

Leadership Academy Project Summary

TITLE: EVS CONNECTIONS

Linking independent-living members with available services or assistance while improving communication between departments in the organization.

1. A form and process to take observations/concerns from the EVS staff to the appropriate department for resolution.
2. Staff working together, communication between departments and resolutions to concerns/issues.
3. EVS staff, Members' Services, Health & Wellness, In-Home Services & Care manager
4. Group meetings & one on one to share ideas and get opinions and advice on how to go about implementing the vision.
5. Getting staff to feel comfortable enough to report concerns regarding the independent –living members they serve. Making sure we were not breaking any rules or regulations regarding privacy, etc. and getting other departments on board to respond to the concerns.
6. Assuring staff that reporting concerns will keep our members safer and healthier. All information is confidential and routed to the appropriate department for follow-up. Getting the form approved through the VP/ Health & Wellness & VP/Members' Services before distribution to staff.
7. Some departments were very excited about the process and really jumped on board while other departments did not respond at all. I was very grateful for the encouragement & excitement from staff and continued to get others on board.
8. Inspire, model & enable.
9. Believe in the vision and inspire others. Leading others by example and encouraging staff to strive to give their best. Make sure you do all you can to enable staff to do their job in the safest & most effective manner.
10. Continue looking to the future for changes needed to improve how we serve our members, open communication with staff & provide training and education where needed.

