

# WHY CREDIBLE

Custom Forms

Minnesota Experience


Data Availability / Reports

System Upgrades

User Experience

- Overview
- Profile
- Episodes
- Add Service
- Amendments
- Service List
- Credible Plan
- Diagnosis
- Insurance
- Authorization
- Team
- Program
- Employee
- GeoAreas
- Contacts
- Family
- Allergy
- eMAR Group
- Medical Profile
- Schedule
- Medications
- eMAR
- Orders
- Clinical Support
- Immunizations
- Attachments
- Warnings
- Ext Provider
- Form Groups
- Schedule Grp
- 1st Available
- Users
- Notes
- Dashboard
- Liability
- Claims
- Notification
- Log

**Client Picture**



Change Image

**Add To Do Item**

Detailed To Do List Add

**Assignments**

**Assigned Teams** [edit](#)

Test

All Assignments

**Client Info**

First Name	MNMTC	Middle Initial	
Last Name	TEST	Preferred Name	
Status	ACTIVE	Client ID	1001
External ID		DOB	
Age		Social Security Number	
Sex	Female		
Gender Identity			

[edit](#) [print](#) [Full Client Info](#)

**Client Schedule**

Wednesday, September 20, 2023

All Scheduled Items

**Billing Info**

Ins:	ID:
Ins Start Date:	Ins End Date:
Ins Copay:	Last Updated:
Client Balance: \$0.00	Ins Balance: \$0.00

[Full Insurance Info](#)

**Notification Events**

Wednesday, September 20, 2023

All Notifications

**Core Team Leaders**

- Twila Jensen x6351
- Lora Clem x6553
- Sadie Twite x6540
- Christa Gaffer x6565
- Alex Senger x6237
- John Vranes email

# Timeline

Q4 2023		Q1 2024	Q2 2024	July 1st	Q4 2024
Phase 1 <b>MNPRA and Rockbridge</b>		Phase 2 <b>Establish Testing Environment</b>	Phase 2 <b>Implementation Teams</b>	Phase 2 <b>Launch System</b>	Phase 3 <b>Feedback and Review</b>
RockBridge and MNPRA		Core Team	Implementation Teams	Everyone	Implementation Teams
<b>Activities</b>	Forms Development	Establish a Plan	Review and Develop Forms	Final Data Upload	Obtain Feedback
	Configuration	Establish Preliminary Framework-Teams / Programs	Configure - Teams & Programs	Training Material Provided	Make any Adjustments
	Reporting	Transfer Data	Review Staff and Security	Teams Support Call Open	Streamline Reporting
	Testing	Identify Implementation Teams	Identify Reporting	Three Months Credible Implementation Support	Analytics
	Feedback and Learning	Identify Forms	Train the Trainers & Develop Material	Bill out Procentive Through June, Go to View Only Sept. 30th.	LT Efficiencies

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# LEADING STAFF THROUGH NAVIGATING CHANGE

- **Share the Vision:** Clearly communicate the desired future state to inspire and align your team.
- **Explain Why:** Help staff understand the rationale behind the change and its benefits.
- **Create a Sense of Urgency:** Convey the importance and time sensitivity of the change.
- **Have a Detailed Plan:** Develop a well-thought-out roadmap for implementation.
- **Empower Others to Lead:** Encourage leadership at all levels to drive change.
- **Generate Short-Term Wins and Celebrate Them:** Achieve quick wins to build momentum.
- **Communicate, Communicate, Communicate:** Keep staff informed throughout the process.
- **Anchor the New into Processes:** Integrate the change into organizational norms.
- **Inspire Ownership:** Foster a sense of responsibility and commitment among staff.

