Driving Forces ­: 23 Restraining Forces: 17

Providers and employees may not see the value in new or more training.

Providers and Provider Office employees want patients to become well

My company has the resources to support this Action Research

This improvement topic is in alignment with my manager’s values and goals.

This improvement topic is in alignment with my company’s values and goals

This improvement topic matches my values

 ­­­5 3

Live trainers may not be capable of effectively executing new or different training.

Management may try to increase the scope of the project.

Other, undiscovered, undiscovered, barriers may exist.

Trainees may not have the time needed to complete training.

Can I - through a blend of face- to- face training, phone training and eLearning - change the mindset of office workers in Doctor's practices so that they consistently help all patients find a satisfactory payment solution that will increase the patient's likelihood of returning to the practice to proceed with treatment?

 5 4

 5 4

 5

 3

 3 3