



## WORKSHOP SUMMARY SHEET

**TITLE:** Health Care Reform 101: Understanding the New Role of the Health Care Worker

**LEADERS:** Mary Morris, Consultant

**SUMMARY:** Understanding the New Role of the Health Care Worker identifies the most critical and fundamental changes brought about by health care reform. Most importantly, the workshop emphasized the implications of these changes for all health care workers including the behavioral, skill and educational requirements.

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**THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:**

Improving Staff/Resident/Patient Satisfaction, Decreasing Costs and Improving Quality

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**THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:**

- Preparing the workforce in support of Health Care Reform.
- Establishing regular mechanisms for communication between labor and management at the organization and department levels are required for this initiative to be effective.

**THIS INITIATIVE/ INFORMATION WILL AID YOUR FACILITY IN THE CHANGING HEALTH CARE ENVIRONMENT BY:**

- Acting in a professional manner at all levels of the health care organization necessary for success.
- Educating the workforce and managers on the critical provisions of these roles in order to support these changes.

**THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:**

1. The need to take inventory of personal abilities and attributes in relation to health care changes.
2. The need for greater adaptability and education as a result of ongoing changes.
3. The “new” meaning of customer service in health care- Patients perspectives of quality of care.