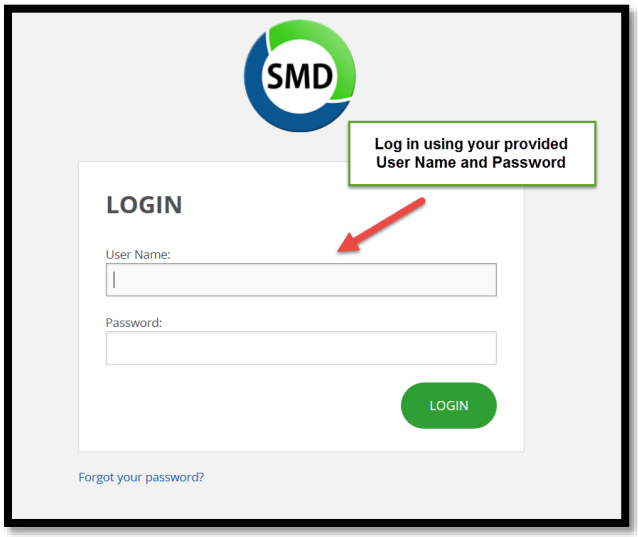
TMAC: How to Create an Action Plan

1.



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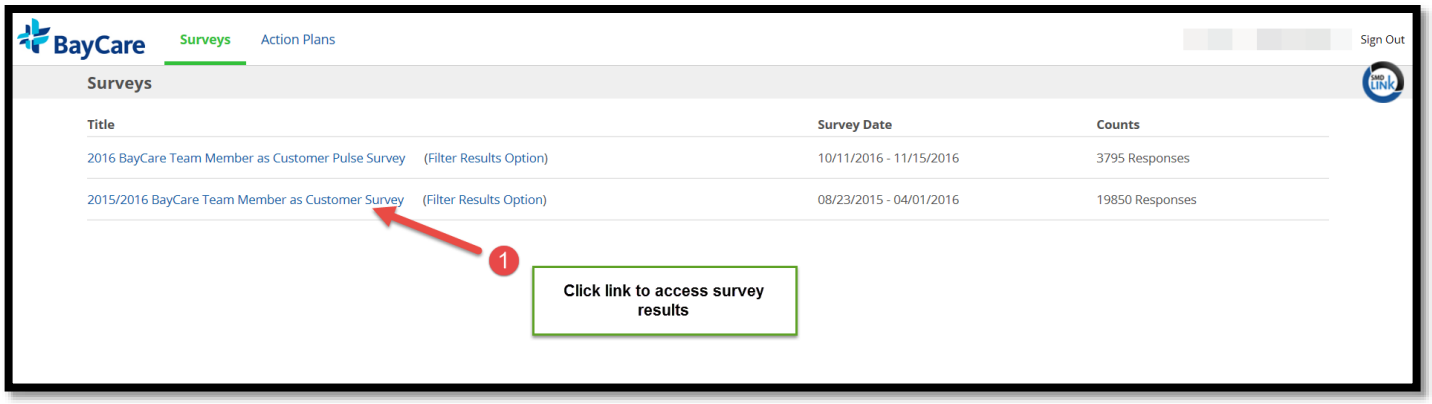

