see the great things Dalina will accomplish as Director of Programs!



From Customer Service to Crunching Numbers

Aries Gomez CBHA Senior Accountant

Aries Gomez first came to CBHA in 2006, working as a Pharmacy Assistant. After a year in this role, she decided to pursue her secondary education.

Aries attended Eastern Washington University, earning a bachelor's degree in accounting and continuing on to earn an MBA from Washington State University Tri-Cities. With degrees in hand, Aries was excited to return to CBHA.

She was a staff accountant at CBHA for five years, using her business education and analytical abilities to help administer the revenue cycle side of accounting, accounts receivable, and calculating score cards. Working with reimbursement from insurance and managed care contracts are also key part of her role.

Aries enjoys the diversity of her work.

"I get to provide financial reports to leadership, and I know that long-term planning decisions are based on the information I deliver. I also see how we are reimbursed, how that works, and how the entire organization works as a whole."

Aries was recently promoted to Senior Accountant. In the coming year, Aries plans to work to become a Certified Public Accountant (CPA), and she hopes to pass the exam in the near future. She wants to provide more value to the organization.

"I think it's a privilege to work at CBHA. If you give 110%, you will do well here. CBHA really treats their employees well. I've enjoyed my time here, and I love that we provide important services to our community."

If you want to be a part of the CBHA Experience we are always looking for talented and passionate individuals. Learn more about CBHA and explore current career opportunities at CBHA.org

24 CBHA.org



Leading the Way

After beginning her professional career journey in banking, Kelly Carlson was looking for a growth opportunity in a new industry. With her degree and several years of financial and process execution acumen, Kelly accepted her first position at CBHA as a medical records clerk.

While she was working in medical records, she seized the opportunity to obtain a certification in healthcare compliance, building on her background in banking compliance. Kelly would go on to obtain additional certifications which include medical coding, MGMA's Medical Practice Executive, and most recently SHRM's Senior Certified Professional.

During her 16 years at CBHA, Kelly has demonstrated her aptitude and drive to learn more about the healthcare industry. From Medical Records, Kelly moved to the Call Center as a Supervisor, and later shifted to Director of Member Navigations which included direct oversight of our referrals and medical records departments. She then would go on to Human Resources, obtaining a designation from the Professional Society of Human Resources Management.

In her current role as Vice President of Administrative Services, Kelly oversees Human Resources, Administrative/Executive Assistants, and Compliance Programs at CBHA. One of her goals in this position is to make CBHA a place of choice for employment, through supporting and helping to develop staff to achieve their highest potential within the organization.

"I always want to be maximizing existing systems and optimizing talent development so that every staff member has the opportunity for the same success many of us who've been here for many years have experienced," Kelly said. She acknowledges that a lot of the outcome is dependent on individual effort as well. "I encourage everyone at CBHA to put in 100% effort, and to obtain as much clinical and operational knowledge as they can. The more we know, the more we can do for others."

Kelly continues to demonstrate leadership and continued learning in her work at CBHA. This dedication to learning, coupled with CBHA's cultural values of professional growth, training and education, has made CBHA a top performer in federally qualified health centers across the country.

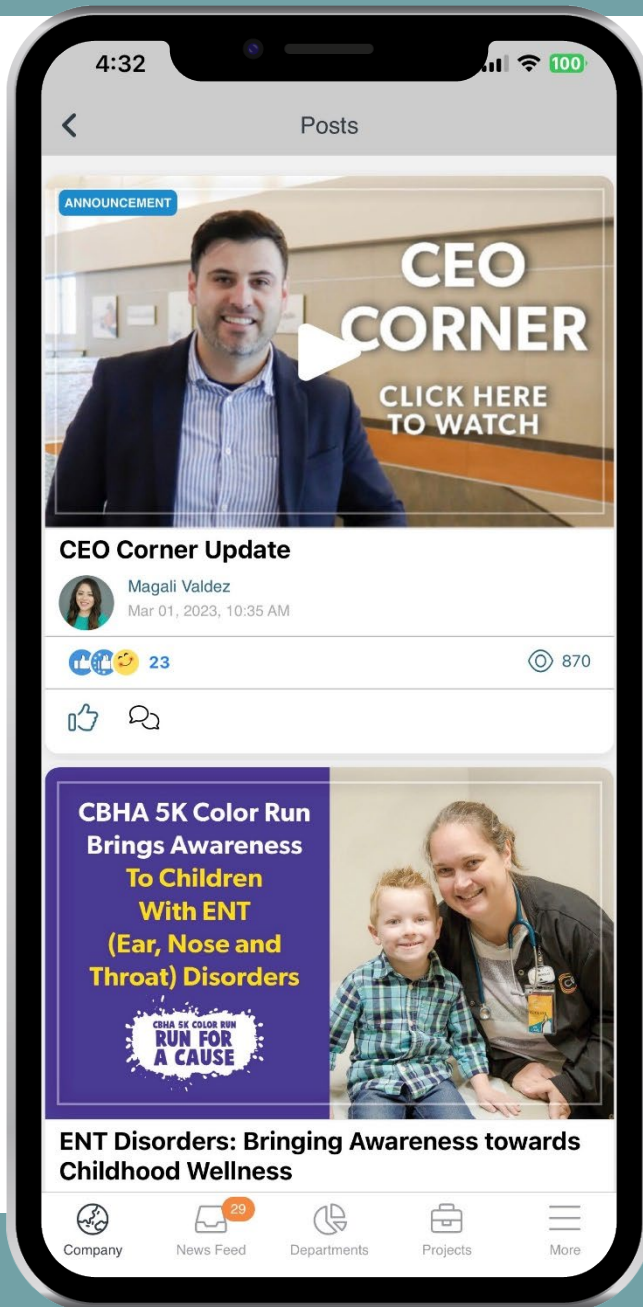
Kelly Carlson
Vice President of Administrative Services

