

## Executive Leadership

Every 4 months

### Tri-Annual Business Review (TBR)

On-Site Once Annually

TBR typically includes: SyncTimes Account Executive, Account Manager, CEO

- Review health center data
- Discuss team feedback & survey responses
- Review and discuss product updates & roadmap
- Analyze progress towards KPI's
- Review updates to health center business to focus partnership efforts
- Review & align business objectives & partnership goals

## Operations Leadership

Includes operations-focused clinical leaders.

### Operations Coaching

6x60 minute

Week after go-live

Led by SyncTimes Account Manager

Weekly for 6 weeks after go-live

- Identify & drive KPI improvements**
- Manage workflows**  
(e.g. actions in SyncTimes)
- Adoption & leadership coaching**
  - Coach to monitor workflows on flowstations
  - Coach to use data to drive change
  - Coach to celebrate wins
- Monitor staff adoption & get feedback from operations teams**

Transition to monthly then quarterly as deemed appropriate

## Additional Training & Resources

### SyncTimes Foundational Training

- New Staff Members are invited to a virtual training with their Account Manager

Monthly

### Product Updates

Live, virtual product updates for all SyncTimes users

Quarterly

- One representative from each health center should attend
- Demos are recorded for on-demand viewing
- Tutorial is updated in SyncTimes application
- Help.SyncTimes.com is updated

### New Leader 1:1 Training

- 90-minute training for new operations leaders with SyncTimes Account Manager