



Start-Up Team Basics

As an organization, Telecare is committed to embracing innovation. With the backdrop of momentous change in healthcare delivery, we continuously integrate new approaches into our start-up team to meet the evolving needs of our consumers and system of care partners.

Start-Up Team Functions

Program Design

In consultation with the customer and Telecare's development department, the start-up team is responsible for designing the program according to licensing category, as well as the identified needs of the target population to be served and the surrounding community.

Policy and Procedure Development

Prior to licensing and certification, the start-up team develops the program's policies and procedures.

Customer Relations

To ensure concerns are being addressed, the start-up team meets frequently with the customer to provide updates and discuss the status of the implementation.

Community Outreach

When implementing new programs, the team coordinates closely with the host county's public information officer or another representative to conduct extensive outreach to the surrounding areas and key stakeholders. This includes providing information about the program, the services, the schedule, referral process, and more.

Stakeholder Outreach

We engage key stakeholders (neighborhood groups, local NAMI, police, relevant community providers, emergency departments, etc.) and create very deliberate opportunities for engagement such as meetings, open houses, and facility tours. To the maximum extent possible, we incorporate the needs and priorities of these constituencies in facility and program design and planning, and lay the groundwork for future partnership, support and collaboration.



Site Development

When a new facility or program site is required, the start-up team works in tandem with Telecare's corporate real estate and facilities department to conduct property searches and manage all phases of facility development and tenant improvements, including meeting local zoning requirements, and licensing regulations.

Recruitment

The start-up team works in tandem with the talent acquisition team to create and execute recruitment plans for each new program. Our experienced team of former program administrators, county leaders, nurses, and project managers assists with the interviewing of candidates to ensure the best possible outcomes for staffing.

Orientation

The start-up team designs a custom two-week orientation for each new program, drawing in expertise from throughout the agency. It combines a variety of teaching methods (lectures, discussions, computer-based modules) and hands-on, experiential learning on a variety of topics such as safety, culture, our recovery philosophy, and much more.

Licensing, Certification and Accreditation

Initial licensing and accreditation are facilitated by Telecare's start-up and operations teams, and licensing reviews are facilitated by our clinical quality department in conjunction with program staff.

For More Information

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