



ACEMAPP Action Plan

Summary of Need:

School partners feel left out of the conversation around clinical education. Some feel that their ideas and concerns have not been heard or addressed. Specifically, there are concerns about the financial impact of ACEMAPP, the ease of use, and the ability to reach out to designated individual when issues arise. School partners do not feel the same connection with ACEMAPP that many clinical site partners do.

Immediate Actions:

- ACEMAPP leadership team meeting
- Discover and document issues
 - Direct outreach to every school partner
 - Distribute customer satisfaction survey
- Bring concerns to GA clinical coordinators workgroup
 - Look for opportunities to engage more school / clinical partners in workgroup
 - Strategize around streamlining processes to reduce and/or eliminate time-consuming tasks
 - Explore ideas around organizing groups in GA (Advisory Council, User Group, etc.) and frequency of meetings
- Offer and promote regular virtual training opportunities

30 Day Plan:

- Develop long-term outreach strategy and goals
- Assign additional staff to support the ACEMAPP Southern region
- Identify opportunities to communicate clinical partner updates to partner schools
- Encourage clinical partners to engage schools in process planning
- Collect school partner feedback and priority list(s) to help inform development schedule
- Organize an in-person meeting with a goal of January 2019

60 Day Plan:

- Analyze survey results
- Review feedback from direct outreach
- Implement changes based on findings from survey results and outreach

Ongoing:

- Regular outreach and collection of feedback
- Weekly training opportunities
- In-person meetings (frequency TBD)