

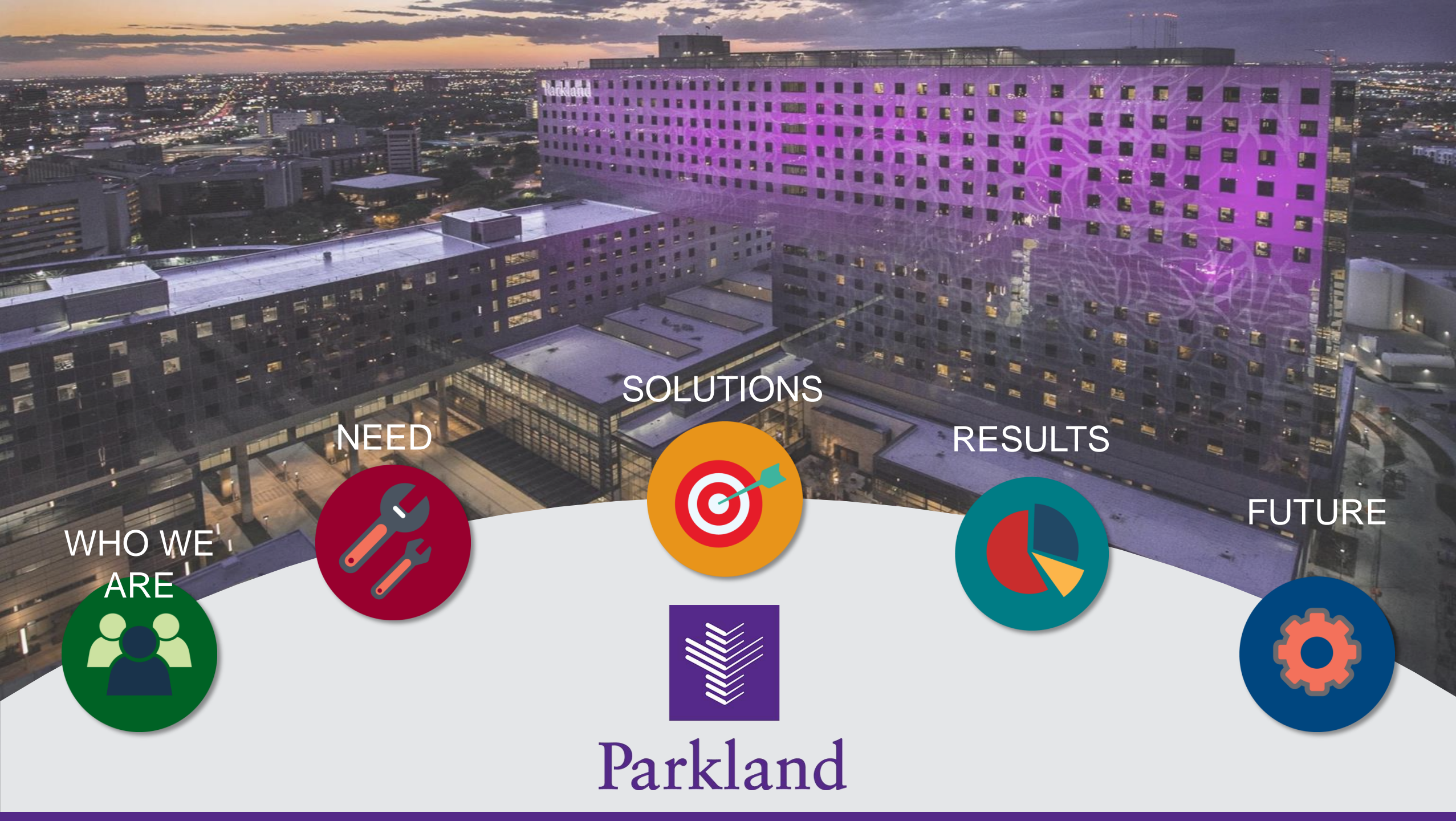


Parkland

Evolving T&D from Order Taking to Strategic Partnership

Maria F. Fernandez

Director of Training, Development and Implementation



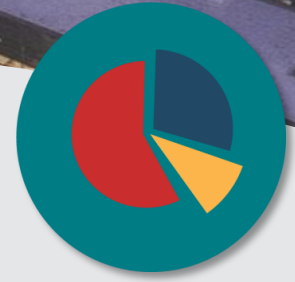
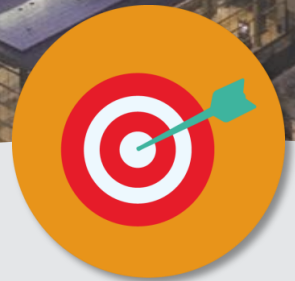
SOLUTIONS

