

Foundation of a Strong Workforce: Maximizing Individual Potential through Teams

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Values Based Care

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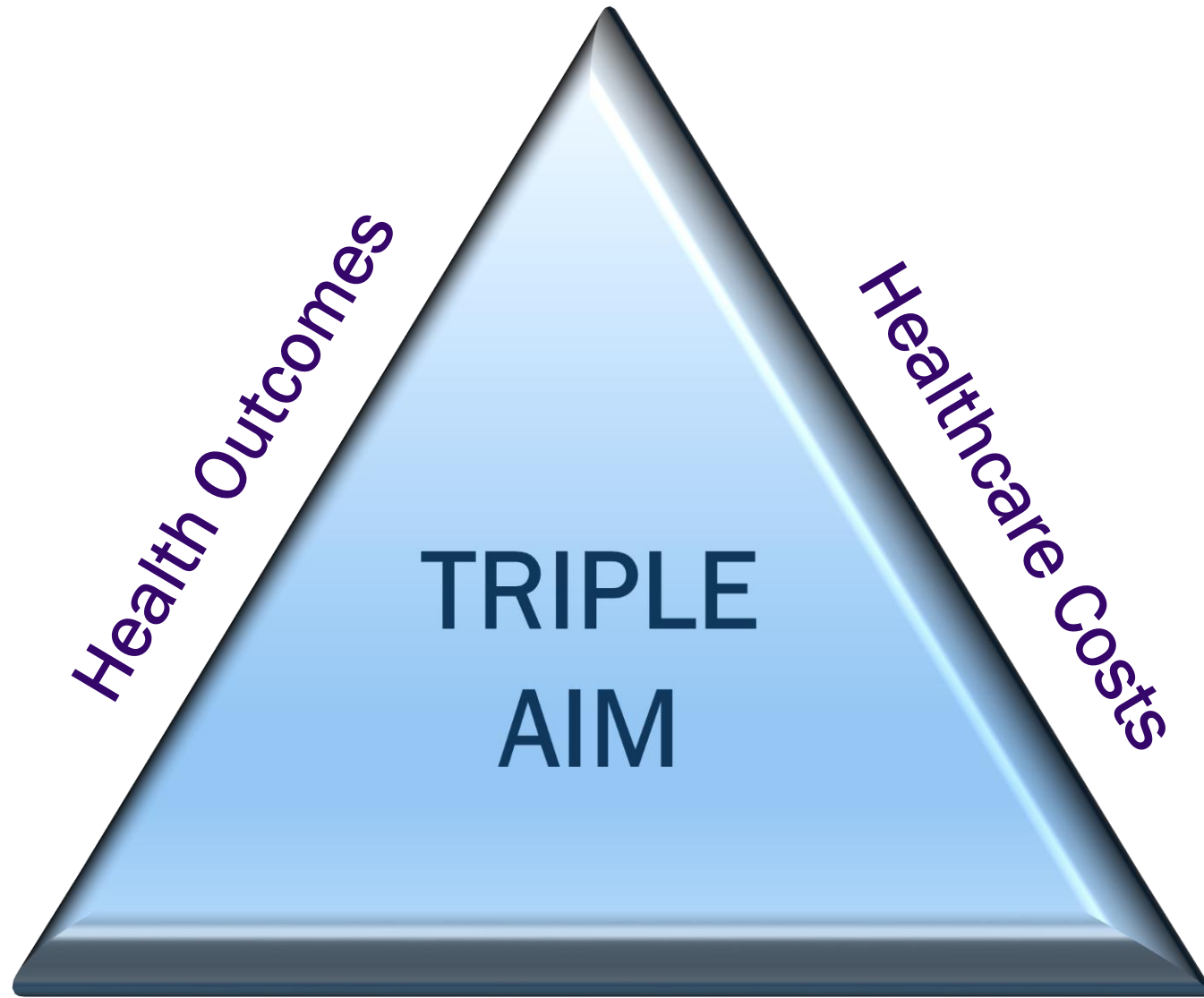
SPRING CONFERENCE
**PATHWAYS
PROGRESS**
2 June 10-11, 2019
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Values Based Care
Turning Values to Results

Learning Objectives

- ▶ Examine how the organization of teams can deliver better patient experience and higher staff satisfaction
- ▶ Analyze the behavioral traits of team members to maximize their potential and improve retention
- ▶ Determine how to create a high-functioning team