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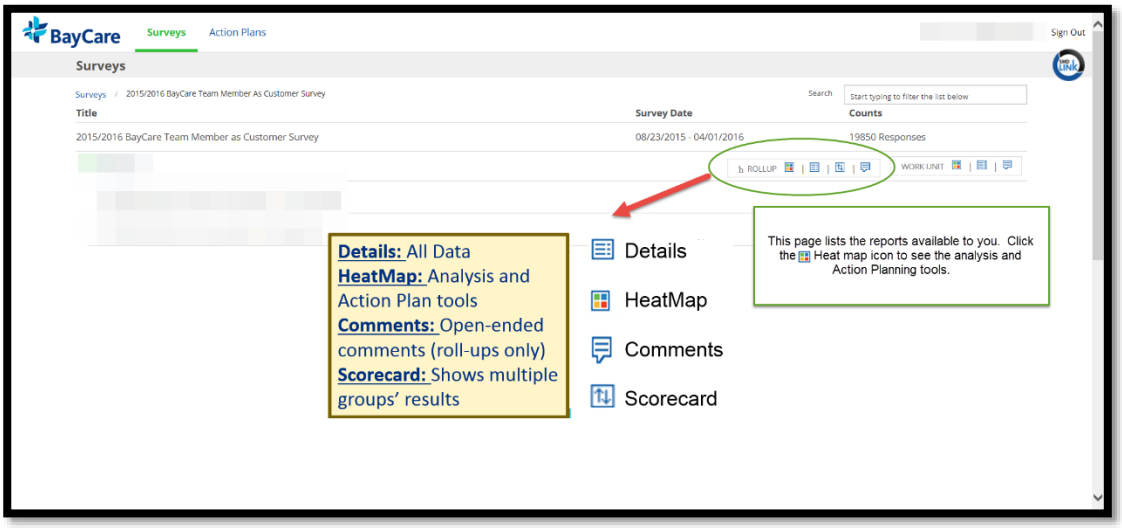
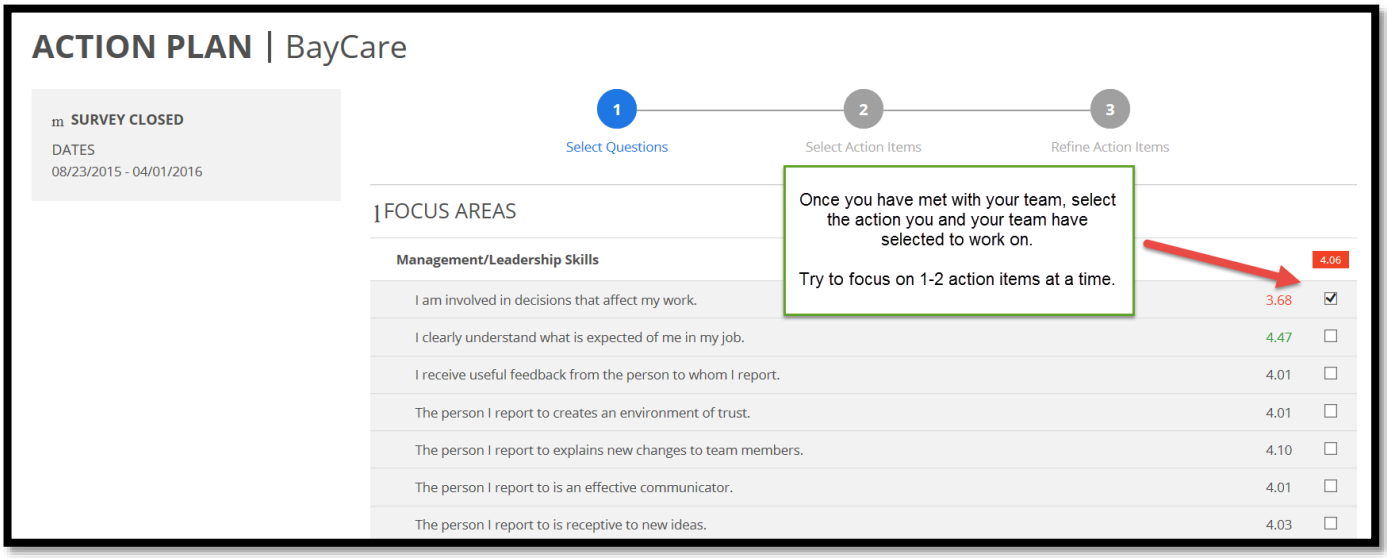