NEED

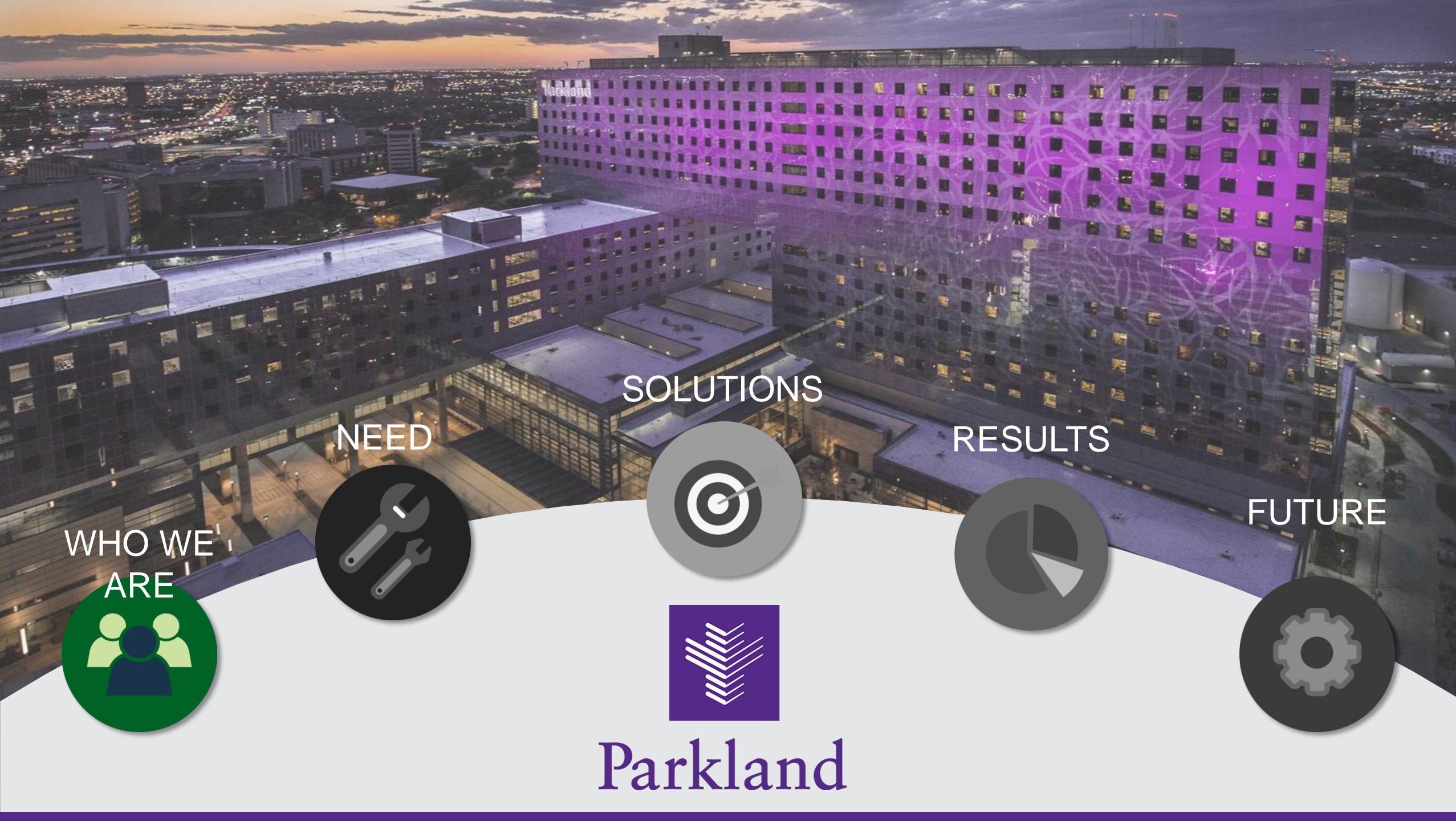
RESULTS

FUTURE

WHO WE ARE



Parkland



Parkland

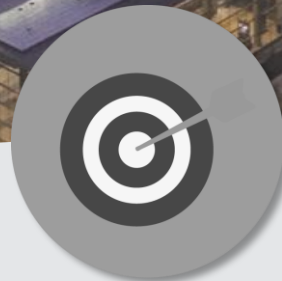
SOLUTIONS

NEED

RESULTS

FUTURE

WHO WE ARE



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WHO WE ARE

THE HOSPITAL



1.47

Number of patients (in millions) seen per year

12,500

Number of employees



