



Talking Points | *Advocates*

Educate your team about our organizational changes.

We're changing how and where we deliver care to our members and patients.

- ▶ We're making it easier for members to access care wherever and however they choose.
- ▶ Examples include:
 - kp.org
 - KP mobile app
 - teleconsult appointments
 - retail clinics
- ▶ Learn more: See Health Care in America (sharedagenda.kaiserpermanente.org/2019-strategy-bod/health-care-in-america).

Explain how the changes impact them.

- ▶ These changes mean your role and responsibilities may be evolving. (Offer specific examples that apply to your work environment.)
- ▶ The best way to prepare for change is to build career resilience – the ability to adapt to change in the workplace.
- ▶ You can build career resilience by learning these critical skills:
 - **Digital Fluency** – adapting to technology changes in the workplace
 - **Consumer Focus** – placing members at the center of what we do
 - **Performance Improvement** – evaluating and improving our work processes
 - **Collaboration** – working together as a team to deliver the best care possible
- ▶ Career resilience is important because:
 - Kaiser Permanente is constantly innovating
 - Health care is continuously changing
 - Technology is always being updated
 - We all need to become lifelong learners

Offer possible solutions; invite feedback and discussion.

- ▶ To help you understand these changes and how to prepare for them, we have some handouts we want to share with you.
- ▶ Pass out **5 Facts About Your Future at Kaiser Permanente** and **Why Critical Skills | Employees** ([page 12](#)).
- ▶ Please review these handouts and let us know if you have any questions. We value your feedback.