

Fill in the Gaps. Where we are. Where we want to Be

Organization:	Date:	Time Frame:	Version:
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Where we are:	Where we want to be:
1.	1.
2.	2
3.	3.
4.	4.
5.	5.
6.	6.

FILL IN THE GAP! Action Plan to Fill in the GAPS		
Action	Who is Accountable	Due Date
1.		
2		
3.		
4.		
5.		
6.		

Fill in the Gaps. Where we are. Where we want to Be

SMART Goal Each Plan	
Specific, Measurable, Accountable, Realistic, Timely	
S	
M	
A	
R	
T	
Quarterly Reports given on:	By:
January-March	
April-June	
July-September	
October-December	

Obstacles and Solutions

CELEBRATE!

Fill in the Gaps. Where we are. Where we want to Be

Organization:	Example Plan	Date:	Time Frame:	Version:
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Where we are:	Where we want to be:
1. Clients are greeted inconsistently as they walk in the hospital.	1. All clients are greeted immediately with a smile, addressed with their name and given polite instructions related to the visit.
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.

FILL IN THE GAP! Action Plan to Fill in the GAPS		
Action	Who is Accountable	Due Date
1. Training of all team members in client greeting	Jamie Smith, Reception Team Lead	June 13 th 2018
2.		
3.		
4.		

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SMART Goal Each Plan	
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S: Greeting Training of all Team Members	
M: Survey clients how they are currently being greeted and then repeat same survey in September (did we move the needle?). Internal audit of current greeting styles. Repeat internal audit in September. Evaluate current training in greeting clients, is this being taught? Can the training of new hires be improved?	
A: Management delegates and oversight of Jamie Smith, Reception Team Lead, with check-ins every two weeks on progress and resources.	
R: Provide materials to Jamie on the topic of greeting clients, value of consistent greetings, develop surveys, creating time in the schedule for training during team meetings or individually as needed until everyone is trained. Training completed in June. In September tools and time to run the survey and complete internal audit of greetings. Budget, \$200.00	
T: Starts March 28 th . Two-week check-ins with management to calendars. First due date, June 13 th . Second due date, September 13 th . Final report October 1 st .	
Quarterly Reports: Team Meeting-on Agenda	Given By: Jamie Smith, CSR
June: Report on internal audit, client survey and outline training status. Client Greeting Protocol is placed in team phase training for new hires.	
August: All ten team members are trained, WooHOO!	
October: Report on internal audit, client survey and if we are moving the needle.	
Celebrate! Everyone receives a gift certificate to nearby coffee shop.	

Obstacles and Solutions

CELEBRATE!