WHO WE ARE

TEACHING FACILITY

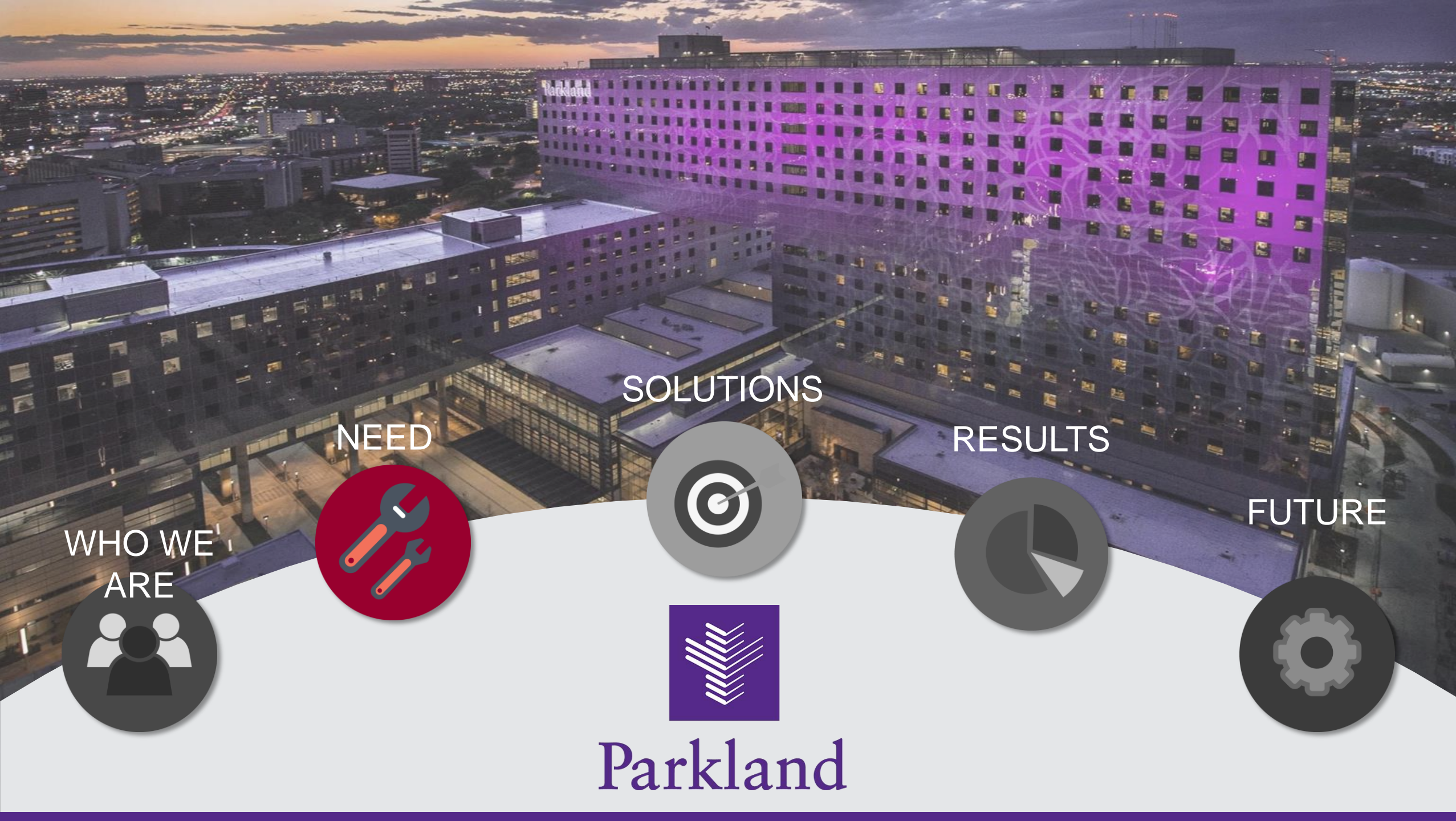


50/80

Percentage of physicians and nurses in North Texas trained at Parkland

30

Number of professional training programs



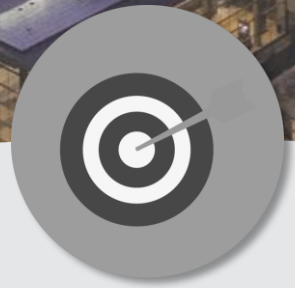
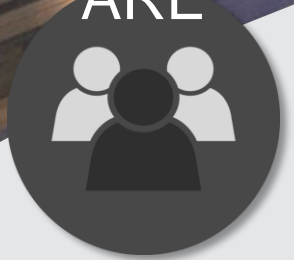
SOLUTIONS

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WHO WE ARE



