



The health system of tomorrow **NOW.**

# The Changing Role of Learning and Development in Healthcare

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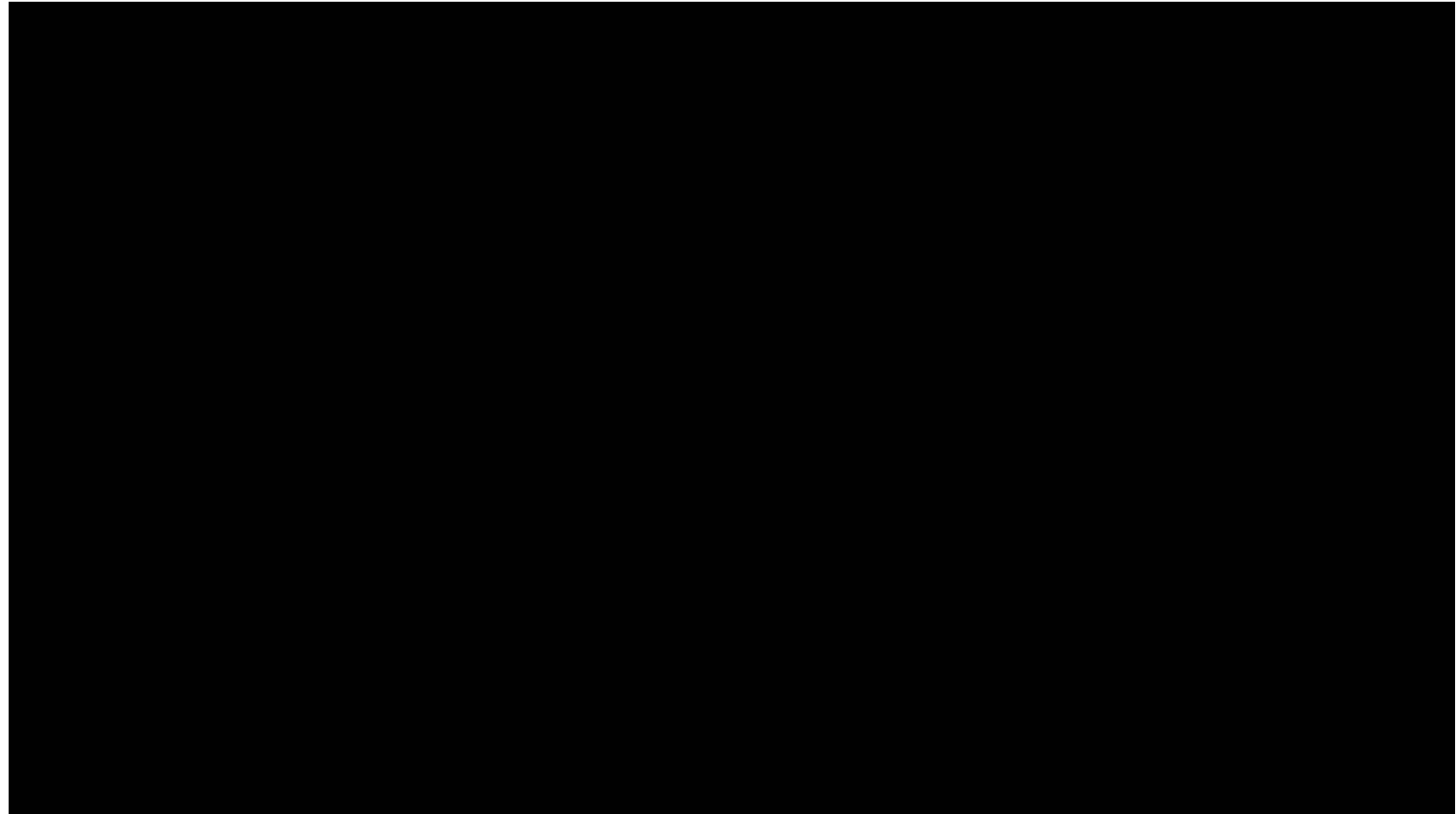


# Changes Right Here in River City

- University Health System's Brand New Branding Campaign



# Changes Right Here in River City



- <https://uhs-sanantonio.wistia.com/medias/0yegz5cbxi>
- <https://www.youtube.com/watch?v=08LvT0iQ8c>

# Specifics Behind the Brand

- Best Regional Hospital in San Antonio, *US News and World Report*, 6 years in a row
- Top 1% of US hospitals in electronic medical record use
- 100 Most Wired/Wireless
- Top 25 Most Connected in US



# The Center for Learning Excellence Brand

- 2009, 2010, 2011, 2013, 2014, 2015 ATD BEST Awards
- ATD's Innovation in Talent Development Award 2015
- Chief Learning Officer Magazine's Learning Elite Award 2012, 2013, 2014 & 2016; Learning in Practice Award 2012, 2014 & 2015



# CHALLENGES

It's all about :

- Alignment
- Rigor and
- Silo-busting



# And More Challenges

## Competing Priorities in the Workplace

- Audits—Preparing, experiencing and responding
- Budget planning, submission
- Enterprise-wide events, such as, United Way, blood drives, etc.

# And Even More Challenges

- Scheduling in a 24/7 environment
- Finding rooms
- IT bandwidth





# How Talent Development is Changing

- New found R-E-S-P-E-C-T
- No more excuses
- Demonstrating our value



# Movin' on Up!

- Study the industry
- Study other industries
- Support each other
- Get an MBA--Mastering Business Acumen--  
-from your organization
- Seek recognition for your work

# Questions?

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