



**People Build Relationships and
Create Culture**

What's the Point for Today?



Teammate engagement is a critical factor for success in today's environment.

Practical not Theory



Chris Kiser

Enterprise Vice President– Patient Access

Leader for pre-arrival functions including Financial Clearance,
Financial Advocacy, and Patient Arrival.



**A Combination of Four Legacy Institutions Who Joined Forces
to Chart a New Future Together**

Established December 2, 2022



Where Bigger Meets Better

Empowered to do more as an integrated system



5.4M

Unique Patients



\$31.7B

Revenue



\$6B+

Community Benefit



158K

Teammates



42K

Nurses



5.5K

Advanced Practice
Providers/Clinicians



1K+

Sites of Care



69

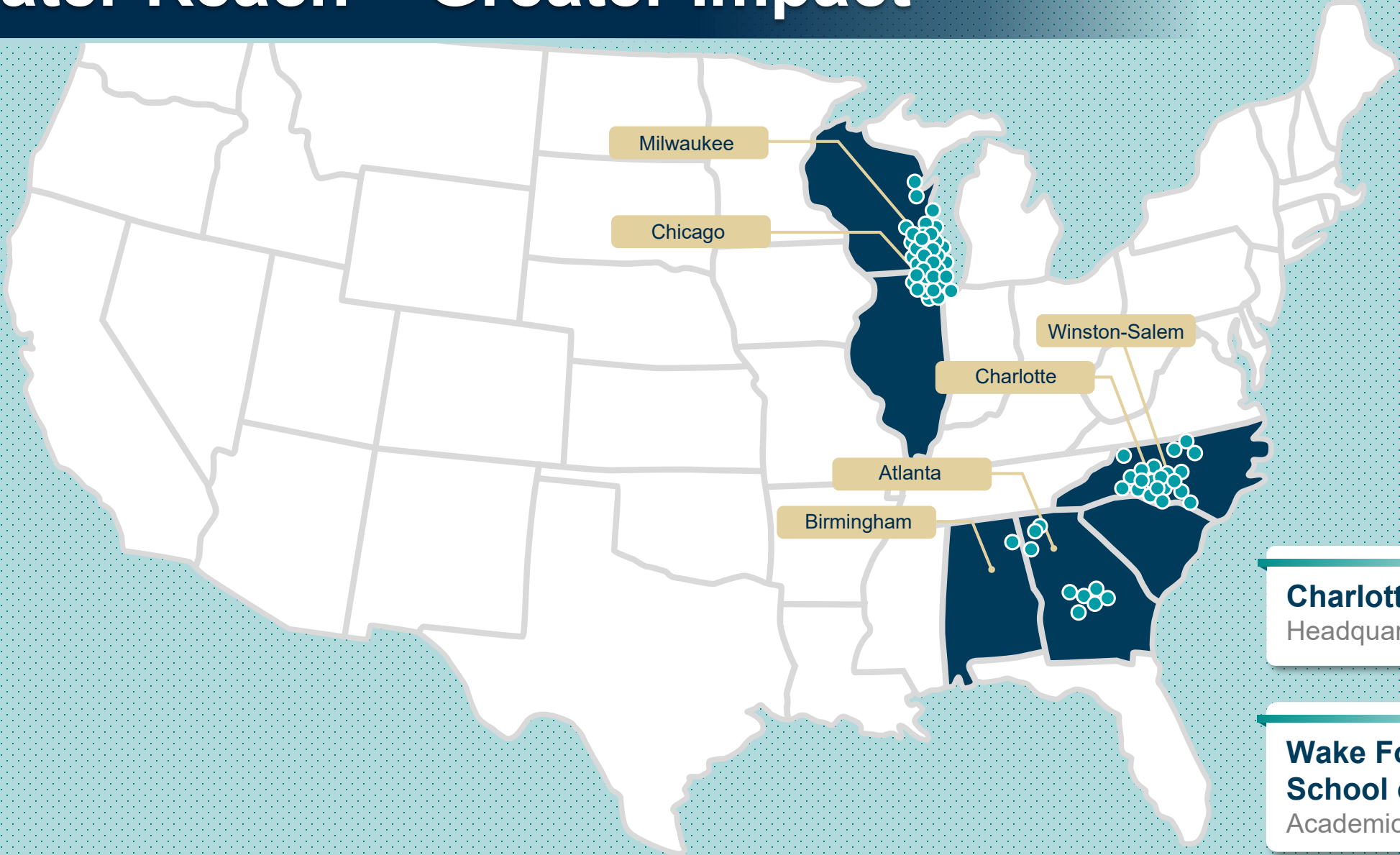
Hospital Locations



23K

Active
Medical Staff

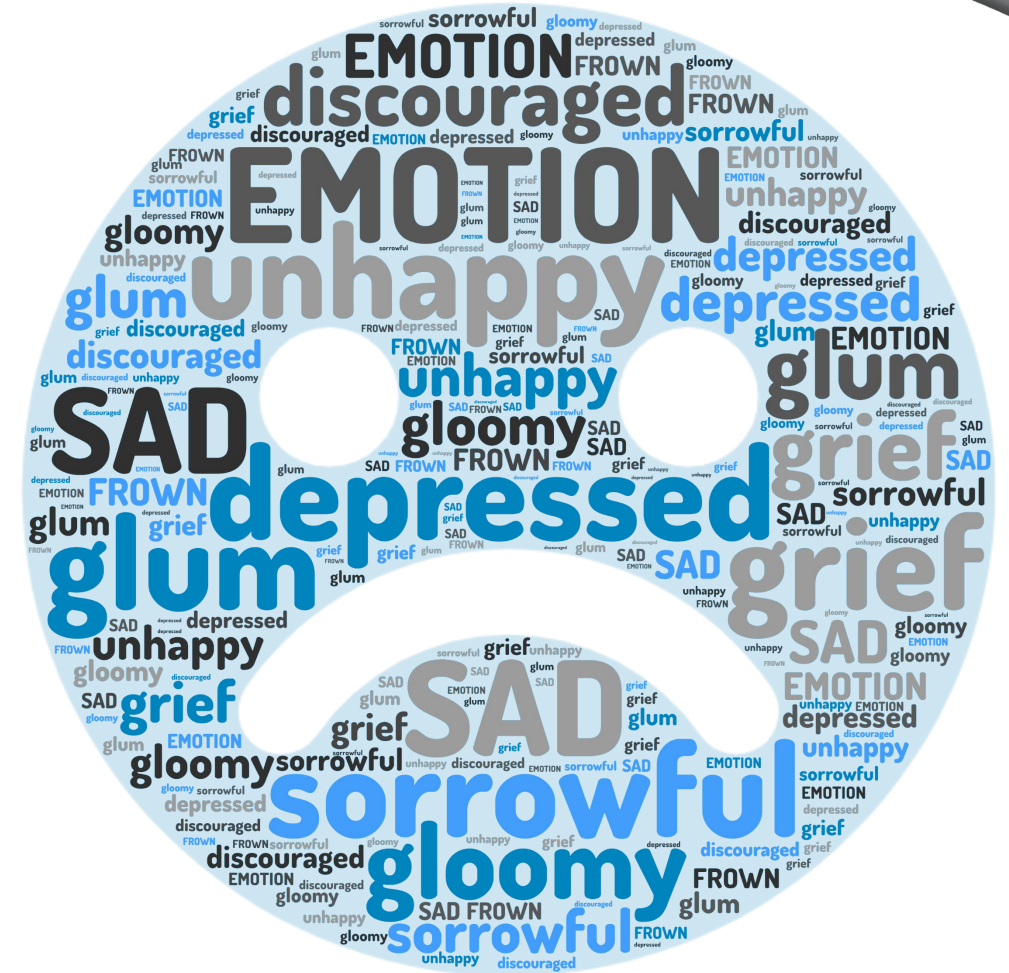
Greater Reach – Greater Impact



Charlotte, NC
Headquarters

**Wake Forest University
School of Medicine**
Academic Core

In the U.S., almost 2 billion people are not happy at work



People Matter

“Take Care of your employees, and they’ll take care of your business” - Richard Branson