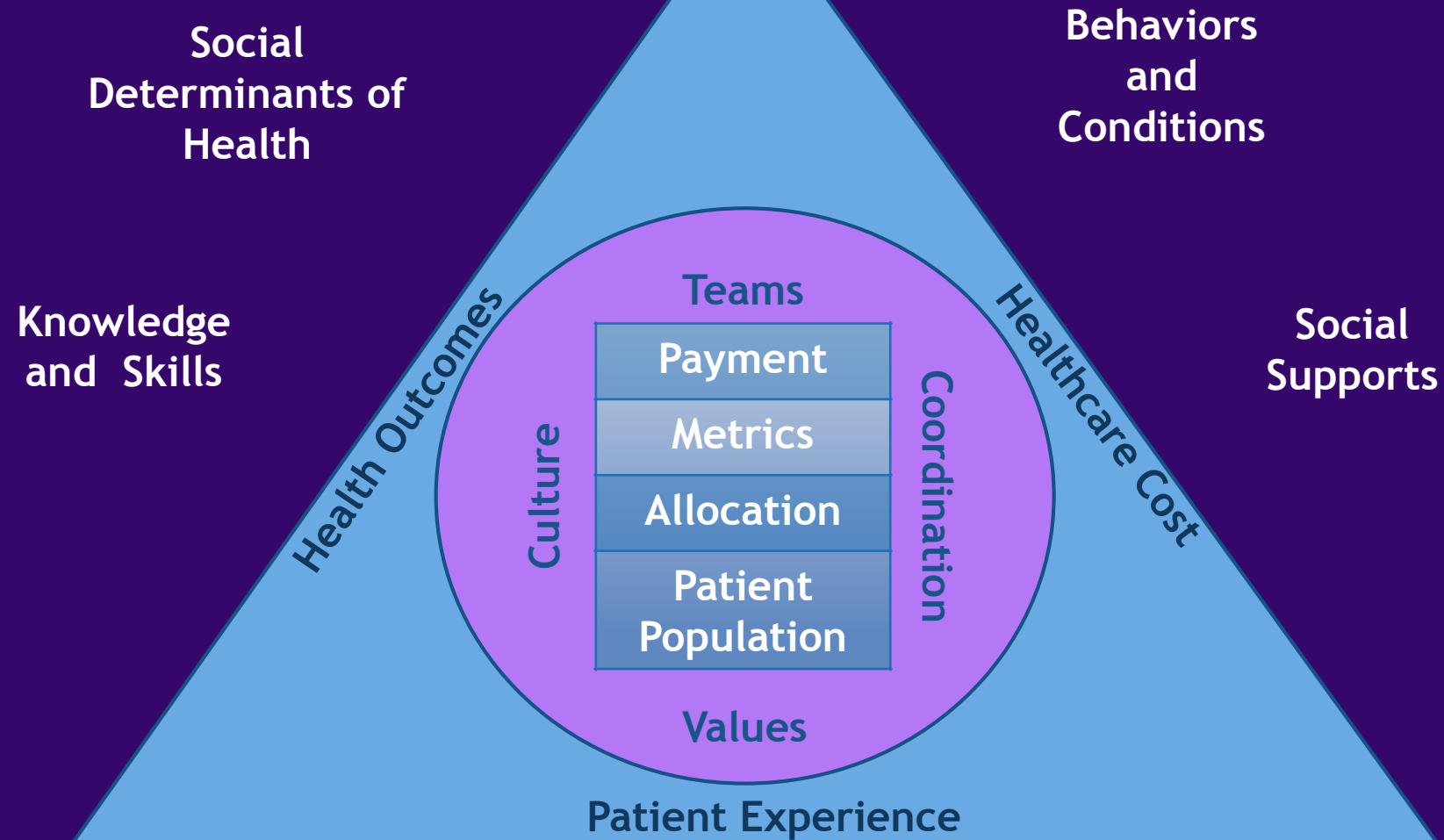


Patient Experience



Point of View

CONSUMER/PATIENT

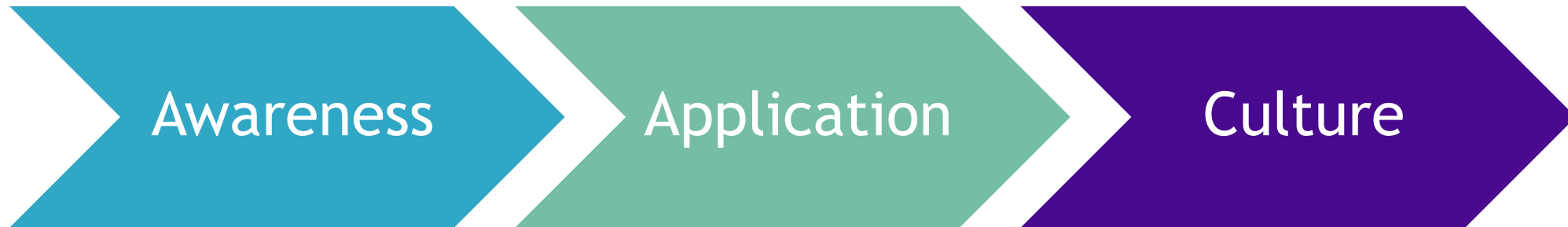


VALUE BASED CARE = PATIENT-CENTERED CARE

Team Benefits

- Access
- Quality
- Effective & Efficient
- Patient Relationship
- Job Satisfaction

Strengths Based Approach



Perspective	Preference	Preference
Favorite world - focus and energy	Extraversion (E) Outer world	Introversion (I) Inner world
Information	Sensing (S) Take in information; real and tangible	Intuition (N) Interpret and add meaning; big picture and connect facts
Decisions	Thinking (T) Logic and consistency	Feeling (F) Look at people and circumstances
Structure	Judging (J) Get things decided; planned and orderly	Perceiving (P) Open to new information and options; flexible and spontaneous