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TRUST IN LEADERSHIP







CEO DIRECT MESSAGES TO STAFF

45 DAY LUNCHEON

*Luncheon with
CEO & CAO*



CONTINUOUS INVESTMENT IN PEOPLE

☐ No insurance rate increase in the last 3 years

☐ New Employees Benefits

☐ Additional PTO Days

☐ Supplemental Vision/Dental Insurance

☐ Fertility Coverage

☐ 529 Plans

☐ Student Loan Repayment



529 CONTRIBUTION

Hourly Staff

Years of Service	3 Years	5 Years	10+ Years
Benefit Amount Per Year	\$250	\$500	\$750

Salaried Staff

Years of Service	90 Days	5 Years	10+ Years
Benefit Amount Per Year	\$500	\$1,000	\$1,500

WHY SAVE FOR A COLLEGE EDUCATION ?

BEAT RISING COSTS

Today's newborns will have to pay as much as

\$232,000

for a private college and

\$81,000

for a public college.

SAVE VS BORROW

\$49,397

If you save \$200 a month for 18 years with 6% interest, you'll save \$77,470. But if you borrow \$77,470 your payment will be \$587.35 a month.

Better to save now!

INCREASE THE LIKELINESS OF GETTING TO COLLEGE

Students are

6 TIMES

more likely to attend a 4 year college vs students who do not.

WHY IT MATTERS THAT CBHA OFFERS THIS TO EMPLOYEES

CBHA is one of only

2%

of employers that contribute to a 529 plan.

INVESTING IN A COLLEGE EDUCATION IS A GREAT INVESTMENT!

A college graduate earns on average

\$19,500

more per year than the average high school graduate. Over a lifetime, a college graduate will earn more than

\$650,000

more than a high school graduate.



CBHA STORE

\$200 Stipend & \$10 Gift Certificates for Patient Recognition

**NEW ITEMS
NOW
AVAILABLE**

**CLICK HERE TO
PURCHASE THEM IN
THE CBHA STORE**



MEN'S AND WOMEN'S PORT
AUTHORITY V NECK SWEATER



MEN'S PORT AUTHORITY
SWEATER VEST



MEN'S PORT AUTHORITY
1/2 ZIP SWEATER

**NEW ITEMS
AVAILABLE IN
THE CBHA STORE**

NEW STYLES FOR MEN'S PANTS



BARCO BRAND
CLASSIC - INDIGO
REGULAR • TALL • EXTENDED



BARCO BRAND
JOGGERS - INDIGO
PETITE • REGULAR • TALL

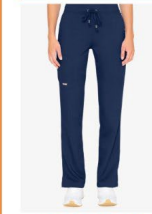


DICKIES BRAND
JOGGERS - BLACK
PETITE • REGULAR • TALL



DICKIES BRAND
JOGGERS - GRAY
PETITE • REGULAR • TALL

NEW STYLES FOR WOMEN'S PANTS



BARCO BRAND
CLASSIC - INDIGO
PETITE • REGULAR • TALL



BARCO BRAND
JOGGERS - STEEL
PETITE • REGULAR • TALL



BARCO BRAND
JOGGERS - INDIGO
PETITE • REGULAR • TALL



BARCO BRAND
JOGGERS - BLACK
PETITE • REGULAR • TALL

NEW STYLES FOR MEN'S TOPS



BARCO BRAND -
INDIGO
REGULAR • EXTENDED

NEW STYLES FOR WOMEN'S TOPS



BARCO BRAND -
INDIGO
PETITE • REGULAR • TALL

**CLICK HERE TO
PURCHASE THEM IN
THE CBHA STORE**

Staff can still use allowance on items as long as it meets the workspace area they are assigned to. Staff can also use gift certificates or pay out of pocket.

HAPPY STAFF = HAPPY PATIENTS



**“If work isn’t fun
you’re not playing
for the right team.”
– Frank Sonnenberg**





Questions?