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THE NEED

PILLARS OF EXCELLENCE



PILLARS OF EXCELLENCE

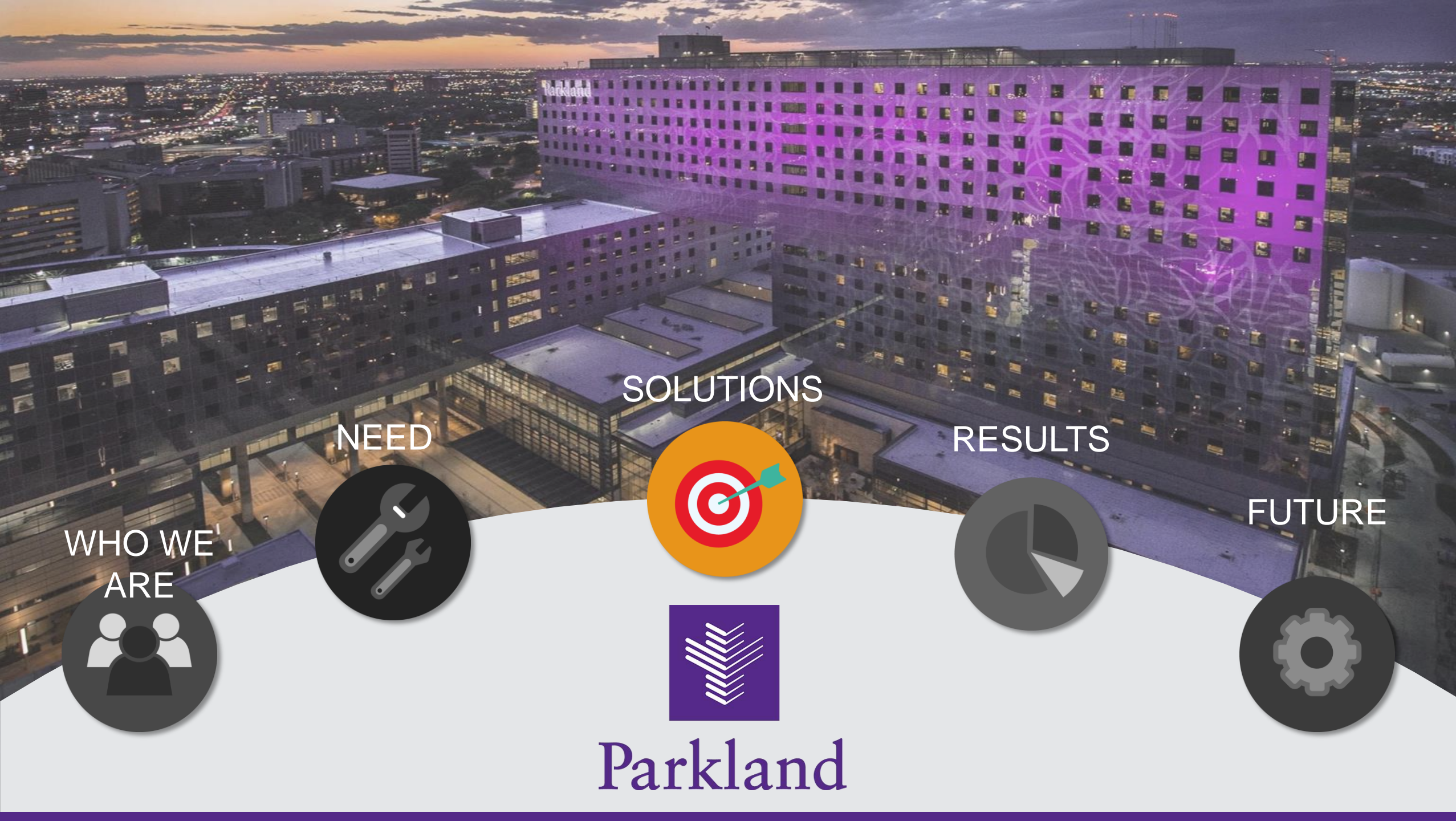
- Best in class
- Proactive
- Strategic
- Professional
- Recognition
- State of the Art
- Leaders
- Innovative
- Learning
- Organization
- Patient Centered
- Quality
- Intentional
- Industry Recognition



