



## Talking Points | *Managers*

### 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](https://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.