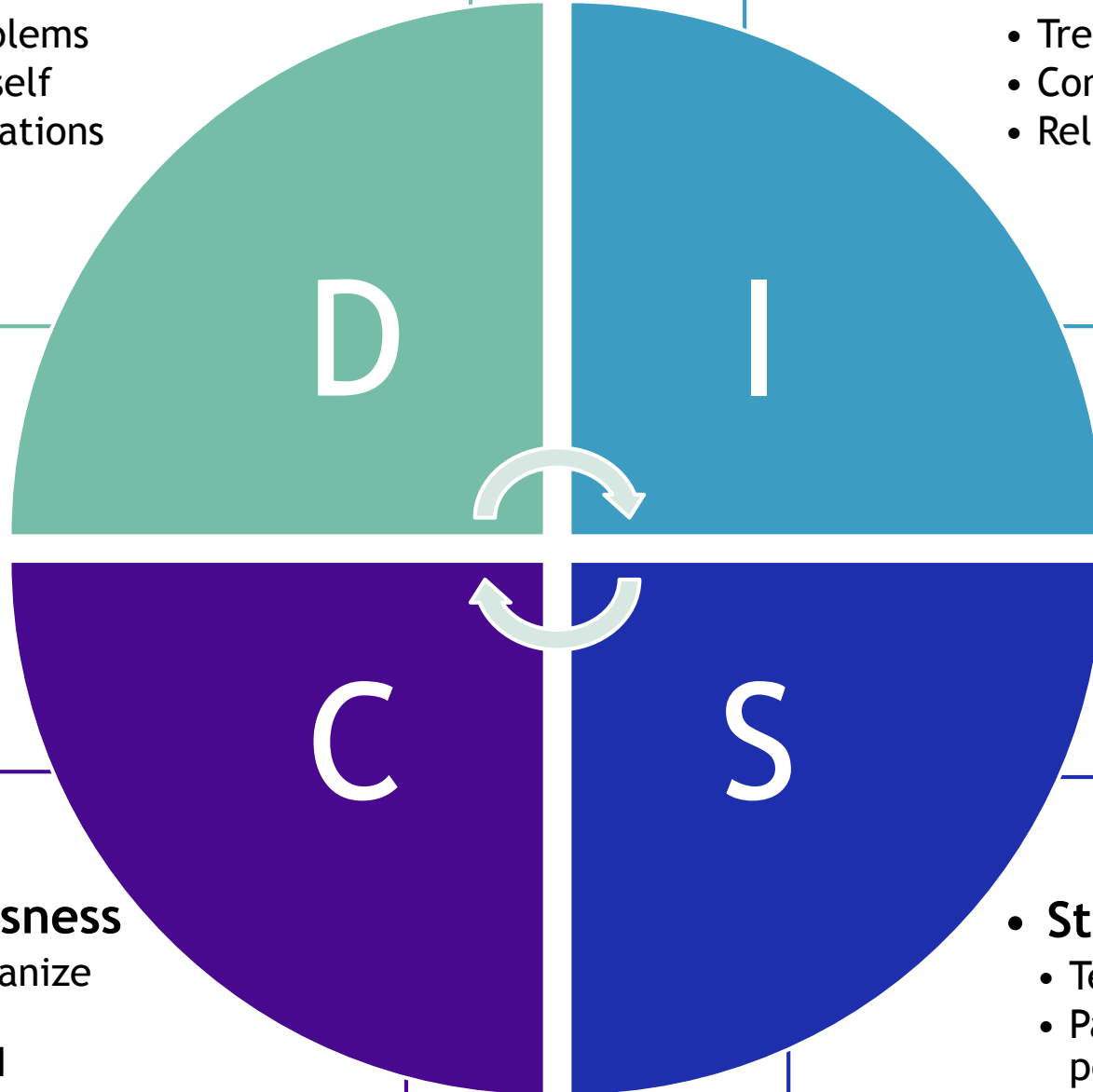
Myers-Briggs Personality Types

- **Dominance**

- Handle problems
- Assert yourself
- Control situations

- **Influence**

- Treat people
- Communicate
- Relate to others



- **Conscientiousness**

- Approach & organize activities
- Procedures and responsibilities

- **Steadiness**

- Temperament:
- Patience & persistence
- Thoughtfulness

Dominance

Demanding
Ambitious