THE NEED

OBSTACLES AND MISCONCEPTIONS





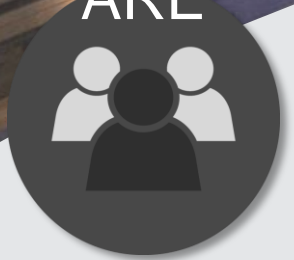
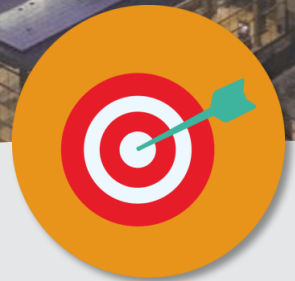
SOLUTIONS

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WHO WE
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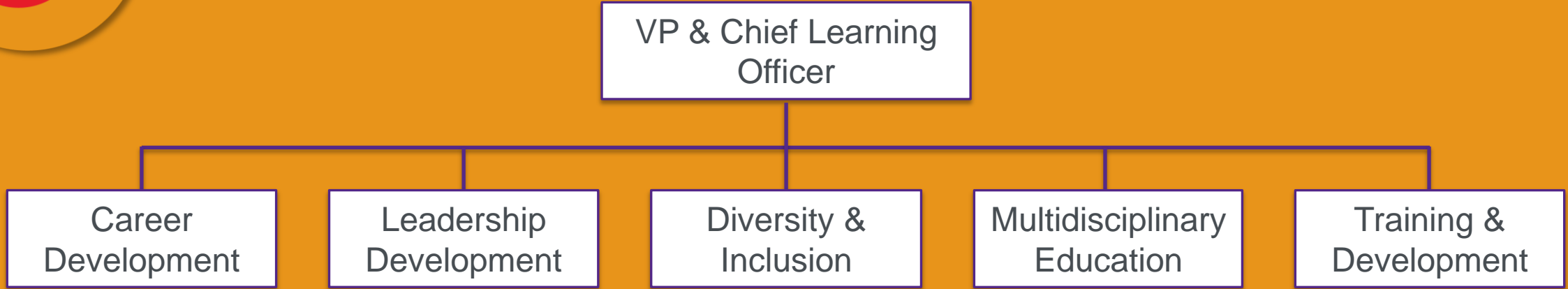
THE SOLUTIONS

