

# Learning and Development



Aspiring Leaders' Academy, Class of 2019

Growing Strength from **STRENGTH**





*It All Starts with Our People!*

### From Our CEO



“North Country’s most valuable resource is our staff. Offering programs that help employees expand their skills, get a degree and form cross-departmental ties strengthens our organization. And makes North Country a great place to work!”

- Anne Newland, MD, MPH

North Country HealthCare is only as strong as the combined capability of the people who work and invest their time here. Talent development is one of our best investments into our company’s future and one of our most visible sustainability initiatives.

The Learning and Development team is driven to cultivate the potential of each individual, train them to work in and become part of effective teams, and ensure the ongoing vitality that is North Country HealthCare.

We assist the active, hands-on development of our people’s skills and professional strength. This strength is crucial to ensuring seamless transitions as healthcare and leadership changes occur.





Sabrina Lakin

Sylvia Ortiz

Miki Gilmore

## MEET THE TEAM

Combined, the Learning and Development team has 53 years of health care experience. We take the collective power of that experience and strategize more effective and meaningful learning impact. We ourselves never stop learning!

From Left to Right: Sabrina Lakin, Provider E H R Trainer; Sylvia Ortiz, Patient Relations Representative E H R Trainer; Miki Gilmore, Clinical Trainer

### **We build organizational capacity through**

Onboarding, Centricity, Clinical Training, Champion Development, Performance Evaluations

Quality Standards -Trained and Sustained

Supervisory Skills Development

Leadership Development

Career Development for Providers

Mental Health First Aid

Advanced Education Reimbursement

Online Training through HealthStream LMS

Custom-tailored Trainings and Retreats

Team Building and Group Dynamics Analysis

through Predictive Index



**Cathleen Garrison, MBA,  
SPHR, SHRM-SCP**

**Learning and Development  
Manager**

# North Country HealthCare's Learning Community Pyramid



Elevating LEARNING

Have questions about TEAM ELEVATION?

Contact us at:

Learning and Development  
 North Country HealthCare  
 2920 North Fourth Street  
 Flagstaff, AZ 86004  
[training@nchcaz.org](mailto:training@nchcaz.org)

North Country HealthCare's mission is to provide affordable, accessible, quality primary care in an atmosphere of dignity and respect where the health and well-being of patients and community are promoted through direct services, education, outreach, and advocacy.

