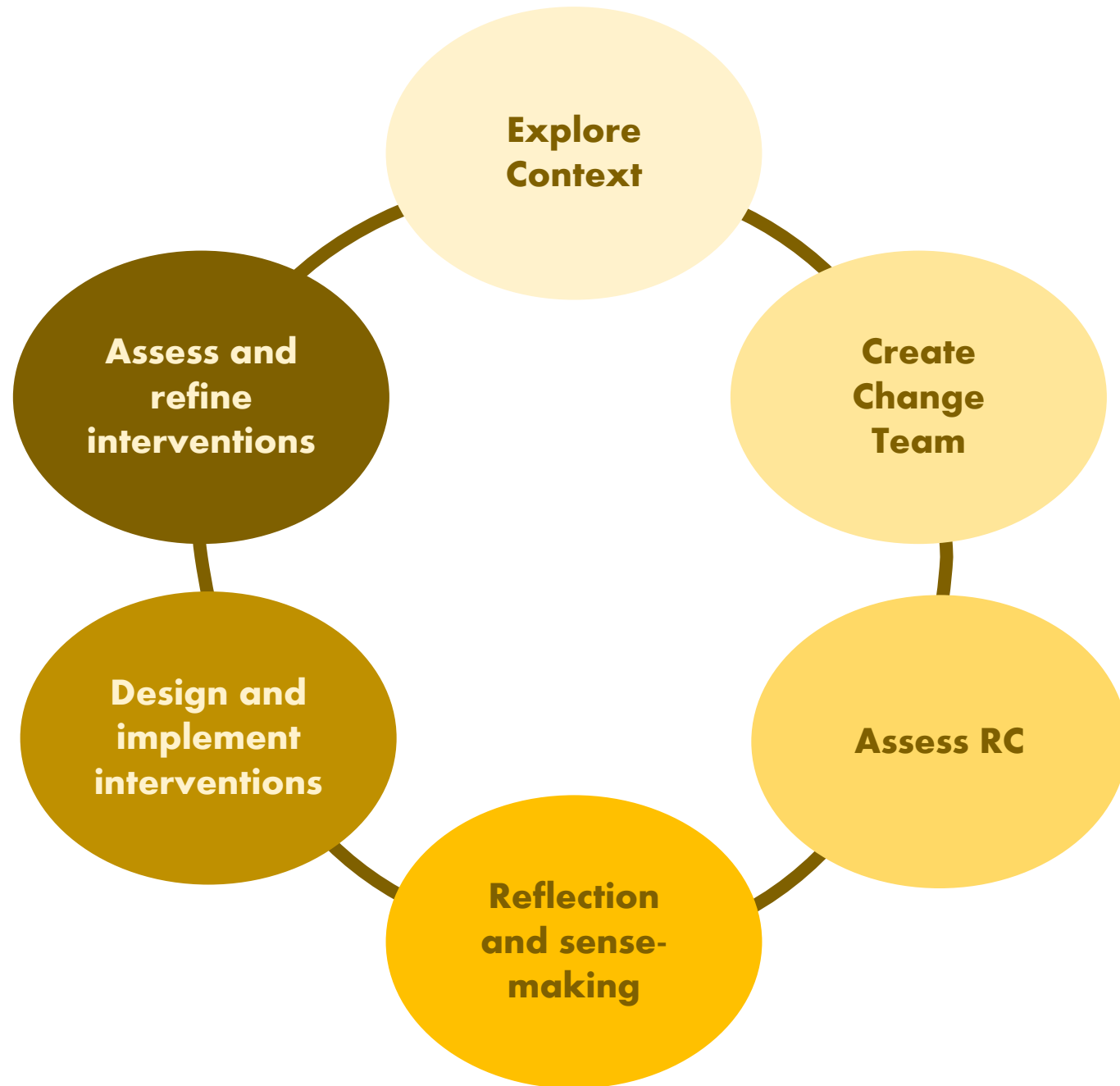


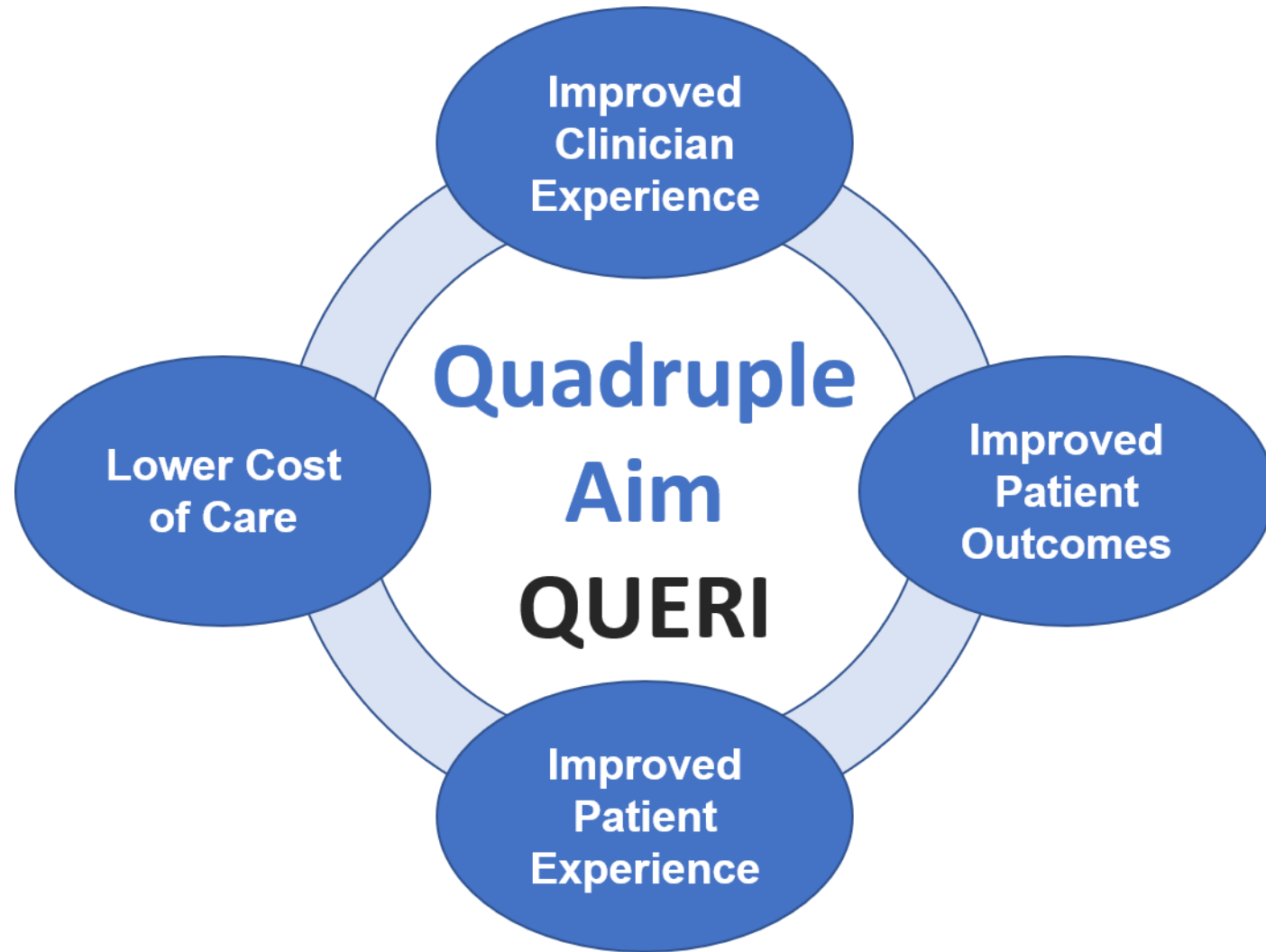
Leveraging Relational Analytics to Create Positive Change

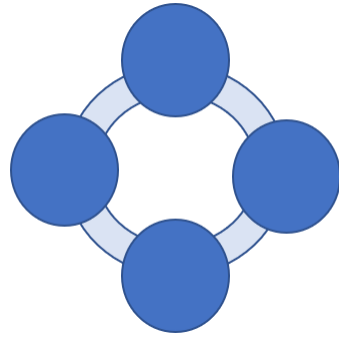
Relational Coordination Book Club

2/7/22

Rachael Kenney, MA, PMP
Health Science Specialist







Quadruple Aim QUERI

Value-Based Care to Improve the Quadruple Aim for Veterans and Stakeholders

Transitions Nurse Program
Home Health Care
(TNP-HHC)