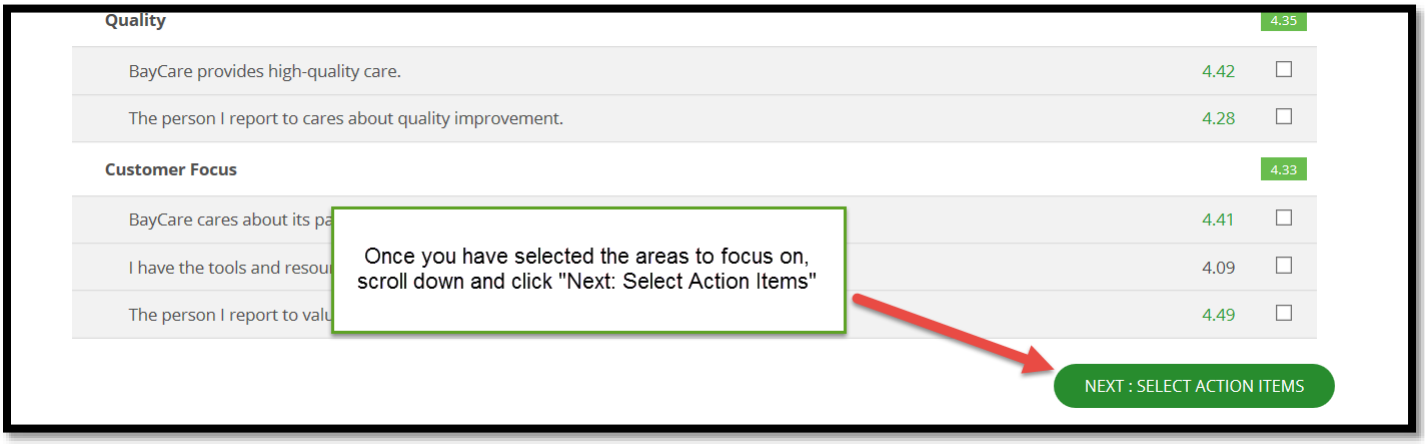
4.

p Maintain
r Promote
q Monitor
l Focus
4.10
2.01
0.01
0.18
0.36
Performance (Average Score)
Level of Impact on Turnover Intentions & HCAHPS
l FOCUS
+ Expand All
Survey items that are both low performing AND key drivers of Turnover Intentions and HCAHPS. Leaders should focus improvement efforts on these critical areas.
Management/Leadership Skills 4.06
Senior Management 4.03
Physician Relationships 3.95
Once you are ready, click "Create an Action Plan" to start.
Note: If you have less than 5 responses, you will receive a login and password but will not be able to create an action plan.
You should go to your leader to receive copies of the rolled up report to assist with feedback and action plans.
Directors should engage with those managers with less than
CREATE AN ACTION PLAN
Customize an action plan to address the focus areas above.

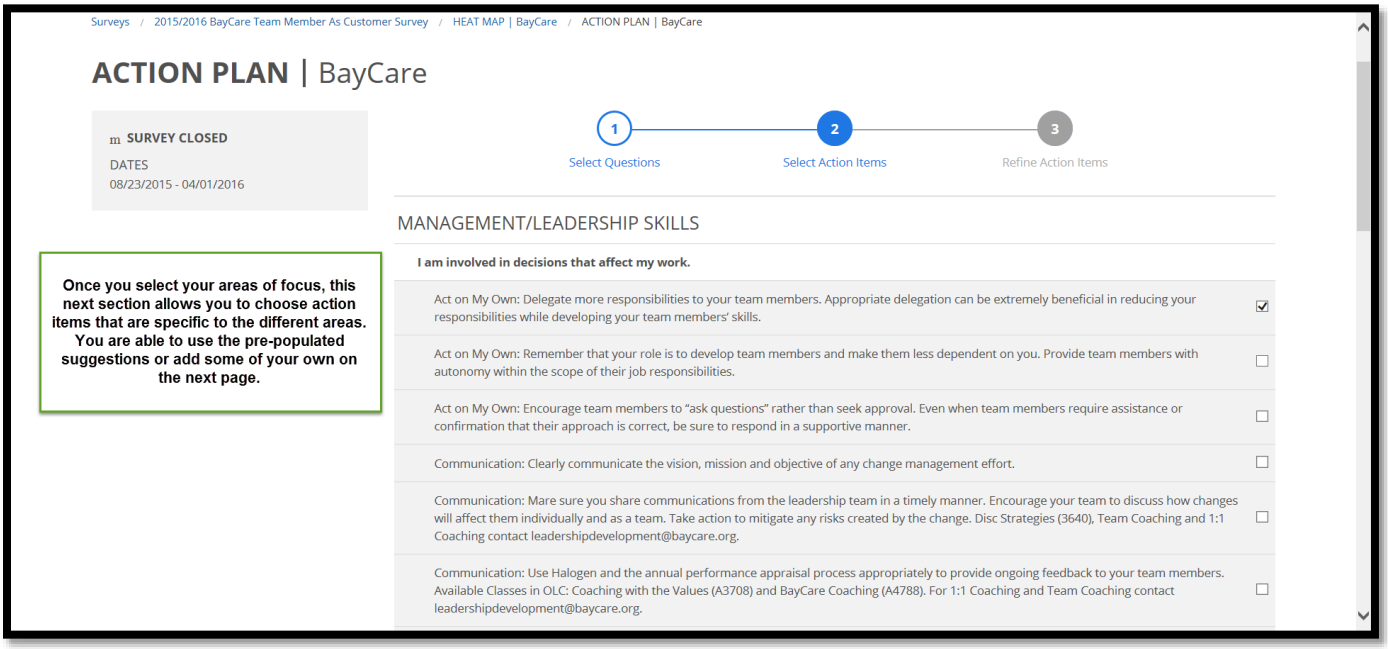
5.