POSSIBLE SOLUTIONS



THE SOLUTIONS

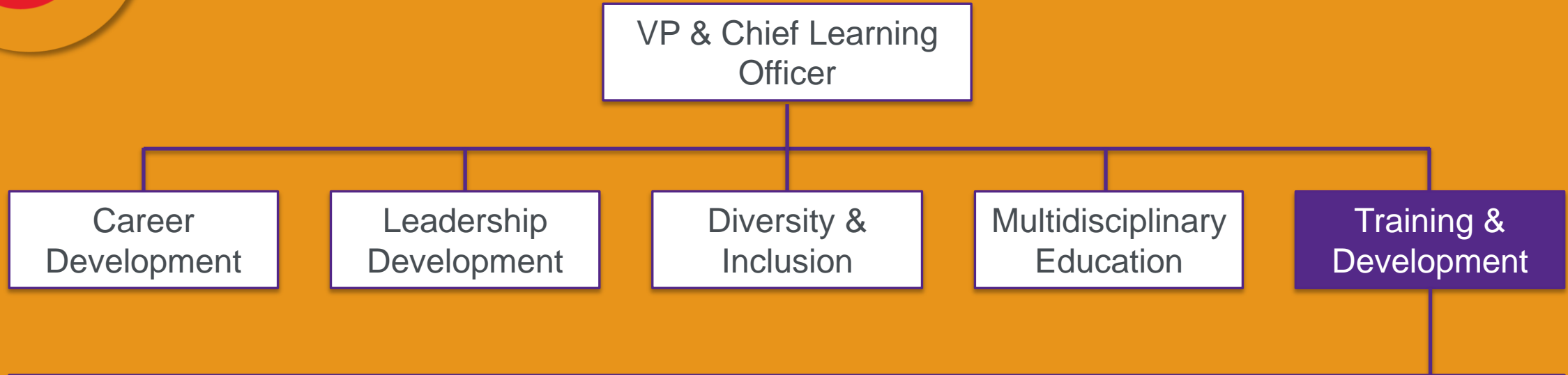
PARKLAND ACADEMY & OFFICE OF TALENT MANAGEMENT





THE SOLUTIONS

PARKLAND ACADEMY & OFFICE OF TALENT MANAGEMENT



- Operational training

- *Blended learning components*
- *Regulatory and Compliance*
- *Operational functions across the organization*
- *Systems and technology training*
- *Performance consulting*

- EPIC Training

- *New Resident Training*
- *Job-specific training*
- *Nurse residencies*

- Learning Management System

- *Learning assignment and management*
- *Reporting and compliance*



THE SOLUTIONS

STRATEGIC PLAN

Vision & Mission

Mission: To provide the most effective and engaging learning experience to our employees so they can achieve operational excellence in their roles.

Vision: To become the operational training hub for Parkland.



THE SOLUTIONS

STRATEGIC PLAN

Vision & Mission

Meetings with
Stakeholders

- Needs analysis approach, getting to know customers and stakeholders
- Understand frustrations and misconceptions
- Listening



THE SOLUTIONS

STRATEGIC PLAN

Vision & Mission

Meetings with
Stakeholders

Start Small

- Leverage projects that are required
- Rely on the basic principles of adult learning
- Work closely with team and customers
- Micromanage if needed!



THE SOLUTIONS STRATEGIC PLAN

Vision & Mission

Meetings with
Stakeholders

Start Small

Deliver!

Produce learning experiences that capture requirements, quality and requests from the organization to encourage replication and additional requests



THE SOLUTIONS

STRATEGIC PLAN

Vision & Mission

Meetings with
Stakeholders

Start Small

Deliver!