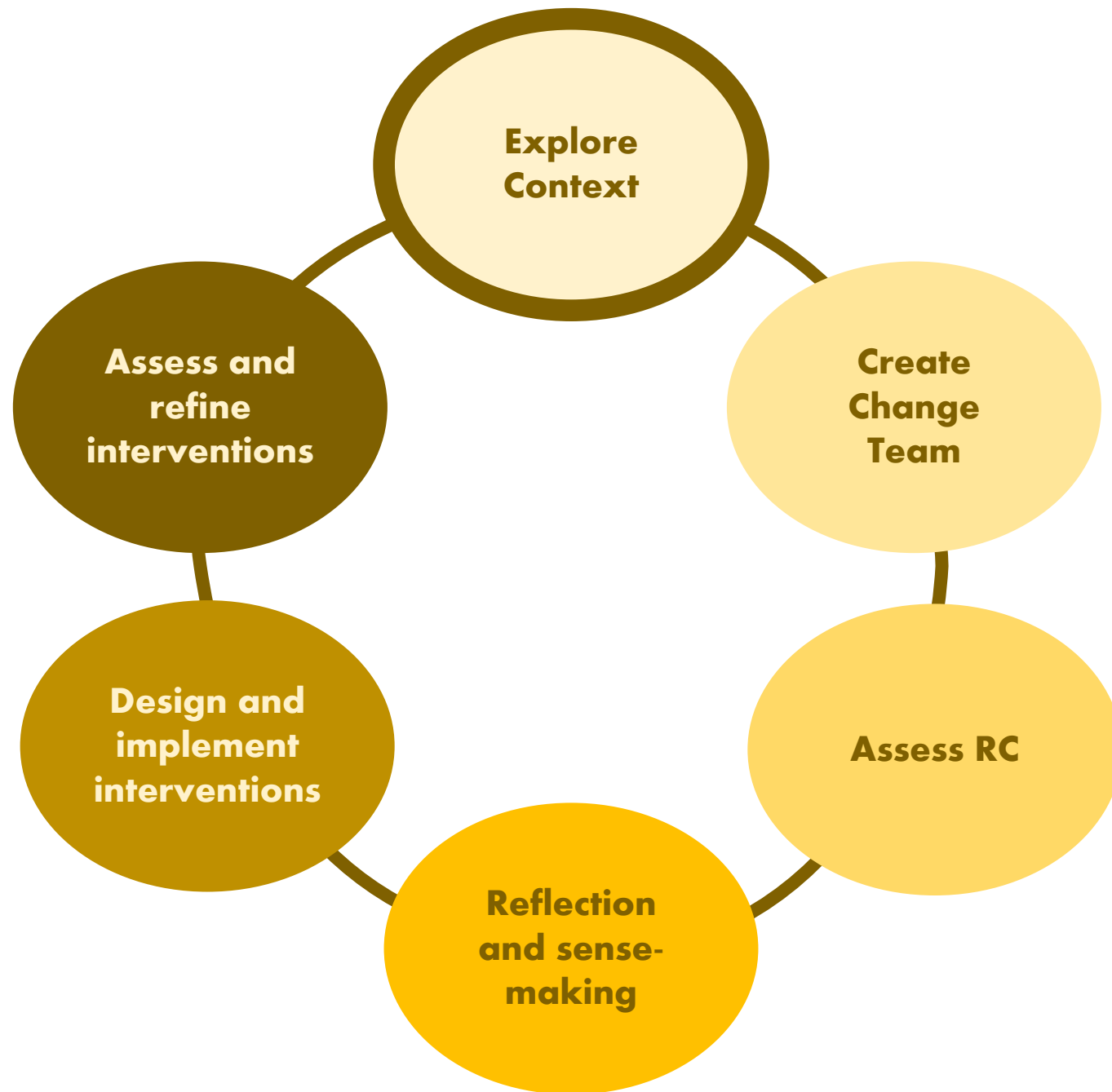
Community Care Opioid
Safety Initiative
(CC-OSI)

Care Coordination
Management
(CCM)

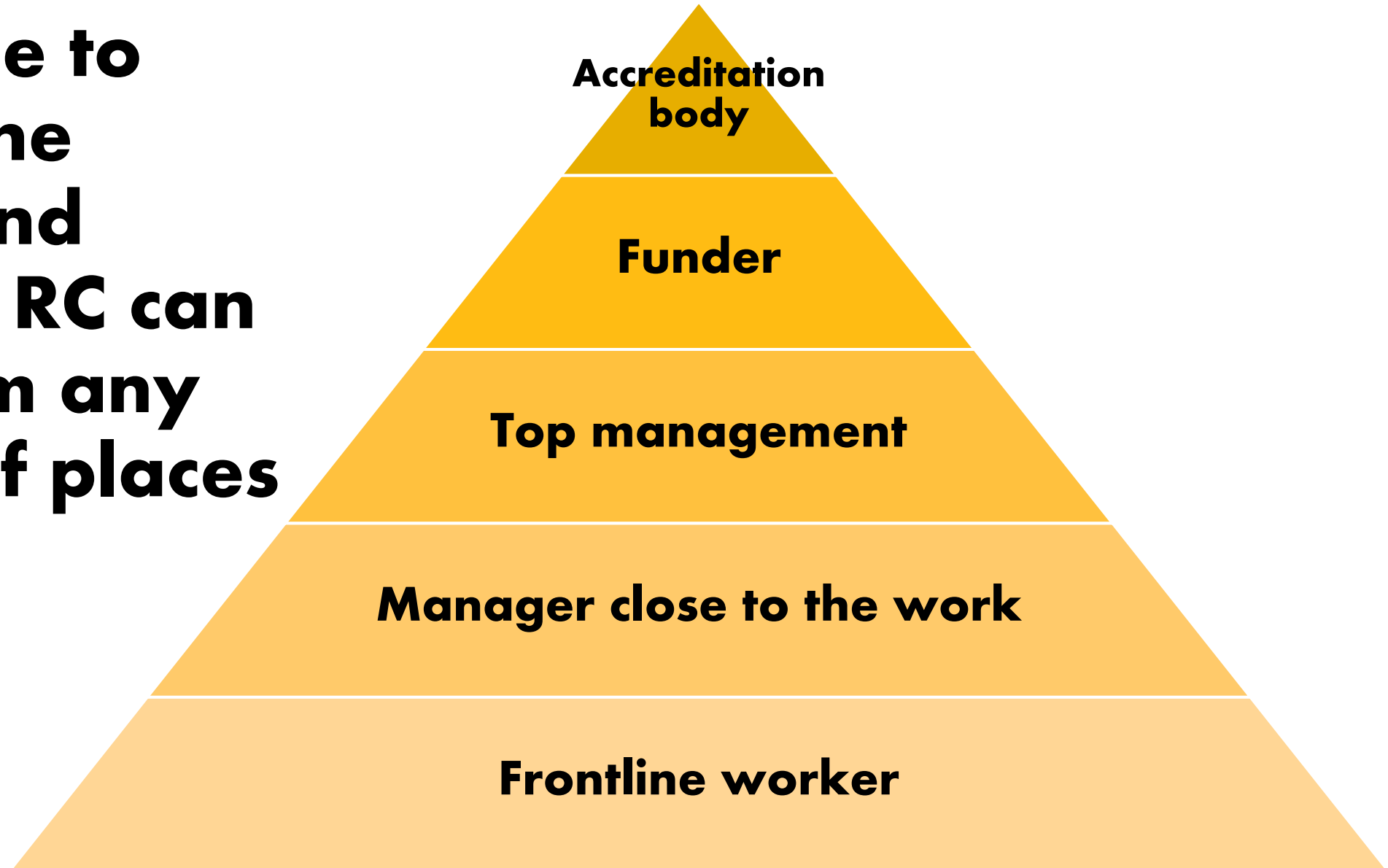
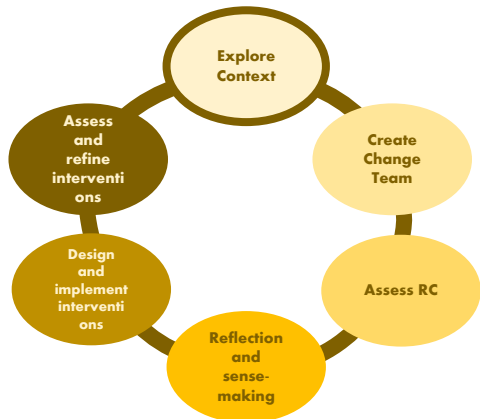
Implement skilled Home
Health Care

