

Southcentral Foundation Session Summaries

Presenter: Sharon Fenn, Senior Improvement Advisor

Co-presenter: Tiffany Guinn, Improvement Specialist

Session 1

Integrating the Baldrige Framework into Organizational Culture

Learning Objectives:

- * Introduce Southcentral Foundation's Nuka System of Care
- * Describe how SCF applies the Baldrige framework as a tool for continuous improvement
- * Describe how SCF integrates the Baldrige feedback report in its Strategic Planning Process

Session 2

Introduction to Human Resources in the SCF Nuka System of Care

Learning Objectives:

- Explore SCF's focus on work design and how success is driven by hiring the right people
- Examine the SCF Human Resources Department's use of the relationship-based model
- Learn about the Nuka System of Care's approach to performance management