

Grantee Area

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[Main](#) > [Grant List](#) > Grant MileStone View

Edit Grant Information Form

Edit Grant Info

Quarter	Milestone	Due Date	Status	Comments
4Q 2009	<u>Select consultant , service champions, A-V equipment & HR RN data.</u>	10/30/2009	Incomplete	Yes
	<u>Determine baseline service scores for patients, employees & physicians.</u>	12/31/2009	Complete	
	<u>Consultants - inspire, motivate & layout program for champions.</u>	12/31/2009	Complete	
1Q 2010	<u>Champions - become a team with goals, objectives, and mission.</u>	3/29/2010	Complete	
	<u>Consultants provide champions with training, motivational exercises.</u>	3/29/2010	Complete	
2Q 2010	<u>Team champions train assigned departments.</u>	6/30/2010	Complete	
	<u>Provide reward and recognition.</u>	6/30/2010	Complete	
	<u>Evaluate L/M opinions for improvement.</u>	6/30/2010	Complete	
3Q 2010	<u>Training reinforced through ongoing team meetings and recognition programs.</u>	9/30/2010	Complete	
	<u>Refresher training and evaluation for champions. Evaluate L/M opinions for improvements.</u>	9/30/2010	Complete	
4Q 2010	<u>Evaluate program changes, deficiencies, suggest changes, additions & modifications.</u>	12/31/2010	Incomplete	
	<u>Survey employees, physicians and compare to baseline . Update RN HR data.</u>	12/31/2010	Incomplete	