Improve access to
medication treatment for
opioid use disorder

Provide care coordination
and integrated case
management

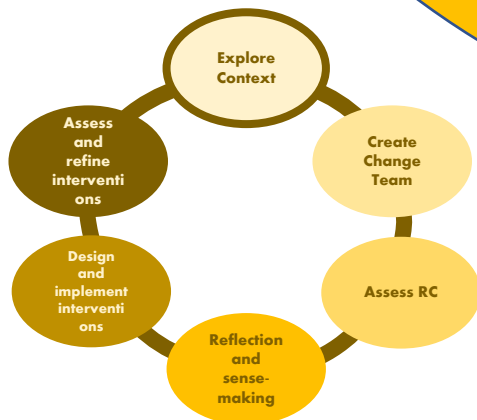


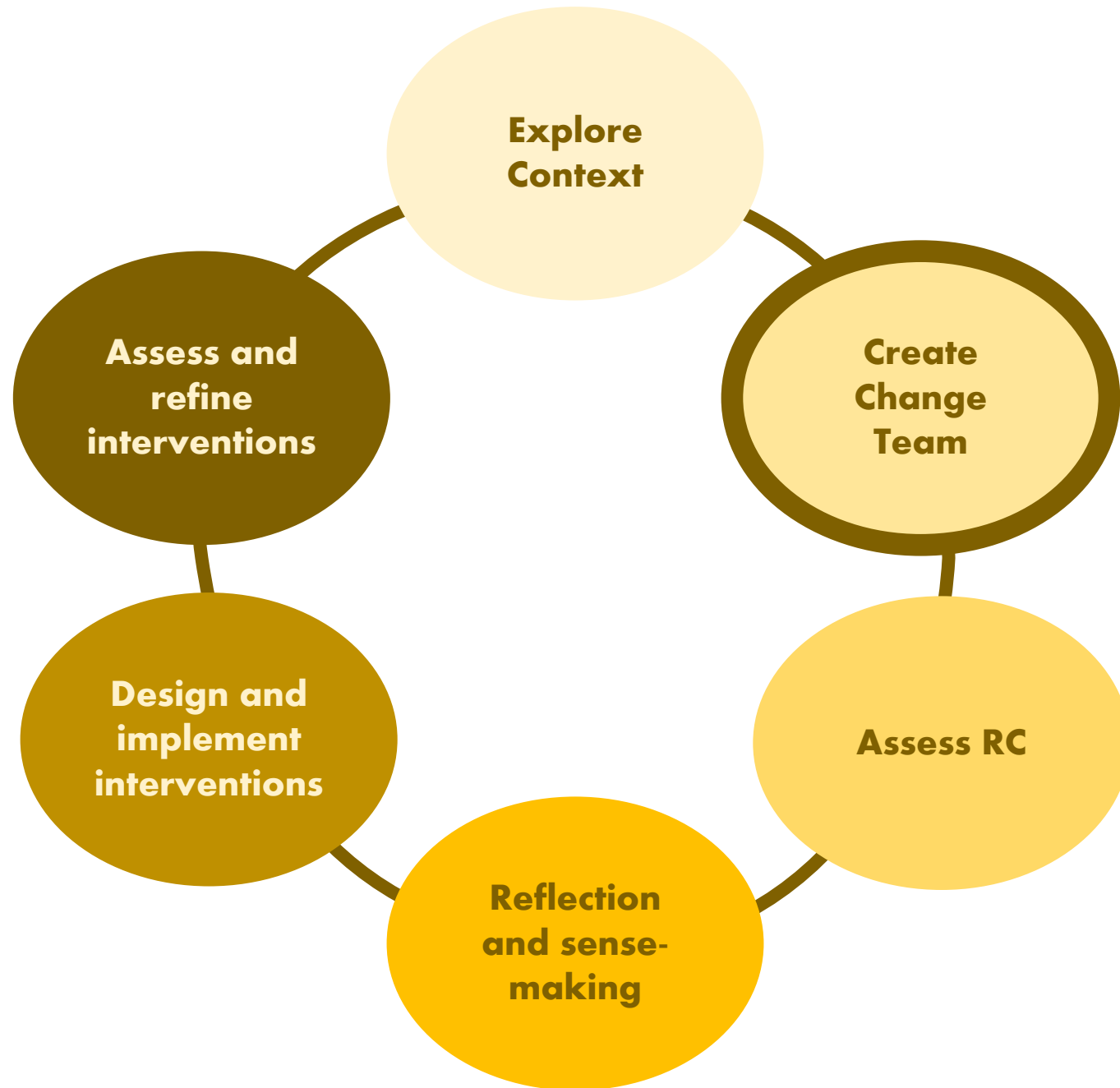
The charge to explore the context and introduce RC can come from any number of places



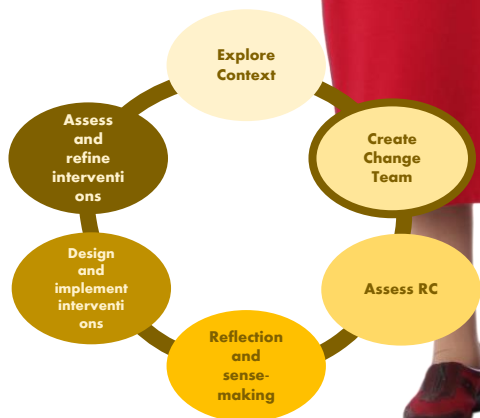
Questions to consider:

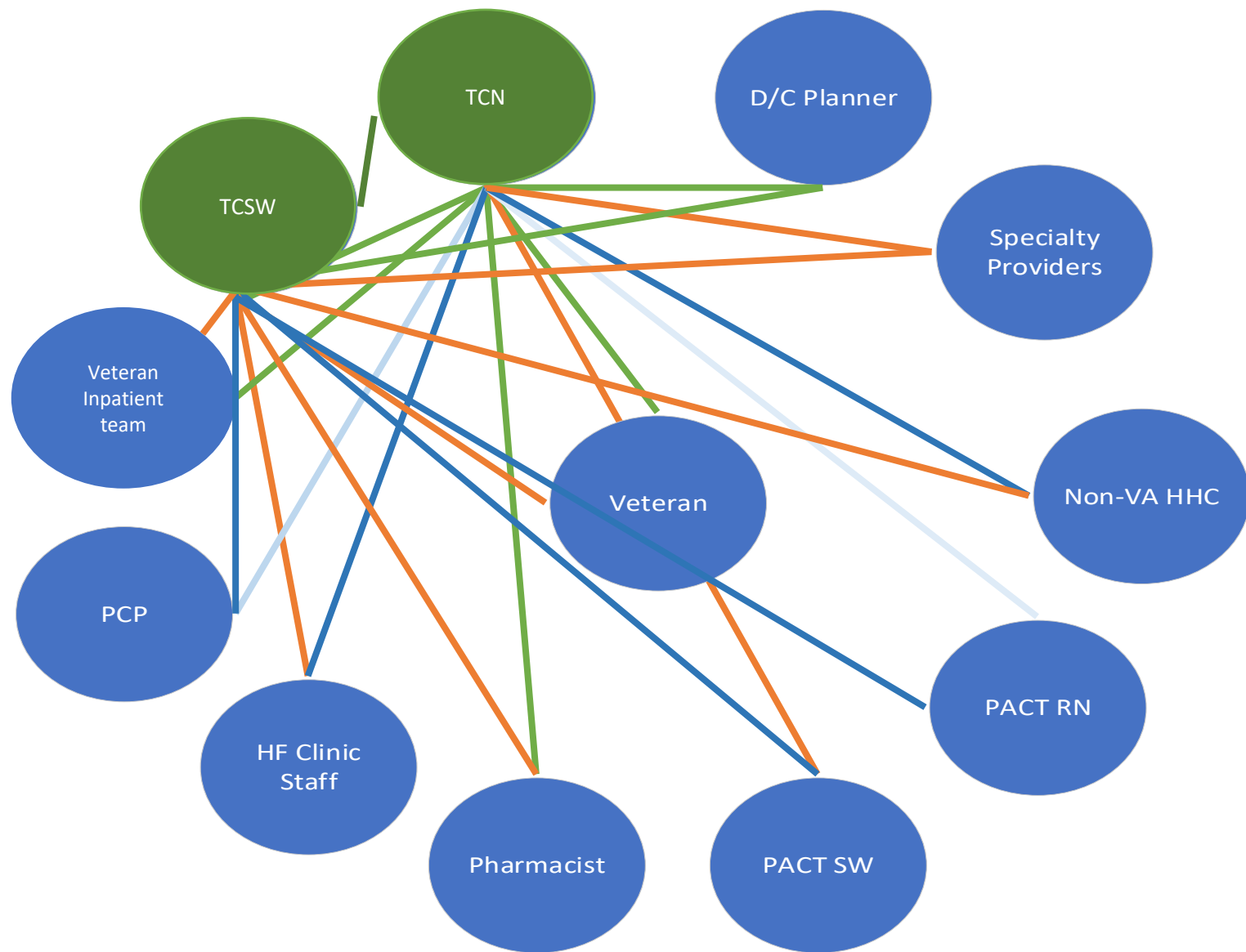
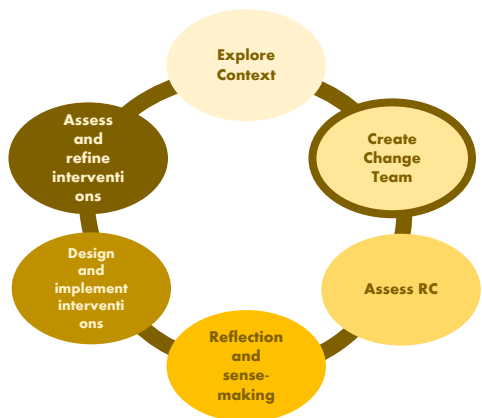
- ✓ What are the major **coordination challenges** we are facing?
- ✓ Who are the **key stakeholders** that are or should be involved in solving them?
- ✓ What are the **current outcomes**, versus the **desired outcomes**?

