



# MANAGER ORIENTATION IMPROVEMENT PROJECT

Fellow

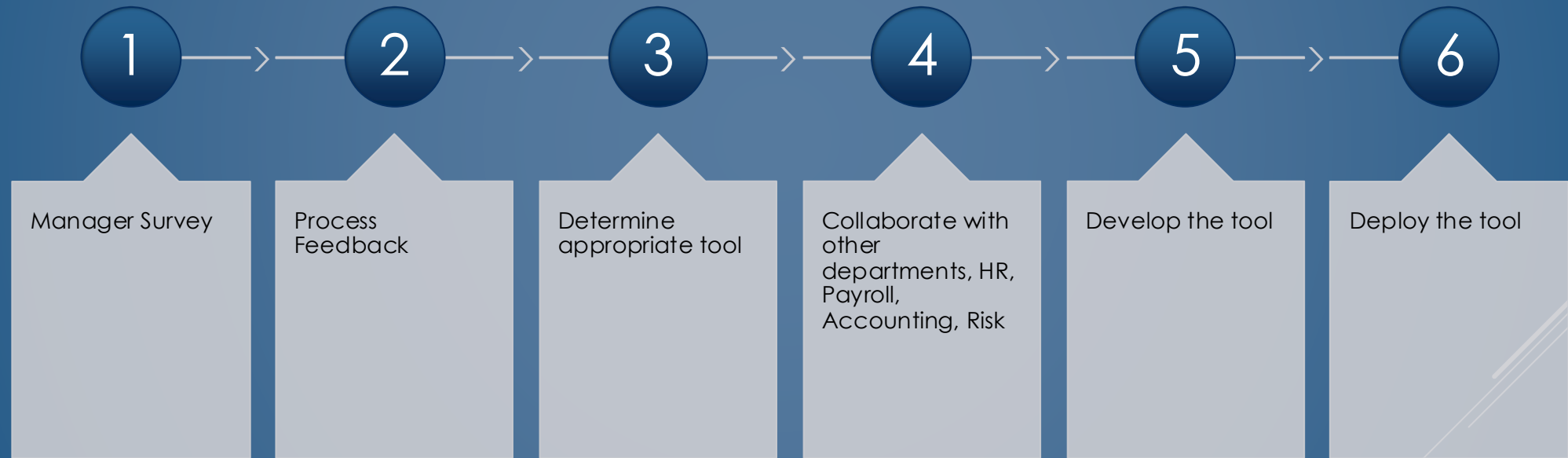
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# PROJECT OVERVIEW

- Standardize manager onboarding process
- Strengthen leadership preparation
- Improve operational understanding
- Reduce onboarding variation
- Support long-term manager success
- Align with HHH strategic goals



# PROJECT TIMELINE



# HHH MANAGER ORIENTATION FEEDBACK SURVEY

## Current Manager Tenure at HHH

- 21 total managers
- 11 managers under 3 years
- 6 managers between 3–10 years
- 3 managers with 10+ years
- 1 manager with 30+ years
- Nearly half hired since 2023

- ▶ Purpose: To evaluate and enhance the onboarding, training, and transition process for new leadership roles at Hammond-Henry Hospital.
- ▶ Section 1: Manager Profile
  - ▶ Captures department, tenure, and prior management experience (healthcare vs. non-healthcare).
- ▶ Section 2: Orientation Effectiveness
  - ▶ Rating: 1–5 scale on overall program quality.
  - ▶ Core Topics: Coverage of HR/Payroll, Budgeting, Epic reporting, and Leadership expectations.
  - ▶ 90-Day Check-in: Assessing if support was adequate during the critical first three months.
- ▶ Section 3: Gaps & Growth
  - ▶ Identifies missing resources or training "blind spots."
  - ▶ Focuses on future mentorship needs (e.g. performance evaluations, financial management).
- ▶ Goal: Use feedback to refine leadership development and improve the transition for future HHH leaders.

## Importance of Standardized Onboarding

# WHY THIS MATTERS

Many managers are newly hired

Wide variation in experience levels

Inconsistent onboarding practices

Increased compliance vulnerability

Need clear expectations and tools

Supports confidence and competency

Financial impact

Manager Pain points

# MANAGER RESOURCE DOCUMENT

## Manager Resource Document Overview

- ▶ Online tool for all managers
- ▶ Organized by topic tiles
- ▶ Easy access to key processes
- ▶ Reduces confusion and variation
- ▶ Supports daily manager needs
- ▶ Living document updated regularly

- ▶ Welcome letter from CEO
- ▶ Names of Administration and Managers
- ▶ Human Resource section
- ▶ Financial Management
- ▶ UKG
- ▶ Leadership Develop Process
- ▶ Contacts and Resources
- ▶ Important Dates
- ▶ Manager Develop plan for new managers

ONLINE TOOL

A decorative graphic consisting of several parallel white lines of varying lengths, slanted upwards from left to right, located in the bottom right corner of the slide.



### Activities Completed

- ▶ Survey deployed and analyzed
- ▶ Onboarding mapped and reviewed
- ▶ Best practices benchmarked
- ▶ Draft tools and word document created

### Successes

- ▶ Strong manager engagement
- ▶ Clear themes identified
- ▶ Leadership support secured

### Barriers

- ▶ Determining how to deploy this
- ▶ Getting all administration on board with this tool
- ▶ Ensure managers are using it-holding everyone accountable

ACTIVITIES,  
SUCCESSSES,  
BARRIERS



### Outcomes to Date

- ▶ Baseline onboarding data collected
- ▶ Priority training topics defined
- ▶ Standardized structure drafted
- ▶ Competency milestones created
- ▶ Pilot plan established

### Next Steps

- ▶ Finalize online document and tools
- ▶ Complete benchmarking review
- ▶ Launch summer pilot
- ▶ Evaluate pilot outcomes
- ▶ Present final plan
- ▶ Implement across HHH

# OUTCOMES & NEXT STEPS

- ▶ Human Resources team
- ▶ ICAHN for this fellowship
- ▶ Andrew as my coach
- ▶ Administrative team
- ▶ My managers

THANK YOU

