

# Clint...

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They were then instructed to write an action plan for improving the workplace. The results would be measured by employee satisfaction scores, and in the future, patient satisfaction and patient loyalty.

Thirty five employees were chosen to be part of a "Talent Team". These individuals were chosen because they had worked at ECMC for at least one year, had a score of at least 4.0 on their last employee evaluation, had no disciplinary actions on file the past 12 months, followed the FISH Philosophy, and were dependable employees (seldom tardy or absent).

Clint met with the Talent Team in the conference room to explain to them why they were chosen and what they will be working toward accomplishing.

Members of the Talent Team will be working on five initial projects, including employee evaluations (making sure employee evaluations are done in a timely manner), meeting coordination (making sure employees attending meetings are covered for and that meetings are productive), orientation for new hires, benefits explanation, and training future talent teams.

Weekly reports are to be provided to Clint so that he can monitor the progress of the teams and offer suggestions for improvement.

The goal is to have new projects every 90 days. At the end of the 90 day, another team will be established to work on different areas of improvement.

"We are moving to the next level of excellence," Clint said. "ECMC is a good hospital. Our goal is to implement continuous team-based quality improvement.

"This is a chance for front-line employees to be empowered to address problems as a team instead of leaving them to leaders to solve."

Clint will provide six months of consultation service to ECMC and the other two hospitals.

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**Top right: Clint meets with employees at the Rural Health Clinic. The group had lunch in the clinic basement.**

**Middle right: Clint meets with TEAM ECMC at the end of his visit. The Team discussed the day's events.**

**Bottom right: Clint visits the Financial Services Department. Clint met with each department during his visit to ECMC.**