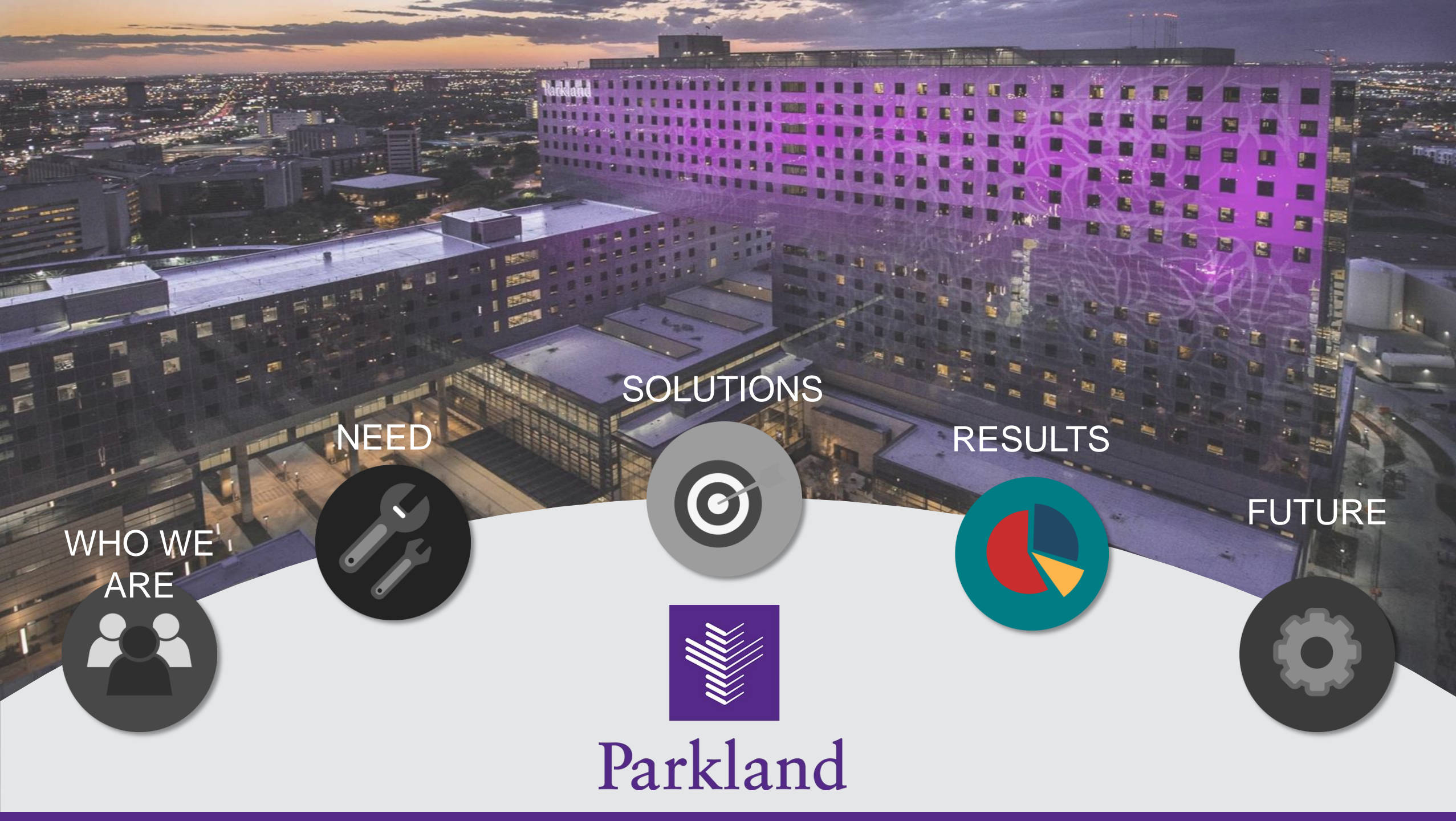
Lots of Marketing

Leverage every opportunity that you have to get in front of potential customers and business units