ACTION PLAN | BayCare
m SURVEY CLOSED
DATES
08/23/2015 - 04/01/2016
1 Select Questions
2 Select Action Items
3 Refine Action Items
l FOCUS AREAS
Once you have met with your team, select the action you and your team have selected to work on.
Try to focus on 1-2 action items at a time.
Management/Leadership Skills 4.06
I am involved in decisions that affect my work. 3.68
I clearly understand what is expected of me in my job. 4.47
I receive useful feedback from the person to whom I report. 4.01
The person I report to creates an environment of trust. 4.01
The person I report to explains new changes to team members. 4.10
The person I report to is an effective communicator. 4.01
The person I report to is receptive to new ideas. 4.03

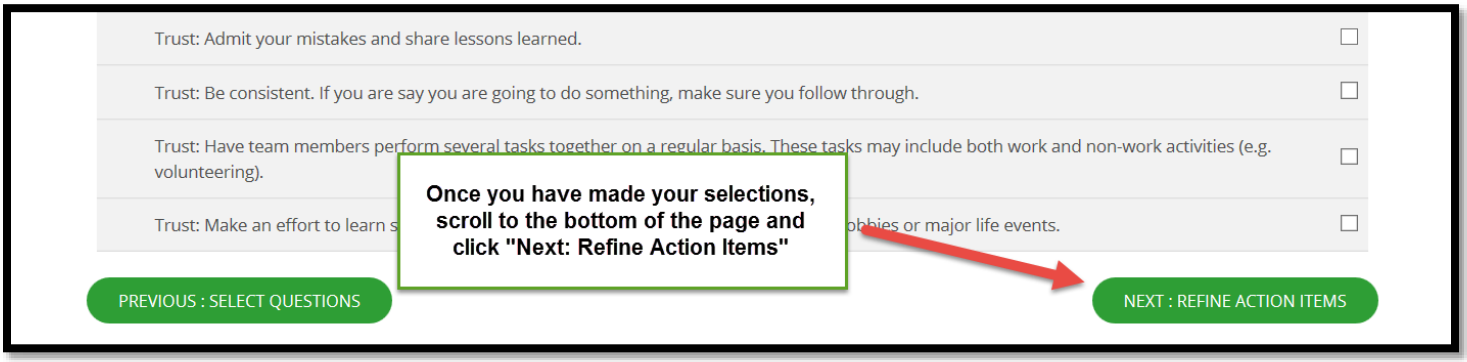
6.


Quality
4.35
BayCare provides high-quality care.
4.42
The person I report to cares about quality improvement.
4.28
Customer Focus
4.33
BayCare cares about its pa
4.41
I have the tools and resou
4.09
The person I report to valu
4.49
Once you have selected the areas to focus on, scroll down and click "Next: Select Action Items"
NEXT : SELECT ACTION ITEMS

7.


Surveys / 2015/2016 BayCare Team Member As Customer Survey / HEAT MAP | BayCare / ACTION PLAN | BayCare
ACTION PLAN | BayCare
SURVEY CLOSED
DATES
08/23/2015 - 04/01/2016
1 Select Questions
2 Select Action Items
3 Refine Action Items
MANAGEMENT/LEADERSHIP SKILLS
I am involved in decisions that affect my work.
Act on My Own: Delegate more responsibilities to your team members. Appropriate delegation can be extremely beneficial in reducing your responsibilities while developing your team members' skills.
Act on My Own: Remember that your role is to develop team members and make them less dependent on you. Provide team members with autonomy within the scope of their job responsibilities.
Act on My Own: Encourage team members to "ask questions" rather than seek approval. Even when team members require assistance or confirmation that their approach is correct, be sure to respond in a supportive manner.
Communication: Clearly communicate the vision, mission and objective of any change management effort.
Communication: Mare sure you share communications from the leadership team in a timely manner. Encourage your team to discuss how changes will affect them individually and as a team. Take action to mitigate any risks created by the change. Disc Strategies (3640), Team Coaching and 1:1 Coaching contact leadershipdevelopment@baycare.org.
Communication: Use Halogen and the annual performance appraisal process appropriately to provide ongoing feedback to your team members. Available Classes in OLC: Coaching with the Values (A3708) and BayCare Coaching (A4788). For 1:1 Coaching and Team Coaching contact leadershipdevelopment@baycare.org.
Once you select your areas of focus, this next section allows you to choose action items that are specific to the different areas. You are able to use the pre-populated suggestions or add some of your own on the next page.