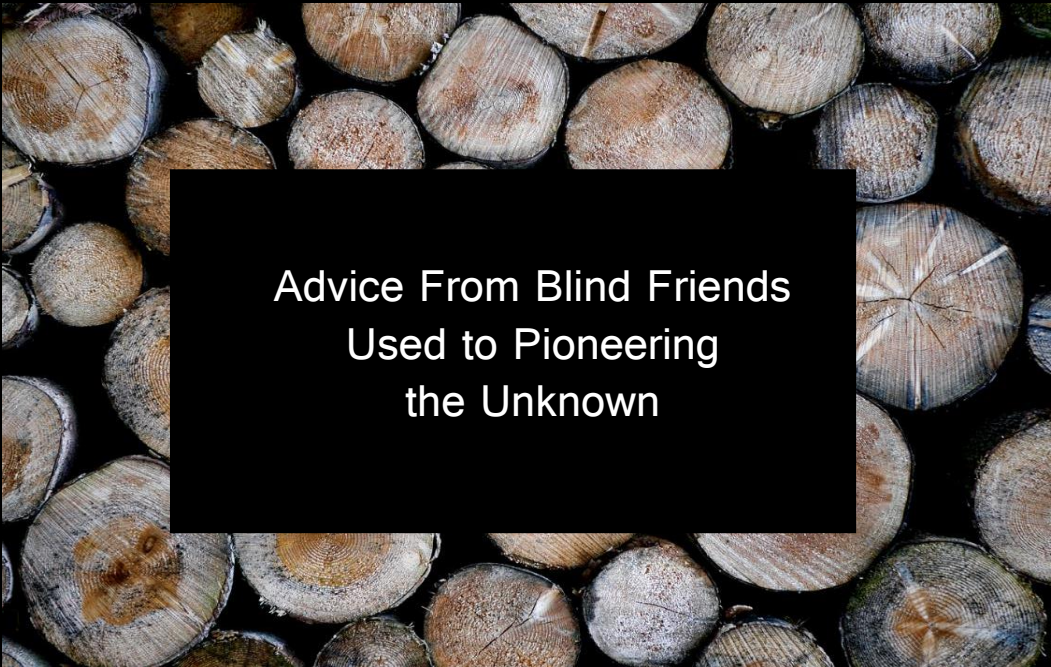
*Remember, effective change leadership involves strategy, buy-in, and empathy.*

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# NAVIGATING STAFF THROUGH CHANGE TO THE UNKNOWN

A close-up photograph of a stack of cut logs, showing the circular cross-sections of the wood with visible grain patterns and knots. The logs are piled together, creating a textured, layered appearance.

Advice From Blind Friends  
Used to Pioneering  
the Unknown



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## **ENCOURAGE STAFF TO STEP OUT AND TRY**

*TRUST THEY WILL EVENTUALLY FIND THEIR WAY*

**The blindfold was put on and my world became dark.**

**I was told let's go for a walk.**

**Ready, set, start.**

**I felt nervous, scared, and anxious.**

**I took each step with hesitation.**

**I thought I would trip, hit, or fall.**

**With my sense of direction I thought it was hopeless.**

**I crossed the street with a very loud heartbeat.**

**I made it in on piece.**

**-Susan Anderson**

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## DOING IT TOGETHER

*REMIND THEM WE ARE ALL IN IT TOGETHER  
INVITE ASKING FOR HELP FROM OTHERS*

**I was blindfolded and my world became dark.**

**I was told to make a grilled cheese sandwich.**

**Ready, set, start.**

**I got tips and tricks on how to navigate the  
kitchen safely.**

**I buttered my bread, turned on the pan,  
learned when to flip.**

**-Susan Anderson**

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# STEP BY STEP

*KEEPING IT AS SIMPLE AS POSSIBLE  
WILL MAKE THE TRANSITION EASIER FOR THEM*

It was the simple changes that made life easier for Sue [who is blind]... Sue taught me that life is wonderful, that even the biggest challenge, if broken down into steps, can be accomplished, and that blindness is something that happens. It changes the way we do things but should never dictate how we live our lives.