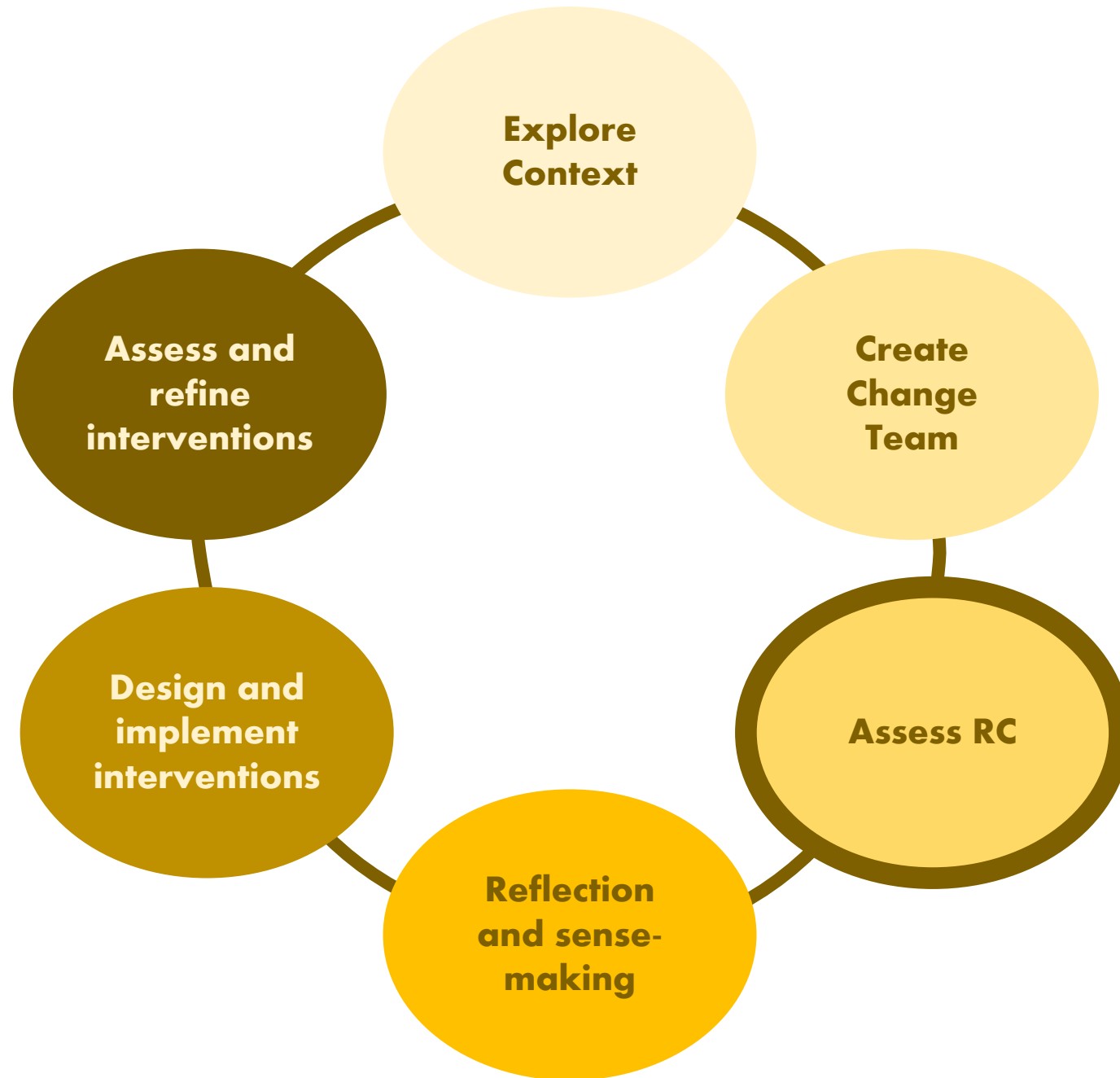




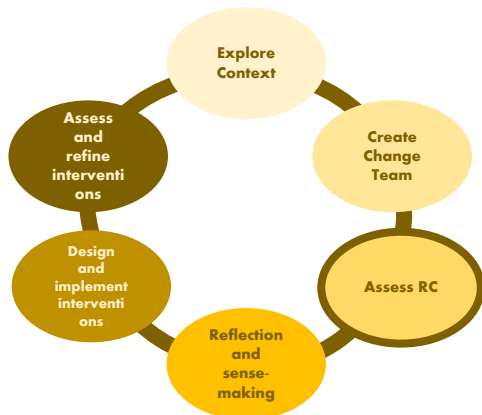
Create a space
where it is safe
to disagree







Elements of Relational Coordination survey



COMMUNICATION

Frequent Communication

How *frequently* do people in each of these groups communicate with you about [work process]?

Timely Communication

Do they communicate with you in a *timely* way about [work process]?

Accurate Communication

Do they communicate with you *accurately* about [work process]?

Problem Solving Communication

When there is a problem in [work process], do people in each of these groups blame others or work with you to *solve* the problem?