Aggressive
Competitive
Inquisitive
Cooperative
Hesitant
Mild
Unobtrusive

Influence

Effusive
Inspiring
Warm
Convincing
Sociable
Reflective
Logical
Pessimistic
Critical

Steadiness

Relaxed
Passive
Predictable
Deliberate
Stable
Restless
Impatient
Impulsive
Hypertense

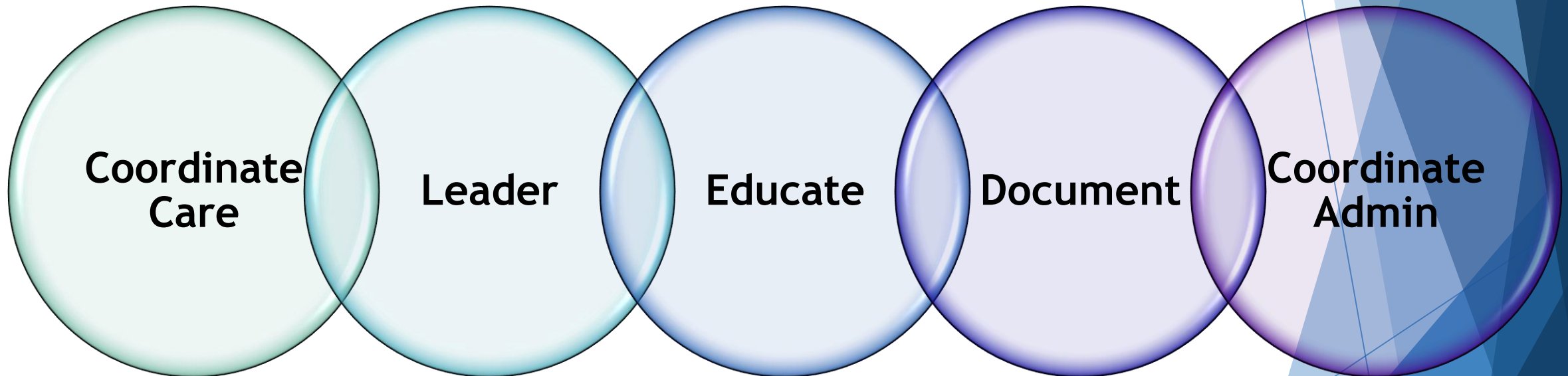
Conscientious

Evasive
Cautious
Systematic
Tactful
Open-Minded
Stubborn
Opinionated
Arbitrary
Unbending

