Session Description:
Ensuring continuity of care and service excellence is virtually impossible without an intentional, comprehensive approach to the full assimilation of new members into the organization. Using the Studer Group pillar structure as a guide, Blue Ridge HealthCare has reinvented new employee orientation, with the goal of creating “a world class introduction that leads to world class care!”

This session will introduce you to the five step Blue Ridge HealthCare 90 day Connections program for new team members and provide you a benchmark to assess your own orientation program. You’ll learn about the BRHC five day general orientation program called Connections, their two hour Facility Connections, their two day Direct Care Provider Connections, their 90 day Care Team Connections, the 90 Day Checkup, and the 2 day Re-Connections program for current care team members. You’ll also learn how BRHC is indoctrinating new leaders through their one year Leader Connections program. Effectively connecting new care team members to the organization’s traditions, culture, and practices is critical. Blue Ridge HealthCare has set a new world class standard for doing just that.

Tactics Discussed:

▼ Employee orientation

Presenters:
David Crouch, MSHR, Director of OD/Chief Learning Officer
David Crouch is a 25 year veteran of the human resource and organizational development disciplines. He served in the hospitality, food service, and manufacturing environments before joining healthcare in 2002. Currently the Director of Organizational Development & Chief Learning Officer for Blue Ridge HealthCare, David has served in several HR & OD capacities, including a 4 year term as a national consultant to hospitality and food service organizations. David will complete his Masters Degree in Organizational Development this August and has been nationally published several times. He recently joined Studer Group as a part time Coach. “The Studer pillar structure has provided the best foundation for organizational development I’ve seen,” says David. “Our relationship with Studer Group just keeps on growing!”

Jackie Lawrence, RN, MSN, Director of Learning
Jackie Lawrence, has been a Registered Nurse for 30 years. Jackie’s educational preparation includes a Master’s in Nursing Education and over the past 18 years of her career she has concentrated her efforts in this area. She has served as nursing faculty and the program director of a school of nursing. Currently, Jackie is the Director of Learning Services where she oversees the delivery of clinical education for BRHC. “The application of the Studer Group Must Haves® and Prescriptive To Do’s has fueled our Journey to Excellence at BRHC. On a personal note, it was at my first Fire Starter conference that my own passion for healthcare was rekindled. I will always be grateful to Quint Studer for reminding me that I have the opportunity every day to make a difference in the lives of those I serve.”

Scottie Rector, RN, BSN, Manager of Learning
Scottie is a Registered Nurse with 35 years of experience in intensive care, cardiac care, surgery, post anesthesia care, hospice, nursing supervision and education. She has earned a BA in psychology and a BSN in nursing, and is currently pursuing her MSN. Scottie has served Blue Ridge for over 23 years, including developing a Certified Nursing Assistant I and II program. Scottie currently serves as Manager of Learning at Blue Ridge and is a passionate change agent and educator. Having seen many changes in leadership and culture at Blue Ridge, Scottie can identify and appreciate many positive results that the alliance with Studer Group has brought to the Blue Ridge HealthCare team.

Carrie Mull, Learning Specialist
Carrie Mull has been in the customer service field for the past 13 years. She has been with Blue Ridge Healthcare for over three years where she served as the guest service representative for the Learning Center until August of 2008. She is currently a learning specialist with the learning team and co-facilitates the Connections program. She will complete her Bachelors in Organizational leadership in Spring 2010. “Being part of the BRHC learning team is a once in a lifetime experience in large part due to the journey we are on with the Studer Group philosophies. I work for a team who truly lives the principles and values of our organization; something I have never encountered in my previous organizations.”