RELATIONSHIPS

Shared Goals

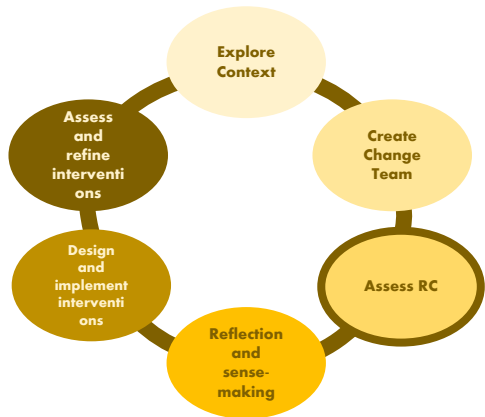
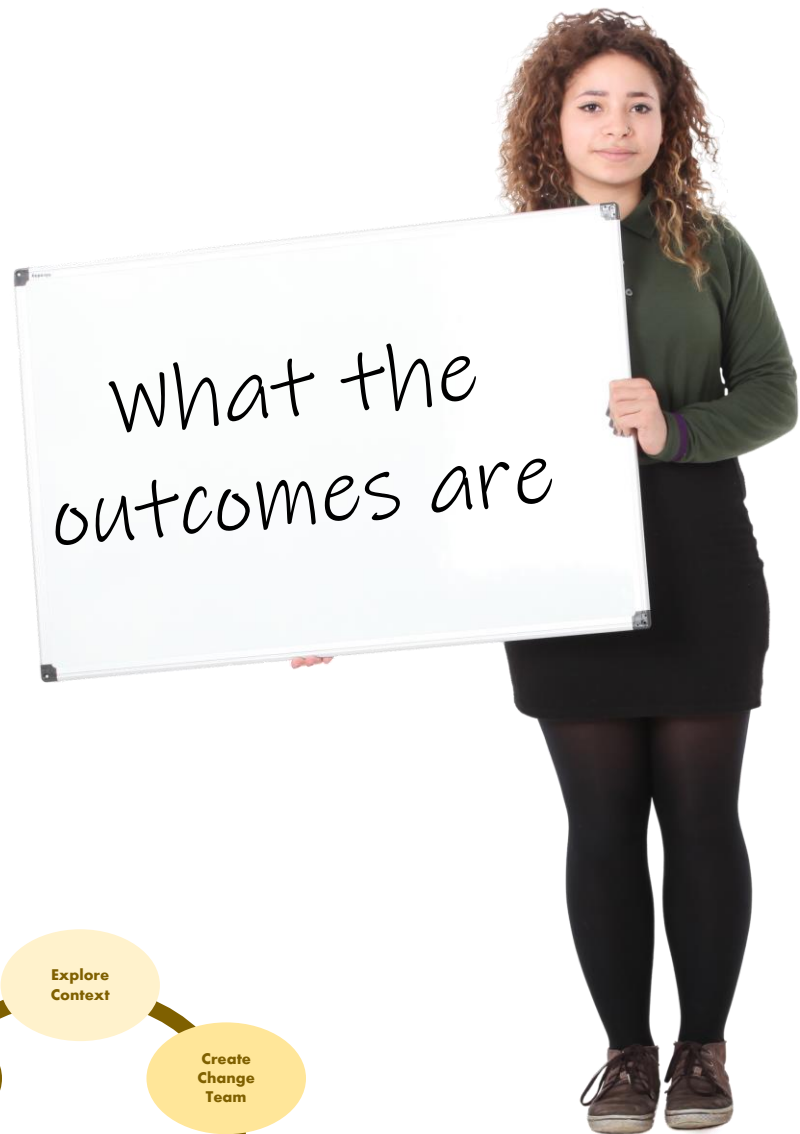
Do people in each of these groups *share your goals* for [work process]?

Shared Knowledge

Do people in each of these groups *know* about the work you do with [work process]?

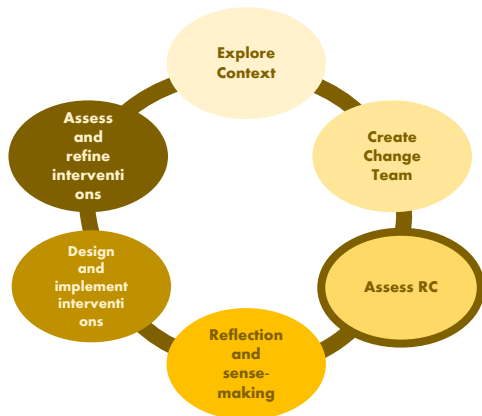
Mutual Respect

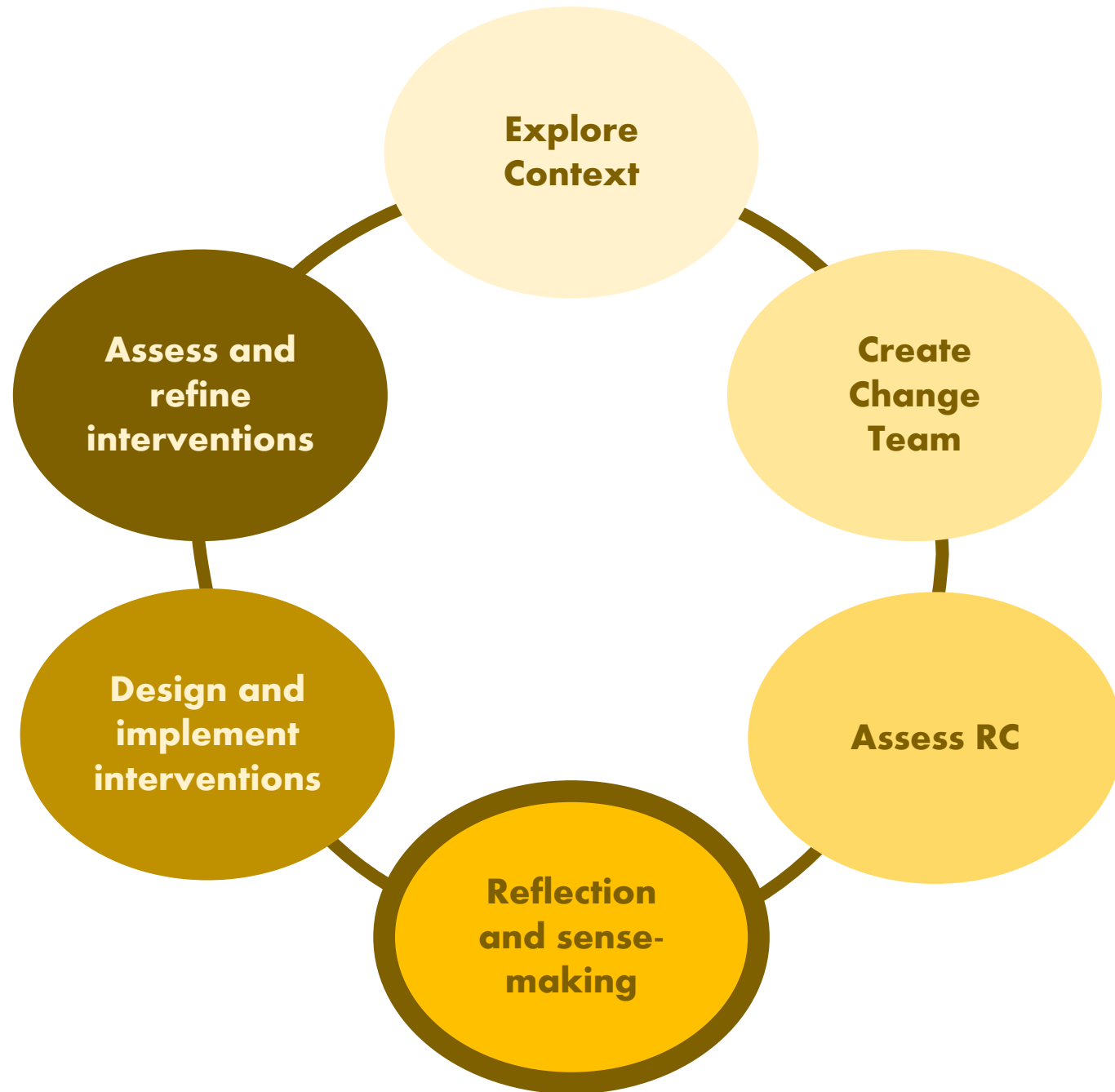
Do people in each of these groups *respect* the work you do with [work process]?



