

Use these talking points to explain the changes to our care delivery system and how employees can adapt and build career resilience by learning about the Critical Skills.

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 patients to access care whenever and however they choose.
- » Examples include:
 - KP.org
 - KP mobile app
 - Tele-consult appointments
 - Retail clinics (Southern California)

Explain how the changes impact them.

- » These changes mean that 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
 - **Process 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 need to continuously develop ourselves.

Offer possible solutions; invite feedback and discussion.

- » To help you understand these changes and how to prepare for them, I have some hand-outs that I want to share with you.
- » (Pass out *Five Facts about Your Future at Kaiser Permanente* and *Advance Your Career*, located on page 6 of this toolkit).
- » Please review these hands-outs and let me know if you have questions. I value your feedback.
- » Thank you!