- Jess Crelly

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# FLOW WITH IT

*ENCOURAGE STAFF TO FIND NEW WAYS  
THAT SUIT THEM*

**Fading vision**

**Made the decision**

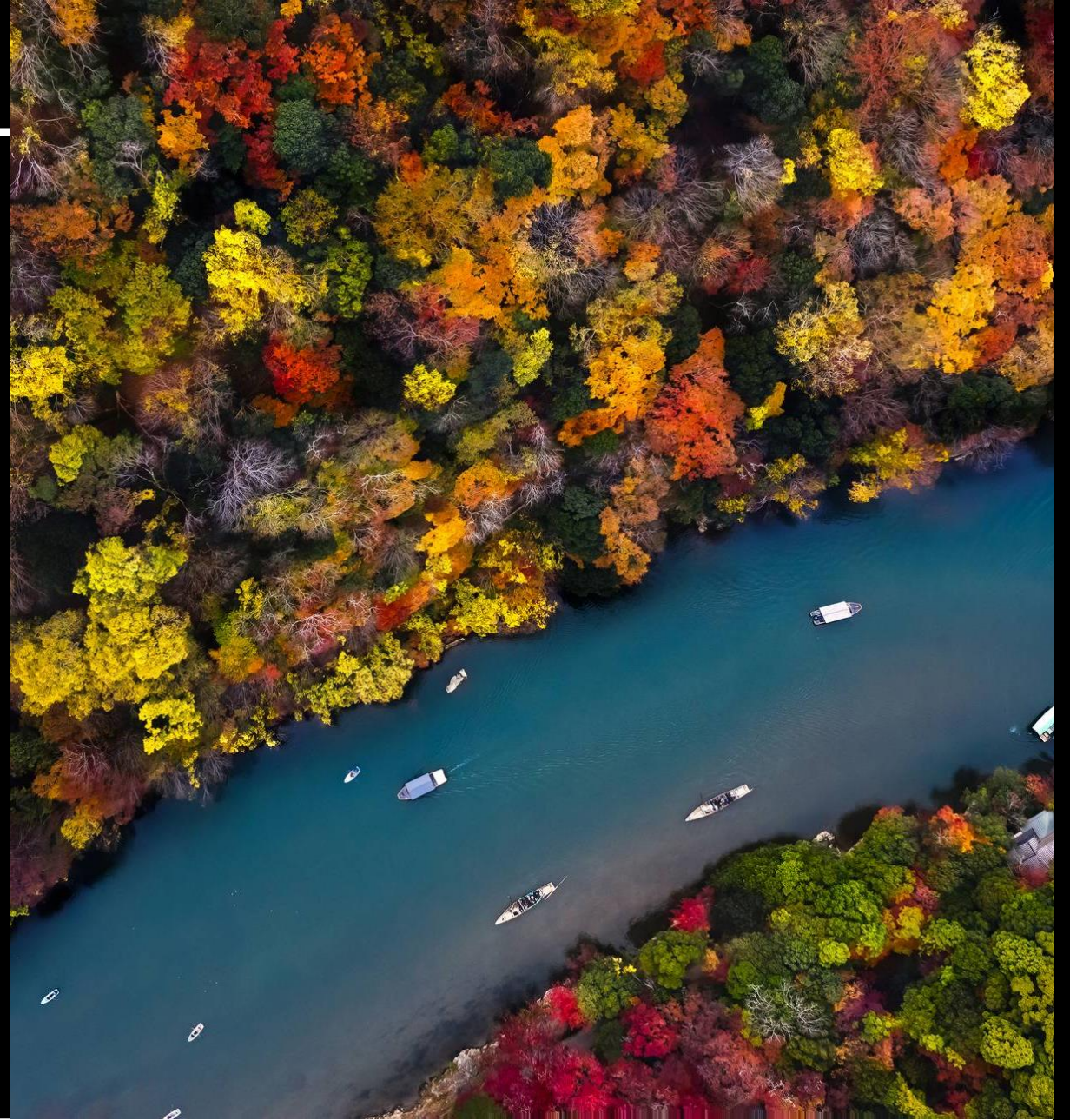
**Since I can no longer view  
the puzzles that I do**

**Words playing in my head**

**Write poetry instead**

**-Helen Bartlett**

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## LAUGHTER IS THE BEST MEDICINE

*LET STAFF KNOW THAT MISTAKES ARE OKAY  
KEEP SMILING AND HAVE FUN WITH THEM*

In a disappointed voice tinged with scorn, I exclaimed, “But I asked that my steak be cut in the kitchen!” The two servers looked at each other with bewildered faces, and then looked at my daughter for help. She said, “Mom, that’s your salad!”

I burst out laughing, followed by my daughter, and then by the two servers, who were relieved to know how to react...The situation defused, we all enjoyed the hilarity of my mistake.

