

# **NC AHEC Operations Team**

## **Charter**

### **Purpose**

The purpose of the NC AHEC Operations Team (Ops Team) is to leverage the expertise of Regional AHEC leaders to identify, develop, and, as appropriate, deploy or recommend best practices to meet the AHEC mission consistently throughout North Carolina. The Ops Team will address the structures, processes, and outcomes of the AHEC system, evaluating operational complexity, regional alignment, and, where necessary, regional standardization among the AHEC Regions. The Ops Team will make recommendations for alterations or adjustments in operations to the NC AHEC Directors for consideration.

The goal of the Ops Team is to provide operational guidance and leadership to the NC AHEC Program Director and the Regional AHEC Directors in implementing the goals and vision of the NC AHEC Program to achieve the mission to recruit, train, and retain the workforce needed for a healthy NC.

### **Area**

The Ops Team will focus on areas where statewide alignment is needed to accomplish the AHEC mission or other work. These areas include the following AHEC Service Lines: Health Careers, Student Services, Graduate Medical Education (GME), Continuing Professional Development, Practice Support and Library Services. The Ops Team will also focus on other operational areas of Finance, Planning, Statewide Initiatives, DEI, Communications, and Information Technology. The effective coordination of these areas by the Regions with the Program Office is needed to support statewide and/or regional work. The Ops Team will provide recommendations for future strategic or other actions by the NC AHEC Program and will recommend or deploy actions to meet identified priorities, tactics or needs.

### **Inclusion**

The Ops Team will include no more than two representatives from each Regional AHEC who are tasked with working directly with their AHEC Director to provide guidance and/or leadership of the operational activities of their AHEC. The Director of Planning and Innovation at the NC AHEC Program Office will serve as the Co-Chair of the Ops Team. A member from the Regional AHEC staff will be selected as a Co-Chair and provide first line coordination with the Program Office Co-Chair. The Regional AHEC Co-Chair will be selected by members of the Ops Team and will serve a two-year term with the option to extend if needed.

### **Members**

Members are staff from each AHEC who have been selected by their AHEC Director. Members are responsible for carrying out and communicating the work of the Ops Team to the AHEC Director and the staff of their Regional AHEC. Members should have decision authority, broad accountability for, and/or understanding of the operations of their Regional AHEC.

## **Duties**

The NC AHEC Operations Team is charged to:

- Establish an environment of interdependence, inclusion, trust, and support for members to participate in an open, collaborative manner. All members, including the Program Office representative, will have equal status and voice in all actions and decisions.
- Provide a forum to share successes and best practices/activities and to identify and respond to opportunities for improvement and alignment for all AHEC services and operations.
- Work collaboratively with the NC AHEC Program Office to plan and implement statewide initiatives that will include all regions.
- Acts as the PRIMARY point person in each AHEC to communicate statewide planning that is being developed by the Ops Team.
- Develop ideas and practices that will strengthen the NC AHEC Program brand while continually supporting each region.
- Develop and recommend policies, procedures, and frameworks of best practice to govern the educational programs and services offered by all Regional AHECs.
- I Support the identification and creation of education and skills development for all staff at AHECs to strengthen our internal capacity.
- Plan, develop, and prioritize goals of the NC AHEC Program focusing on recruiting, training, and retaining the health workforce through educational programs and services in NC, with a reasonable and feasible plan of action to meet those goals.
- Establish and implement a process to complete the Annual Work Statements and provide Quarterly updates of progress towards goals utilizing the Work Statement Quarterly Dashboard.
- Educate the local, regional, and national community regarding the work and effectiveness of the NC AHEC Program.
- Provide insight and recommendations to the NC AHEC Program Office and the AHEC Directors for current and future efforts towards building a stronger, more visible, and mission-effective NC AHEC Program.

## **Directional Guidance**

The Director of Planning and Innovation at the NC AHEC Program shall provide directional guidance. Responsibilities of this role, in collaboration with the Regional AHEC Co-chair, includes:

- o Votes as a member of the Ops Team.
- o Collaborates with Co-Chair to prepare the agenda and moderate the monthly virtual meeting and the in-person meetings of the Ops Team.
- o Maintains contact information and attendance records for members of the Ops Team.

- o Collaborates with Co-Chair to capture and distribute minutes from all meetings.
- o Facilitates the identification, operation, and evaluation of necessary working sub-groups. In collaboration with the sub-groups, ensures goals are met.
- o Manages process flow, and works with members to implement ideas/work..
- o Manages progress towards the goals of the NC AHEC Program through effective communication, outcomes tracking, and identification of new opportunities.
- o Coordinates with the Co-Chair to provide minutes and other communication to the NC AHEC Director and AHEC Directors.

## **Meetings**

- The NC AHEC Ops Team meetings are:
  - o Virtual meetings will be held monthly and additional meetings will be held, in person or virtual, as needed.
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- Sub-committees, will convene in the most feasible time and place (including virtual), as decided by the majority of participants and in the most efficient manner to accomplish the tasks at hand.

## **Member Responsibilities/Expectations**

- Members of the Ops Team will be committed to the purpose of the group described in the Charter and share Regional successes and lessons learned, best practices, and ideas for future endeavors with other members of the group and with their Regional AHEC staff.
- Members will contribute by speaking up to offer both pros and cons of any areas of discussion.
- All decisions and action items of the Ops team will be shared with staff and directors as appropriate.
- The Ops Team listserv will be used as the primary method of communication. Basecamp will be utilized for project management and communication.
- Participation is essential. Ops Team members are expected to attend meeting with few exceptions.

## **Accountability**

- The purpose, area, inclusion, membership, structure, duties, expectations and directional guidance outlined in this document shall be reviewed and updated biannually, under the guidance and direction of the NC AHEC Program Director, the NC AHEC Regional Directors, and the NC AHEC Operations Team.

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