Three broad areas of measurement:

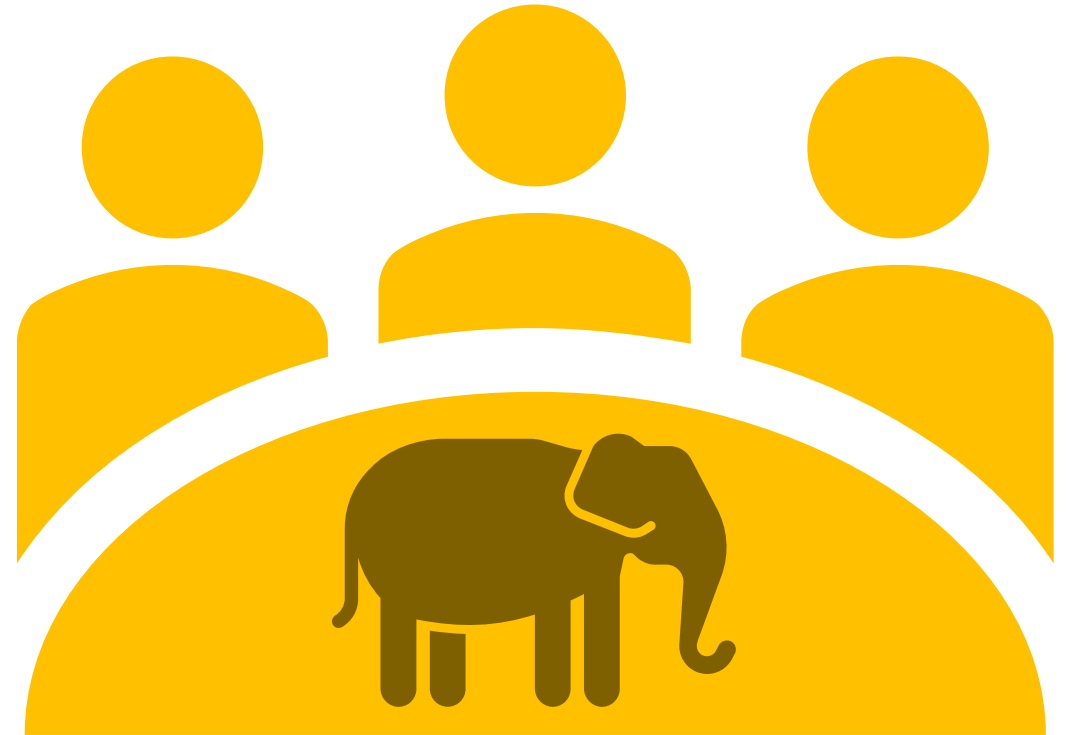
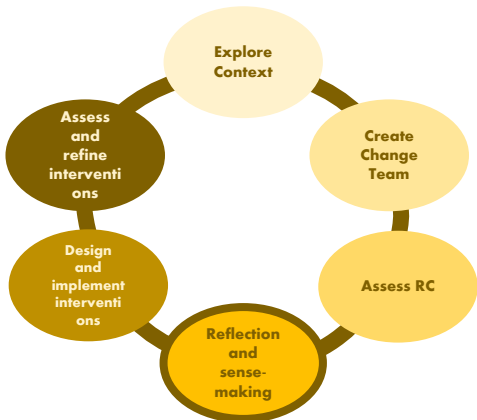
- **Relational Coordination**
- **Organizational Structures**
- **Performance Outcomes**





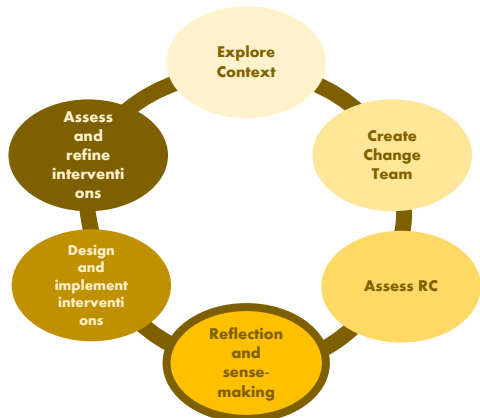
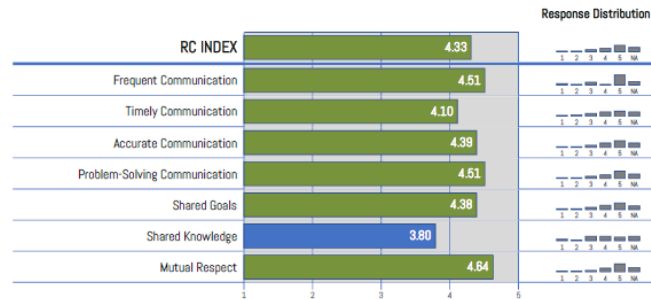
Put the elephant on the table.

The RC survey results offer opportunities to talk about issues that were previously pushed to the side.

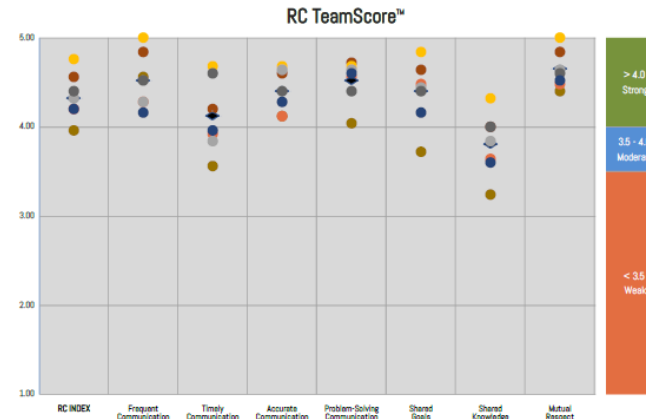


Be intentional about data sharing.

RC TeamScore™
(N = 33)

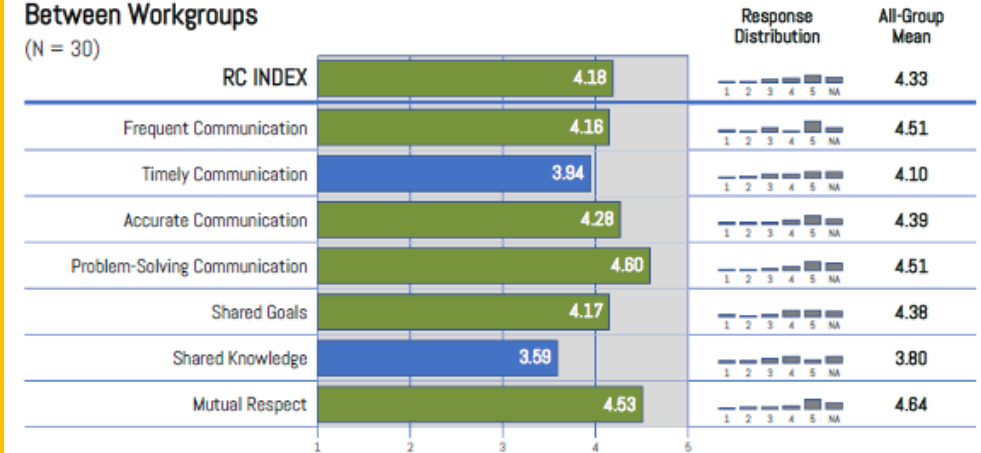


	DPHHS	BIOSIS	DIR_PI	SPCLST	MTBDS	PRORMA	VACE
RC INDEX							
Frequent Communication							
Timely Communication							
Accurate Communication							
Problem-Solving Communication							
Shared Goals							
Shared Knowledge							
Mutual Respect							

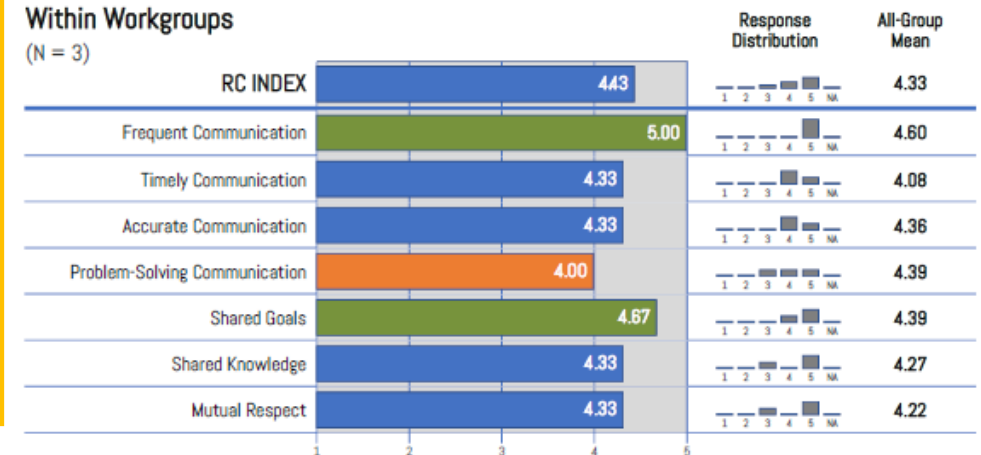


VACE Biostatistician

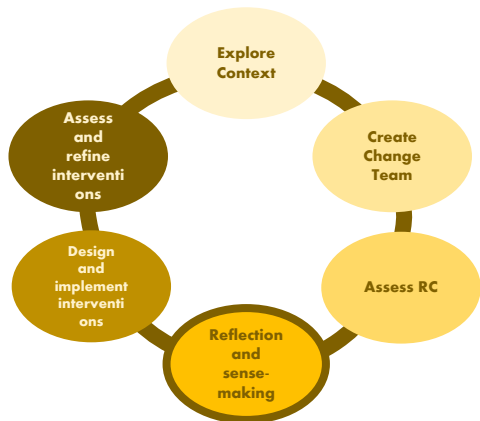
Between Workgroups (N = 30)

