

Know, Share, Do – Day 4: Personalize Care Models

Please use the information below to engage with your team following Day 4 of Leadership Wellstar Week 2022. The goal of these daily takeaways is to help you lay a strong foundation with your team for future strategy-related conversations.



KEY INFORMATION LEADERS NEED TO KNOW.

- As part of our strategy, Wellstar will create an ecosystem of personalized care that delivers the highest value for every person we serve.
- This evolved care model will allow us to support consumers throughout their lives, not just when they're sick or injured.
- We will surround them with seamlessly connected, customized programs and resources supporting comprehensive health and well-being.
- By advancing value-based care, we will improve quality and patient experience while reducing waste and costs.



INFORMATION LEADERS NEED TO SHARE WITH THEIR TEAMS.

- During your meetings and interactions, talk with team members about how personalizing care is important to our mission and to our PeopleCare brand promise: *tailored care that values you as a person.*
- Reflect on the [“Enhancing Team Innovation” LinkedIn Learning module](#) provided, and share the [“How to Improve Cultural Competence in Healthcare”](#) article with your team. We all have a role to play in providing personalized care, and these supplemental materials will support you and your team in the delivery of exceptional care experiences.



TAKE ACTION ON THESE IMPORTANT ITEMS.

- Take a few moments to consider the ways your work impacts the care experience. Think of ways you and your team could improve on personalized care by:
 - Improving how your team is using a current technology, tool, or resource to take more advantage of its capabilities;
 - Hardwiring a process that has gotten overlooked recently; or
 - Learning more by reaching out to someone in your network or finding an online resource that could illustrate what planning for a more digital future looks like at other organizations or in other industries.