

MORENO MEDICAL CENTER

From: Kurt Turner, VP Ancillary Services
To: The New Environmental Services Project Manager
Date: 11/10/08
Re: Joint Commission Compliance Team

Welcome to Moreno Medical Center! I am sure you will enjoy working here. I am looking forward to working with you!

When the Joint Commission visited last week, we received a request for improvement in infectious control: a needle disposal violation that could jeopardize our continuing operation.

Since this deficiency is in your area, I am counting on you to come up with a problem-solving plan to get the compliance team functioning to prevent future problems with needle disposal.

You will be leading the Joint Commission Compliance Team. The other members are:

- Johnny Brooks, Manager of Plant Operations. Johnny has been with Moreno for 8 years, and moved up through the ranks and gained his position through hard work. He has taken a few classes at the community college, but he does not have a degree. His staff is very loyal to him, but Johnny has trouble working with Fredric Adair, because he feels that Fredric doesn't respect him.
- Louise McFate, Director of Infection Control. Louise is good at what she does, but she has also had some tensions with other team members. Since needle disposal is directly related to infection control, she has a big stake in the outcome.
- Fredric Adair, Chief Compliance Officer. Fredric is a young, bright attorney fresh out of law school. He is very knowledgeable about compliance issues, and he thinks that he should have led this team. I think, though, that leading this team is a good fit for your leadership and group dynamics skills.
- Dr. Ivana Grboyan, Manager of Bio-Med. Dr. Grboyan told me that she does not have time for another committee assignment because her workload is already so high, but she has valuable information and experience that the team needs to get back into compliance.

Please note that this is the hospital's **top priority** right now. I am counting on you to put together a problem-solving plan that addresses how you will facilitate communication, manage conflict, spur creativity, and ultimately deliver success with this team.

Good luck, and welcome to Moreno Medical Center!