Month

Leader Standard Work - In-Home Program Manager

Updated: 9/17/19	Week 1			Week 2					Week 3				Week 4				Week 5						
Daily Activities	М	Т	W	T	F	М	T	W	Т	F	M 1	Г۷	V T	F	М	Т	W	TE	: N	1 T	W	Т	F
Review and respond to all incoming correspondence																							
Review service referrals per Matrix																							
Staff cases as required																							
Process any travel reimbursement claims																							
Review Section Huddle Board and Countermeasures																							
Review Unit Process Adherence Visual Management																							
Review transfer board and ensure case assignments and timely transfers																							
Check JAX for outstanding CARs																							
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Day of	Weekly activities	Week 1	Week 2	Week 3	Week 4	Week 5
week	Conduct Huddle Board Meeting					
	Collect data for Program Manager (PM) call					
	Attend PM Accountability Meeting/Call					
	Prepare weekly schedule for staffings					
	Update Employee Relations information and cc PA					
	Address open grievances/actions					
	Observe 1 Clinical Staffing (1 per Supervisor per Month)					
	Submit and follow up on Unusual Incident Reports (UIR)					
	Ensure transfer of cases for pending vacancies (reference Standard work)					
	Ensure Proposed Substantiation (PSUB) responses to PSRT					
	Ensure notifications are sent for case transfers					
	Conduct Supervisor's meeting (2x per month)					
	Complete equalization actions					
	Review 24/7 Present Danger Plans list, correct errors, send to OQI Chief					
	Ensure coordination and follow-up on all courtesy requests					
	Ensure interviews are scheduled for all appropriate candidates					
Friday	Ensure all reports are assigned					

Week of month	Monthly Activities		Follow Up/To Do Items	For Who	Due Date	Done Date
month	Collect and review data for Scorecard				Date	Date
	Attend Business Review					
	Conduct 1 Gemba Walk per direct report					
	1:1's with Direct Reports					
	1:1 Session with Supervision Coach					
	1:1 with Program Administrator					
	Administrative Case Records Review on Ongoing cases - 1					
	per unit					
	Submit Monthly Space Planning Audit to Real Estate Team					
	Review Vehicle Steward Process Adherence/Utilization					
	Participate in 2 TDM's - 1 per Facilitator if applicable					
	As required, verify TDM data input by TDM facilitator					
	Confirm New Hire Field Activity Guides are sent to L&D					
	,					
Month of						
	Quarterly Activities	Status				
Quarter	Prepare All Section Staff Meeting Agenda					
	Conduct All Section Staff Meeting					
	Remain in Office for Quarterly Supervisor Meeting Review cases of targeted demographics (PA will identify the					
	demographics ea. Quarter)					
	Community Engagement Project					

# of	Annual/Bi-Annual Activities	Status		
Month(s)	Ailliudi/ Di-Ailliudi Activities			
	Complete MAP evaluations (annually or as needed)			
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Monthly Gemba Walks with Direct Reports						Monthly 1:1 with Direct Reports									
Name	Week 1	Week 2	Week 3	Week 4	Week 5	Name	Week 1	Week 2	Week 3	Week 4	Week 5				