



A Foundation for Feedback

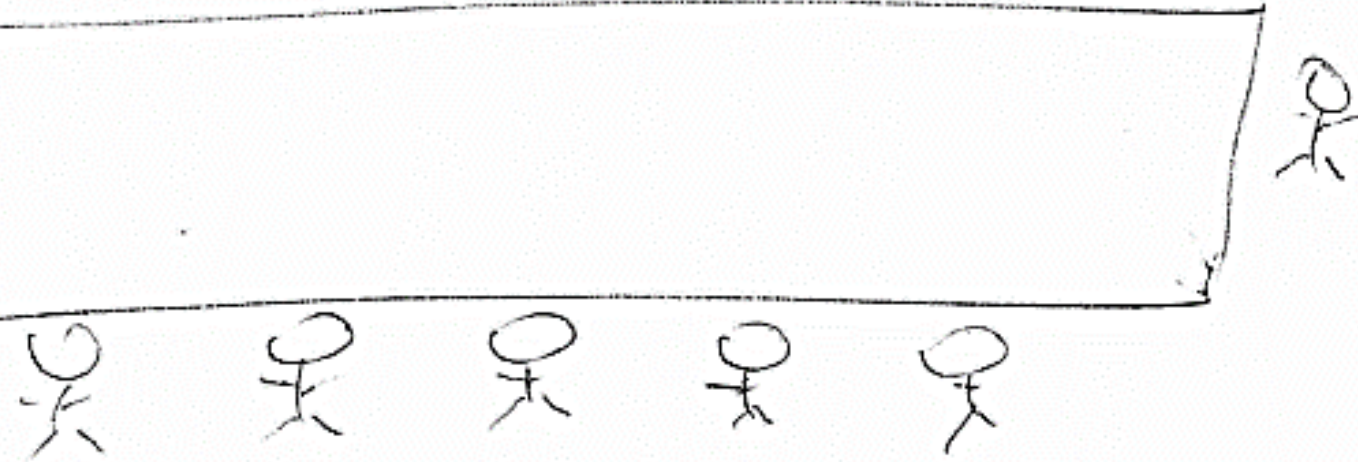
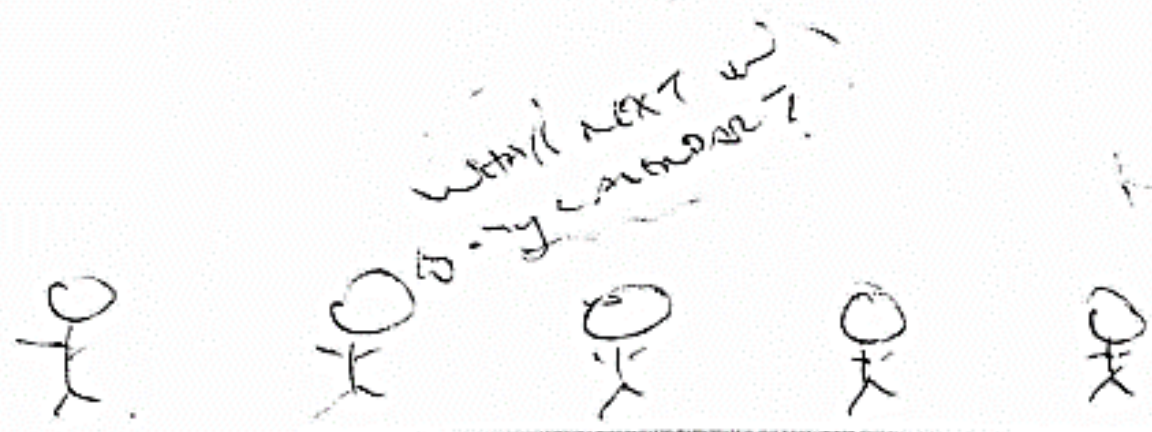
February 12, 2020

Colorado Community Health Network (CCHN)