-Peggy R. Wolfe

“We cannot see smiles, but we can hear them.” -Linda Leanger

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# BE PATIENT

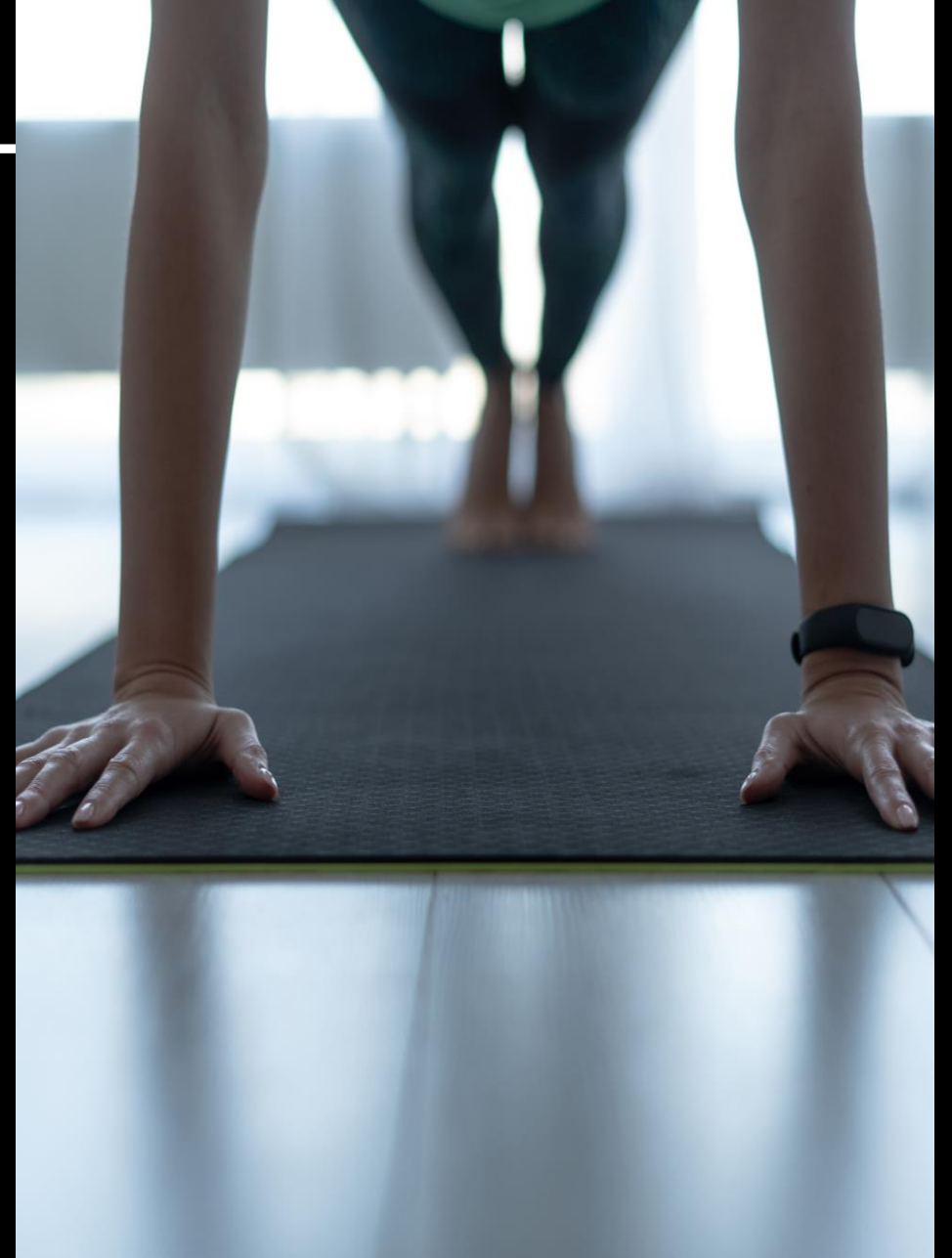
*CHANGE TAKES TIME*

*ENCOURAGE STAFF THEY CAN DO IT!*

My advice to people with vision loss is:  
Be patient; it's a huge adjustment. There will be frustration. But there are a lot of things you can do.  
Can't? There is no "can't." You can still have a very rich, blessed life. Your attitude plays a huge role in what that life will be.

-Gary Boettcher

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## HELP STAFF STAY POSITIVE

*FOCUS ON THE GOOD, NOTICE WINS, AND  
DON'T LOSE YOUR GRATITUDE AND JOY*

**During those ten years of having vision, I rarely questioned what I saw. I never learned to be joyful. I never learned to be thankful for the vision I had. I didn't see the beauty God had created around me; Instead, I tended to focus on what was wrong.**

**- Maureen Pranghofer**

**Cars driving by are chariots of streaming light and I walk through the essence of things. My heart fills just as it used to watching the sunset. But where will I find joy if I lose the light?**

**- Tara Arlene Innmon**

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EVENTUALLY, A NEW PATH IS ESTABLISHED  
*MAKE THE NEW WAY A RUNWAY TO THE FUTURE*

THANK YOU

LEARN AND  
ADAPT  
*-MIKE JENSEN*

*The Way We See It:*  
A Fresh Look at Vision Loss