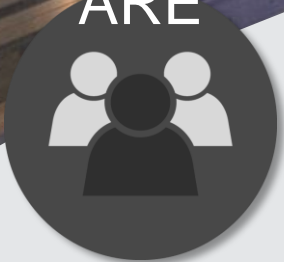


THE SOLUTIONS

STRATEGIC PLAN



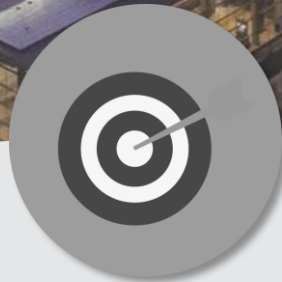
WHO WE
ARE



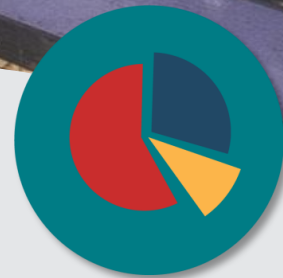
NEED



SOLUTIONS



RESULTS



FUTURE



Parkland



RESULTS

KEY THEMES



Compliance and Regulatory training



Increase in requests and partnerships



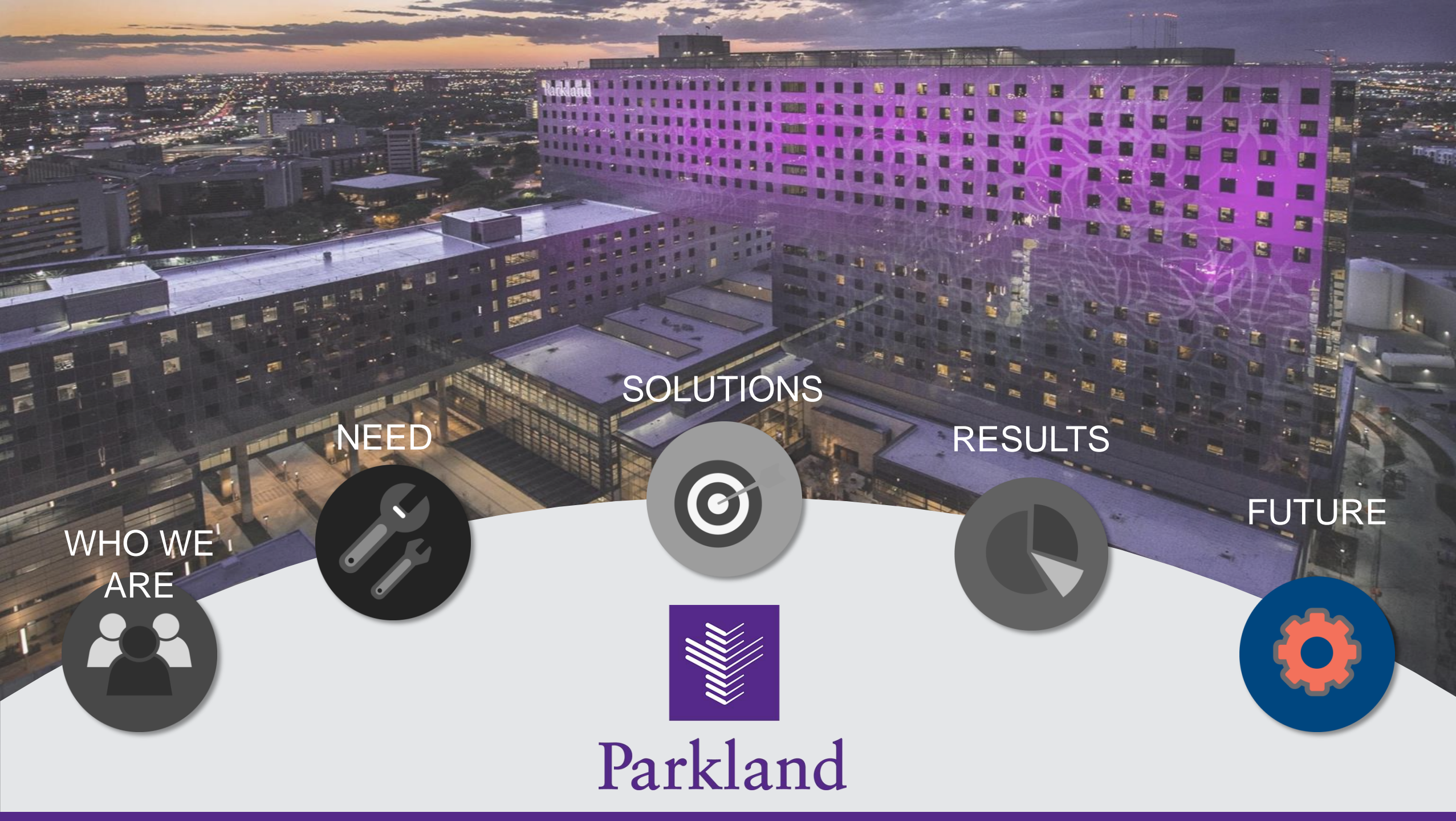
Cost reduction from developing learning in-house



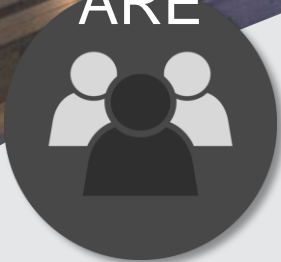
Industry awards



Opportunity to provide feedback



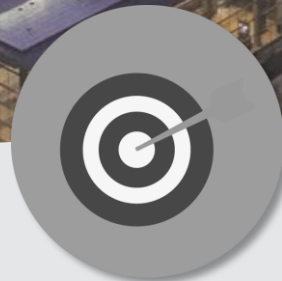
WHO WE
ARE



NEED



SOLUTIONS



RESULTS



FUTURE

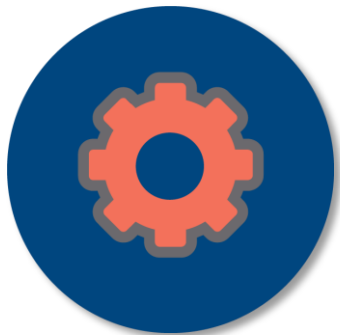


Parkland



FUTURE

LEVERAGE CREDIBILITY



FUTURE LEVERAGE CREDIBILITY

CUSTOMER ENGAGEMENT AND VALUE ADD



Living our values as a strategic partner

Involvement at the beginning of strategic priorities

Alignment on purpose, deliverables and success criteria

Performance consulting to identify the best delivery method for learning experience

Training data, including learner feedback

Move from tactical to strategic partnership

Join Us!

October 28 - 30, 2019 | Washington, D.C.

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CELEBRATING 25 YEARS

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