

## **CONFERENCE PARTICIPANT FEEDBACK ON SKILLS FOR THE FUTURE**

### **Customer Service Rep Skills**

- Ability to tailor responses to personal styles and preferences
- Ability to reflect on performance: successes and challenges
- Collaborate across groups
- Ability to access a variety of resources
- Strong technology skills
- Problem-solving

### **Front line manager**

- Process vast amounts of information
- Manage complexity above and below position in the organization
- Build and facilitate teams
- Ability to analyze business and clinical data
- Manage wide range of access to connectivity and a variety of devices ( wearables, speech recognition, etc)
- Maintain a personal connection with the team
- Maintain a healthy level of anxiety
- Coach and mentor

### **RN**

- Transition from “hands on “ provider to facilitator of care
- Know how to integrate technology with touch
- Data analytic skills
- Be able access “just-in-time” training
- Support families and friends as providers of care
- Manage alert fatigue
- Follow patient through the entire course of illness
- Use advanced technology through use of single sign on

### **MA**

- Utilize virtual devices for huddling and manage video visits
- Develop connections to the community
- Provide patient education
- Maintain knowledge of the variety of services a member might access
- Know how to function in a team
- Bilingual language skills/cultural competence
- Knowledge of performance improvement

## **Physician**

- Manage team
- Trust in other professions; ability to collaborate
- Get better understanding of patient needs/ask questions and drill down
- Confidence
- Resourcefulness
- Advanced technology skills
- Access resources
- Be humble