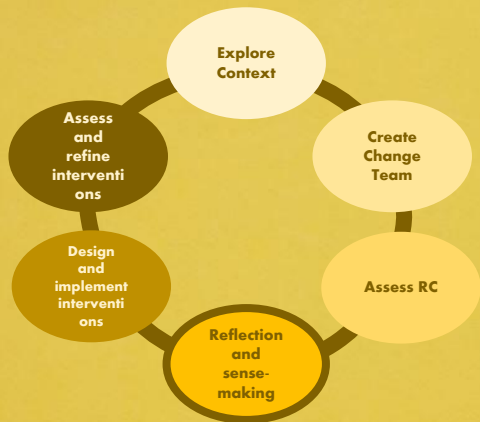


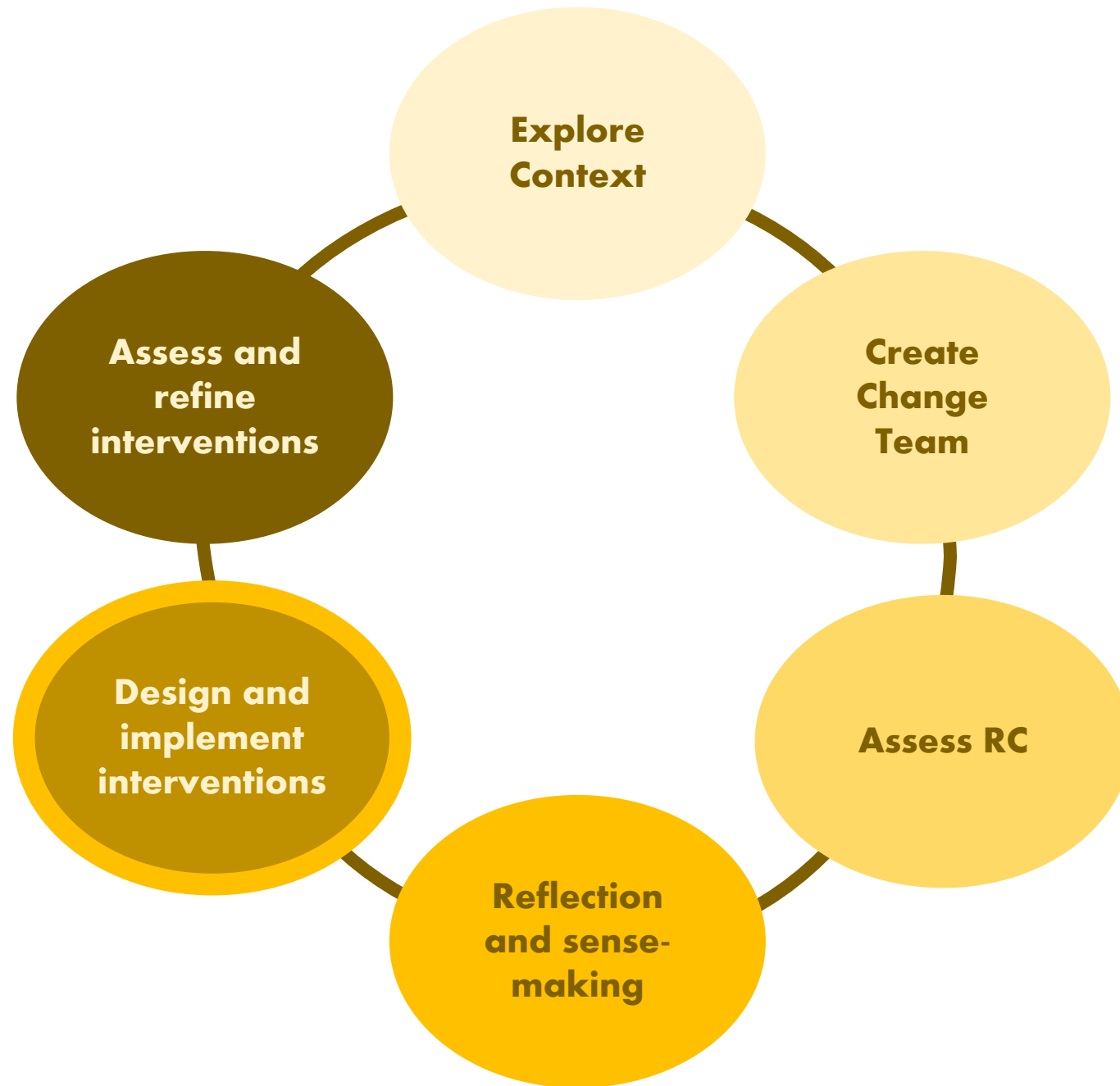
Within Workgroups (N = 3)

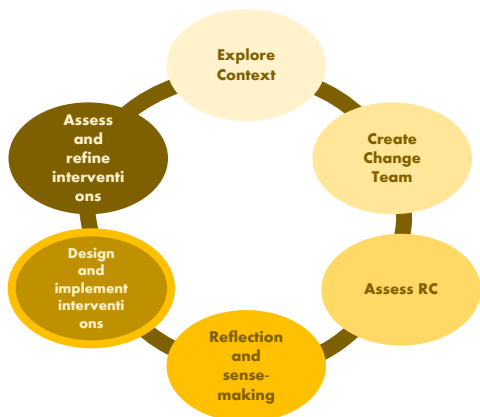


This is not a
report card.
Think of it as
looking in the
mirror together.