Taylor Miranda Thompson, Kim Moyer, Jake Rosse

Checked out

Feeling checked out



WANT FOR
WANT TO

People
feel heard

There is
buy-in

No walls

Excitement around giving and seeking input on organization-
wide decisions



Past efforts deemed unproductive



No standard process

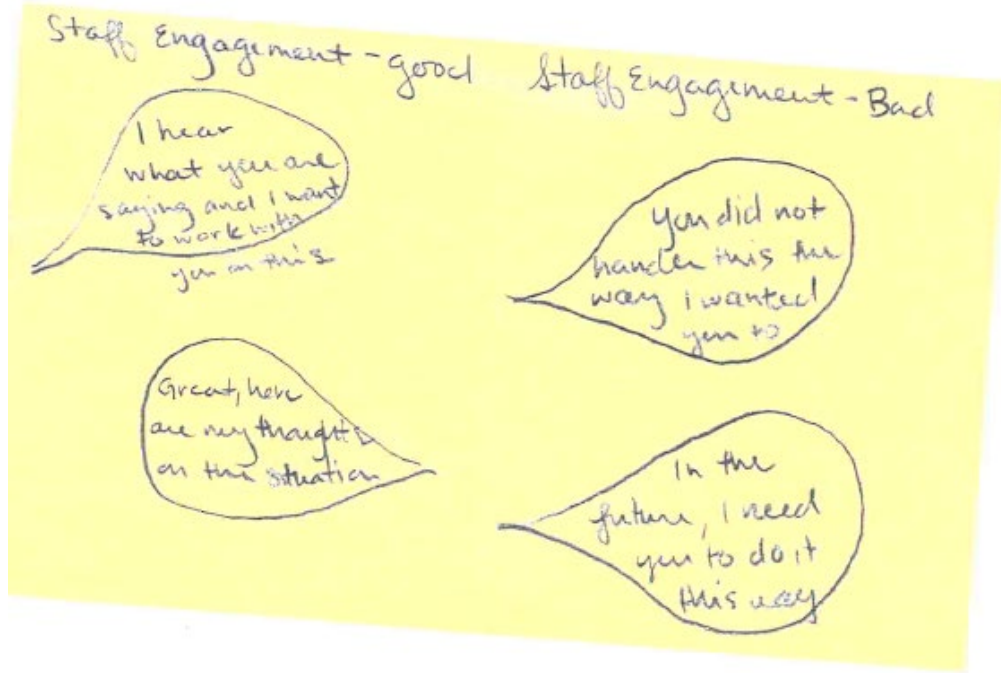


Different understanding



Limited capacity

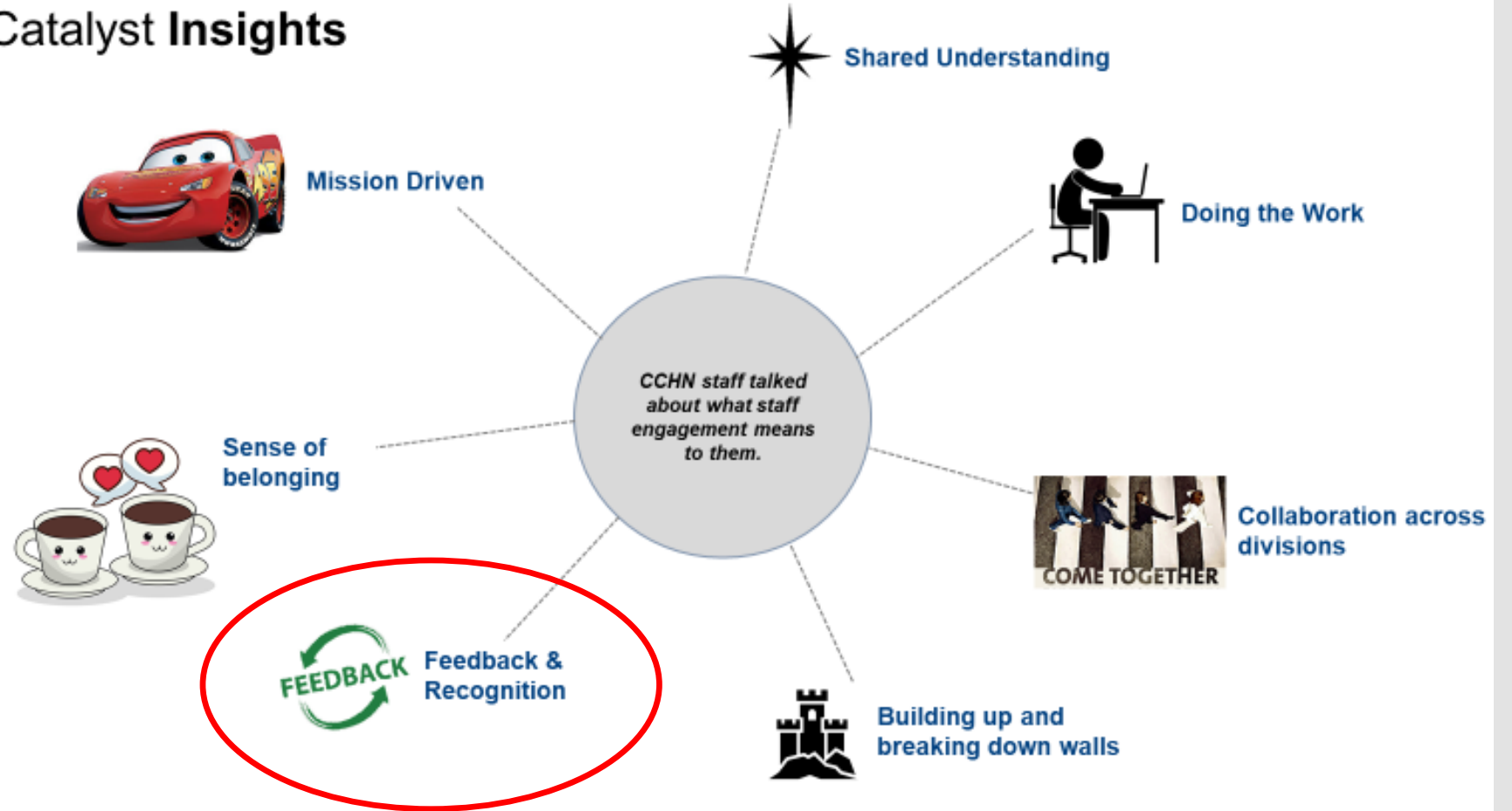
Why does this gap exist?