8.


Trust: Admit your mistakes and share lessons learned.
Trust: Be consistent. If you are say you are going to do something, make sure you follow through.
Trust: Have team members perform several tasks together on a regular basis. These tasks may include both work and non-work activities (e.g. volunteering).
Trust: Make an effort to learn s
obbies or major life events.
Once you have made your selections, scroll to the bottom of the page and click "Next: Refine Action Items"
PREVIOUS : SELECT QUESTIONS
NEXT : REFINE ACTION ITEMS

9.

BayCare Surveys Action Plans Sign Out

Surveys

Surveys / 2015/2016 BayCare Team Member As Customer Survey / HEAT MAP | BayCare / ACTION PLAN | BayCare

ACTION PLAN | BayCare

SURVEY CLOSED
DATES
08/23/2015 - 04/01/2016

You are able to use the suggested action plan item or adjust them to fit your goal.

This is also where you are able to add custom action plan items.

Once you are complete, click "Save Action Plan"

1 Select Questions 2 Select Action Items 3 Refine Action Items

MANAGEMENT/LEADERSHIP SKILLS

	Start	Finish	Status	Notes
I am involved in decisions that affect my work.				
Act on My Own: Delegate more responsibilities to your team members. Appropriate delegation	5/10/2017	8/10/2017	Not Started	

1 +Add Custom Item

2 PREVIOUS : SELECT ACTIONS SAVE ACTION PLAN

10.

BayCare Surveys Action Plans Sign Out

Once the action plan is finished, click "My Open Plans" to send for manager approval.

Action Plan

Add New Plan | My Open Plans | All My Plans | Need My Approval | My Employees' Plans

ACTION PLAN DETAILS | BayCare Admin

PLAN OWNER BayCare Admin (BayCare)
PLAN TITLE Action Plan for Survey
PLAN DESC This is my Action Plan for Focus Items on the Survey
EVALUATION PERIOD 2015-2016
DATE ADDED 5/10/2017
TARGET COMPLETION DATE 8/10/2017
CURRENT STATUS Not Started

Action Item	Start Date	Target Date	Status	Progress Notes
I am involved in decisions that affect my work.	5/10/2017	8/10/2017	Not Started	
Act on My Own: Delegate more responsibilities to your team members. Appropriate delegation can be extremely beneficial in reducing your responsibilities while developing your team members' skills.	5/10/2017	8/10/2017	Not Started	

11.

BayCare Surveys Action Plans

Action Plan

Add New Plan | My Open Plans | All My Plans | Need My Approval | My Employees' Plans

ACTION PLANS - MY OPEN PLANS | BayCare Admin

To update overall plan status and information, click on the plan name. Otherwise, use the links in the row of each plan to proceed.

Plan Title	Period	Module	Status	Target Date	
Action Plan for Survey	2015-2016	Survey	Not Started	4/29/2016	V U R
Action Plan for Survey	2015-2016	Survey	Not Started	8/10/2017	V U R

The action plan can also be opened by clicking on the name. This is where you will click to complete the action plan process and send for manager approval.

You are able to add, edit and view details. You are also able to delete an action plan.

12.

Add New Plan | My Open Plans | All My Plans | Need My Approval | My Employees' Plans

ACTION PLANS DETAILS | BayCare Admin

Plan Title: Action Plan for Survey

Plan Desc: This is my Action Plan for Focus Items on the Survey

Evaluation Period: 2015-2016

Date Added: 5/10/2017

Target Completion Date: 8/10/2017

Current Status: Not Started

Date Plan Approved by Manager: **Not Approved** Request Manager Approval

Manager Comments: None Listed

Once opened you will click "Request Manager Approval"

Actual Completion Date: mm/dd/yy

Plan Active? Yes