Sample DISC Descriptions



Common Team Functions



Characteristics Shared by Teams



Stages of Team Development

Performing

Norming

Storming

Forming



Respect

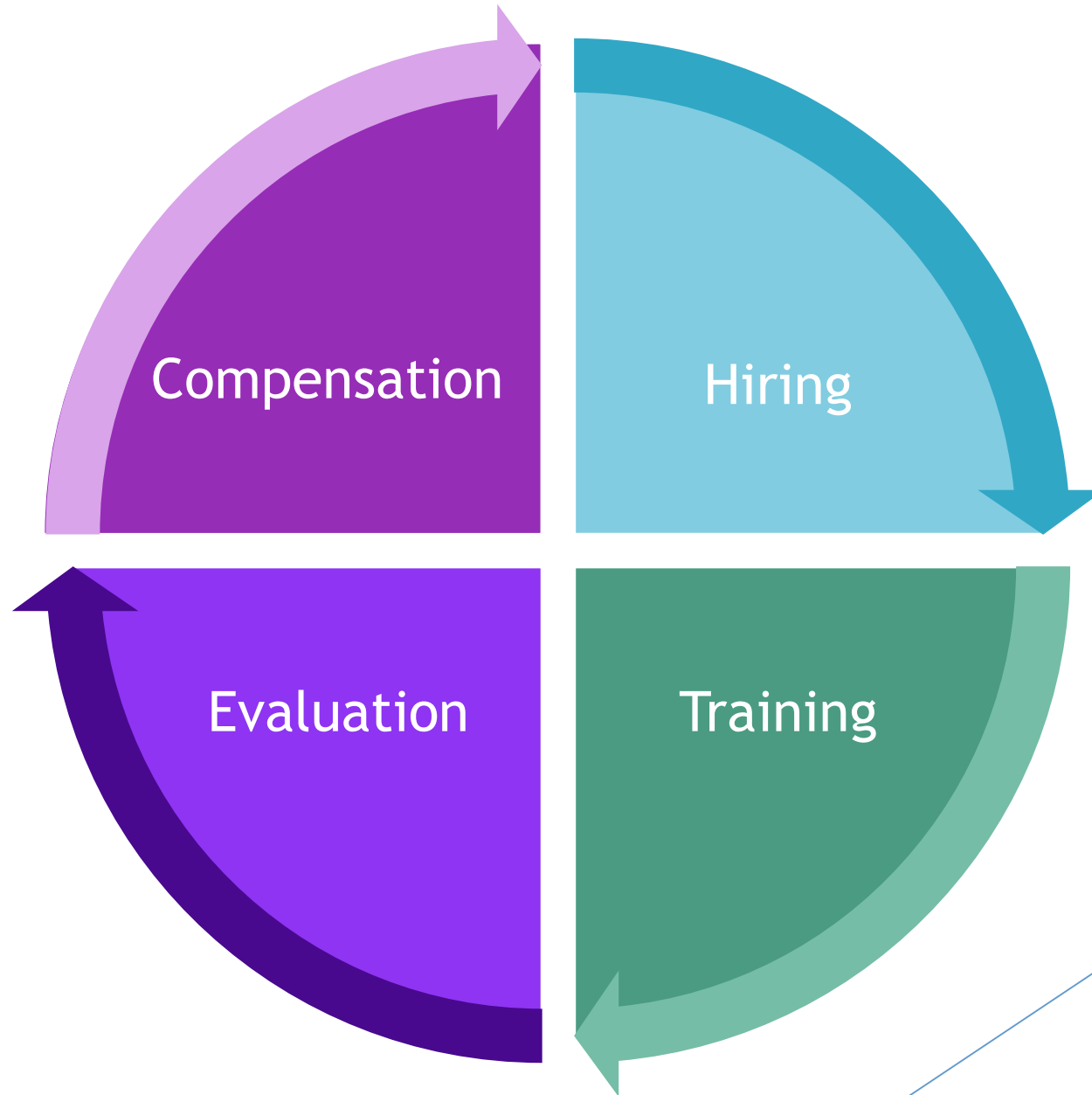
Trust

Flexibility

Team Challenges



Building the Right Team



Whatever we accomplish belongs to
our entire group, a tribute to our
combined effort.

-Walt Disney

Top 10 Drivers of Engagement

- My job utilizes my strengths
- Believe organization will be successful
- Leaders demonstrate integrity
- People valued as most important resource
- My job is interesting & challenging

- My opinions seem to count at work
- Trust leadership for future success
- See professional growth and career development opportunities
- I'll be recognized for contributing to success

Question & Answer

Thanks for attending

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