People are a key differentiator



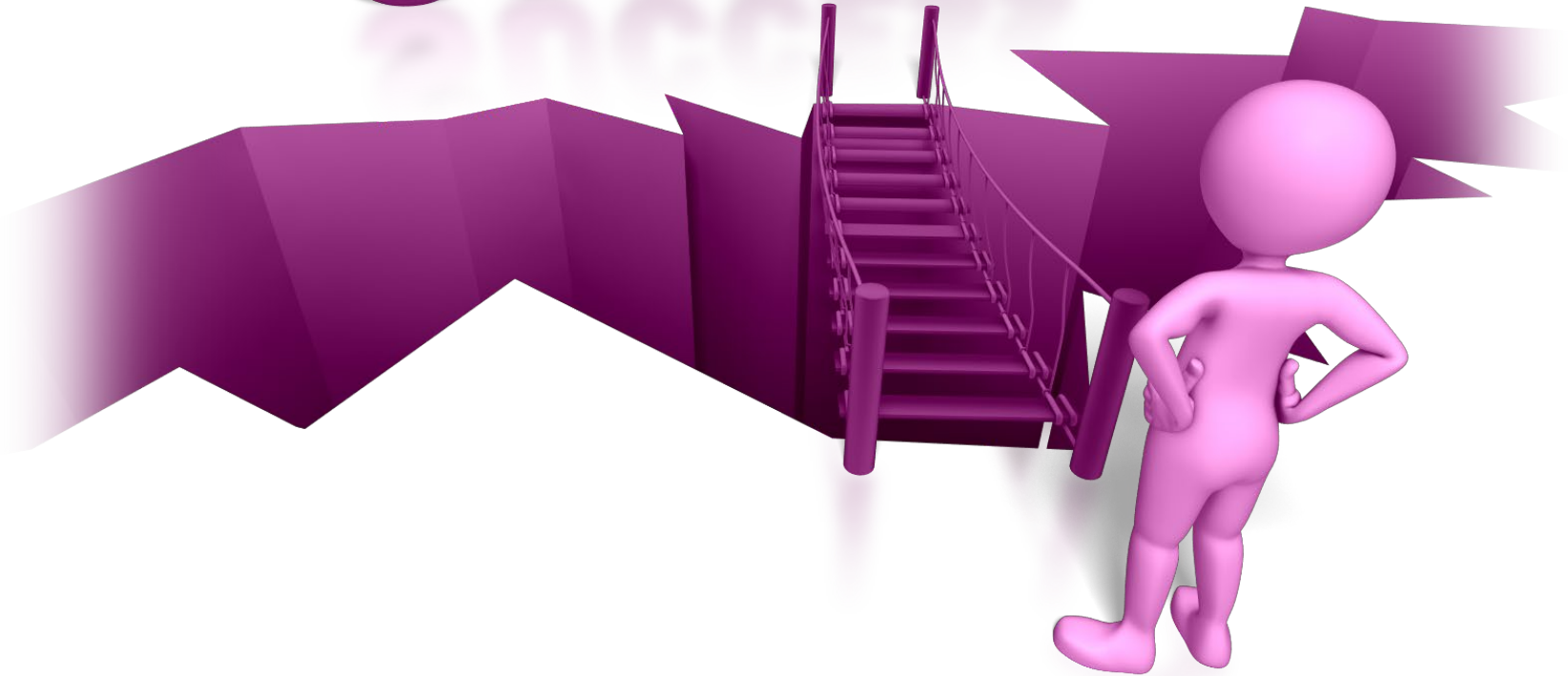
Benefits of an Engaged Workforce

- Increased Productivity
- Higher Job Satisfaction
- Lower Turnover Rates/Higher Retention
- Improved Customer Satisfaction
- Enhanced Innovation
- Increased Profitability
- Positive Brand Image
- Loyalty



How do we get there?

SUCCESS



Foster a Positive Environment

- Be Visible
- Lead by Example
 - Integrity, Respect, Accountability, Humbleness
- Be Accessible and Approachable
 - Mercy Manager Example
- Promote Open Communication
 - Honesty & Transparency
- Functioning Equipment
 - Chairs--Keyboard
- Create a Safe and Inclusive Environment
 - We are all different

Empower

- Delegate to employees and trust their abilities
- Provide clear direction
- Provide constructive feedback
- Recognize and reward innovation
- Allow for Smart Failure



Career Growth and Development

- Internal Leadership Programs
- Local Conferences for mid level leaders
- Cross Training
- Career Ladder if possible



Listen

- Staff Meetings
- 1 on 1 time
- Forums



Work-Life Balance

- Flexible Work Schedules
- Encourage PTO and Vacations
- Don't Micromanage Time
- Support mental health and preventative care



Community Engagement



Invest in the Team-Time & Money



Knit Teal Beanie



Mission Shirt - Teal Short Sleeve



Team Spirit—FUN!



Barriers

- Items we Don't Control
 - Benefits
 - Insurance
 - PTO policies
 - 401 K
 - Pay Ranges
 - Geographic Location
 - Overall Corporate Culture
- Size
- Budget



Questions