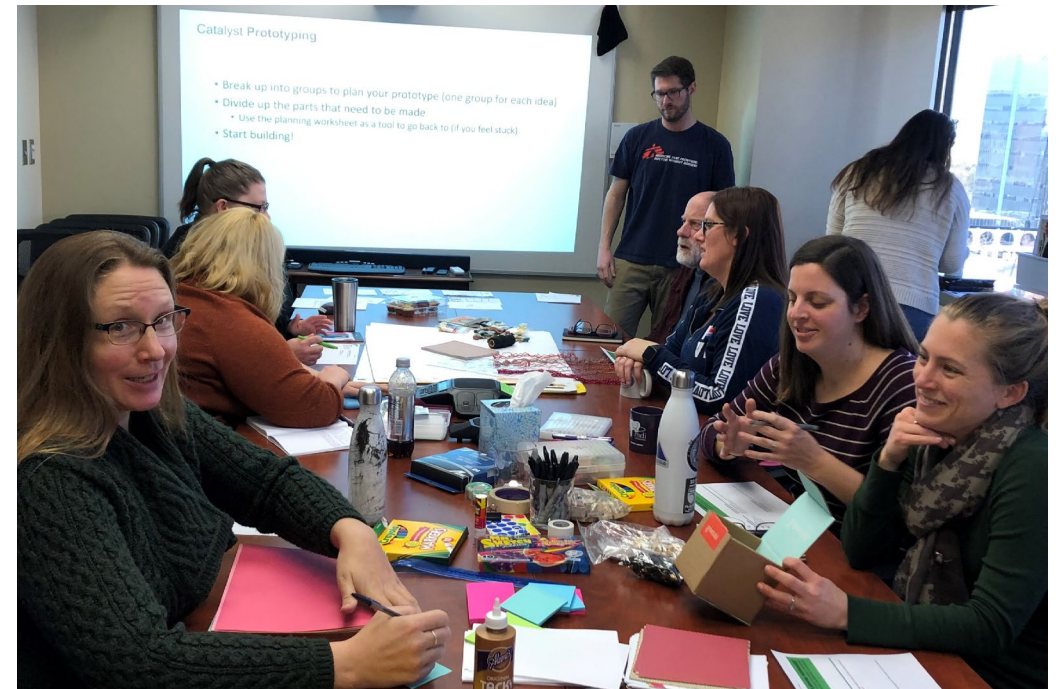
How we explored the problem

Key Insights about CCHN's Staff Engagement

Catalyst Insights



Co-Creating a Solution



A Promising
Solution :

Digital Toolbox

Digital
Toolbox

Feedback
Toolbox

Feedback



A folder on the shared network available to all



Evaluation tree for when to seek input



Templates for providing input



Decision tree to close the loop on input

Digital Toolbox



Improve relationships



Reduce turnover



Increase productivity



Serve our members

The benefits of our solution

Lost employees

Confusion

Financial cost

Burnout

What could
happen if we
don't move
forward

What we need from you

Recognition that staff engagement, turnover, and retention can be influenced

Staff time through QIIC

Commitment from the executive team to try and pilot innovative solution



Thank you!

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