

TEAM PERFORMANCE



ACTION PLAN

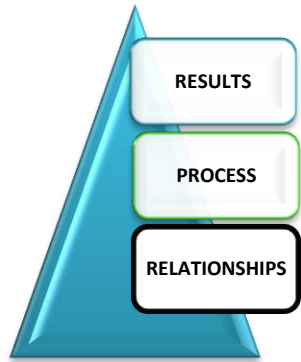
PROJECT: Support Group for Moms

PROJECT/PROGRAM DELIVERABLES	EXPECATATIONS	WHO	DATE TIMEFRAME
<u>Results</u> <ul style="list-style-type: none"> • A weekly support group is offered to new mothers. • Sessions are well attended (5 or more mothers) 	<ul style="list-style-type: none"> • Reserve room for the entire year. • Assess mother's needs & what they expect to get from session. 	Marcela Lisa	Jan. 2014 Mar. 2014
<u>Process</u> <ul style="list-style-type: none"> • Mothers are aware of and receive information about the support group. • Engage partners in promoting • Facilitators of group are competent and passionate 	<ul style="list-style-type: none"> • Create a flyer • Distribute copies of flyer to all OB and Peds. Offices, WIC • Include flyer in packets for maternity tour and discharge. • Train and mentor facilitators 	Jenny Marcela Marcela Ernie	Jan. 2014 Feb. 2014 Feb. 2014 Jan. 2014
<u>Relationships</u> <ul style="list-style-type: none"> • Participants will feel valued and their needs are addressed • Reward and recognize partners and facilitators 	<ul style="list-style-type: none"> • Facilitators will demonstrate respectful behaviors & communication. • Create and implement a patient feedback/evaluation form. • Share pt. feedback comments at mtgs. 	Facilitators Ernie Team	Mar. 2014 Feb-Mar Apr. – Dec.



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<u>Results</u>	.		
<u>Process</u>	.		
<u>Relationships</u>	.		



Action Learning: *Team/Collaborative*

What went WELL? What helped?	What did NOT go well? What hindered?	Actions Taken & Key Learning
<u>Results:</u>	<u>Results:</u>	<u>Results:</u>
<u>Process:</u>	<u>Process:</u>	<u>Process:</u>
<u>Relationships:</u>	<u>Relationships:</u>	<u>Relationships:</u>