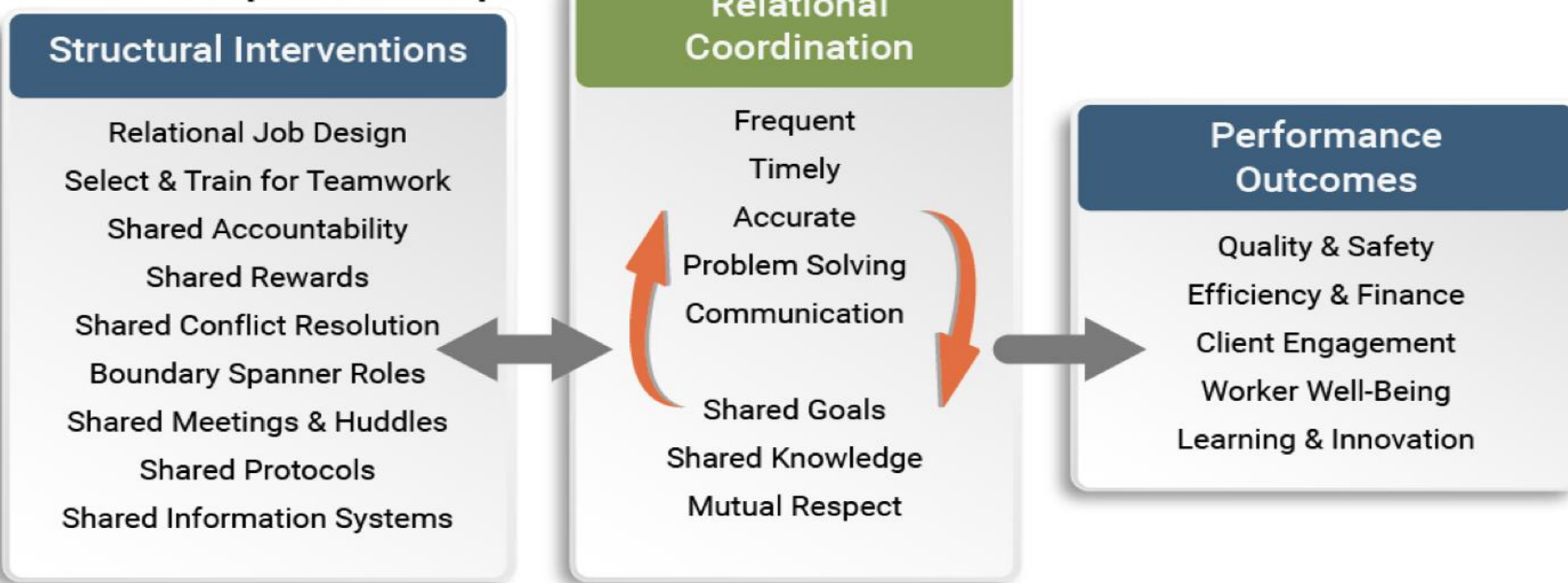




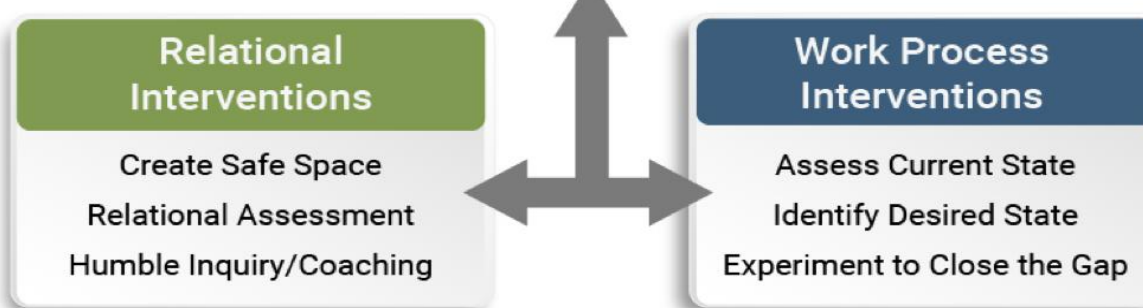


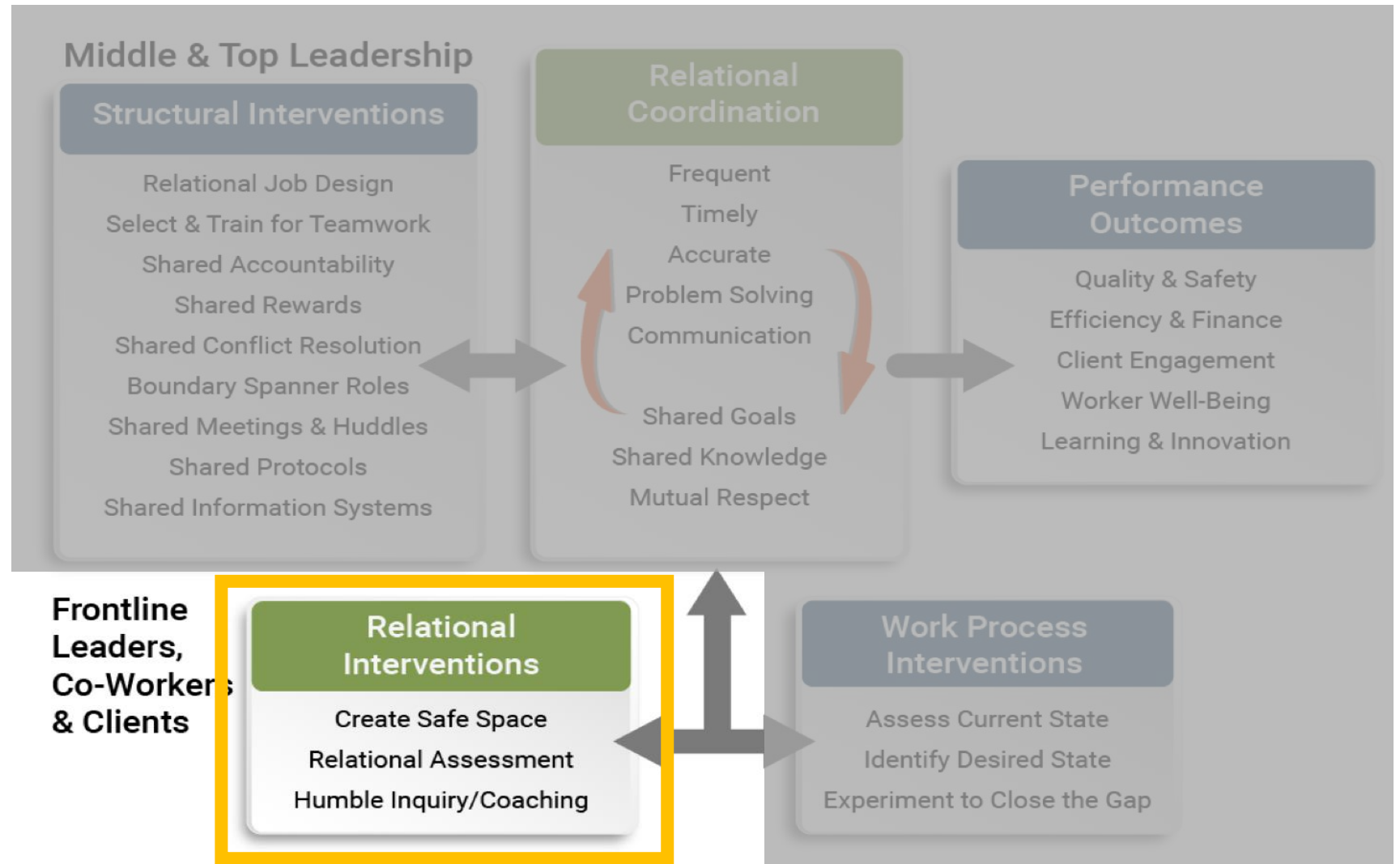
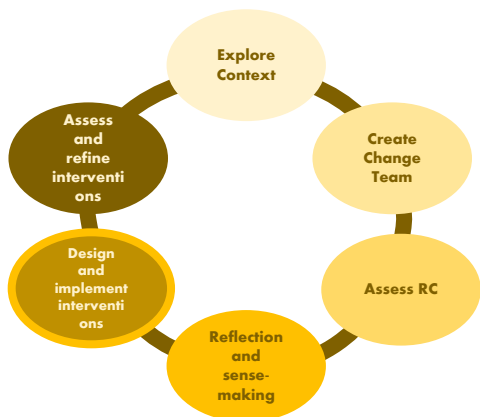


Middle & Top Leadership



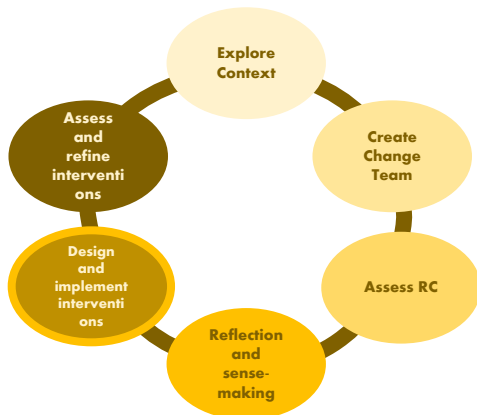
Frontline Leaders, Co-Workers & Clients





In instances of extreme conflict, each side is generally silent on the aspect of the conflict that is of most interest to the other.

Trusting enough to listen to the main concern of the other side – and acknowledge the silence we have likely maintained on our side – is one way of extending an invitation to integration.



Relational Intervention Toolbox

Mutual Respect

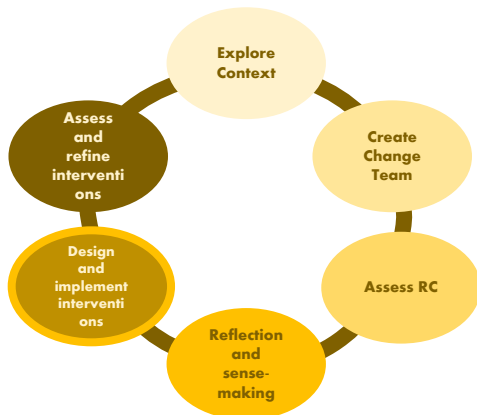
- Story telling
- Dialog skills
- Empathy listening
- Nonviolent communication
- Multiple perspective tasking
- Emotional intelligence
- Unconscious bias workshop
- Understand value of each role
- Small and 1:1 coaching

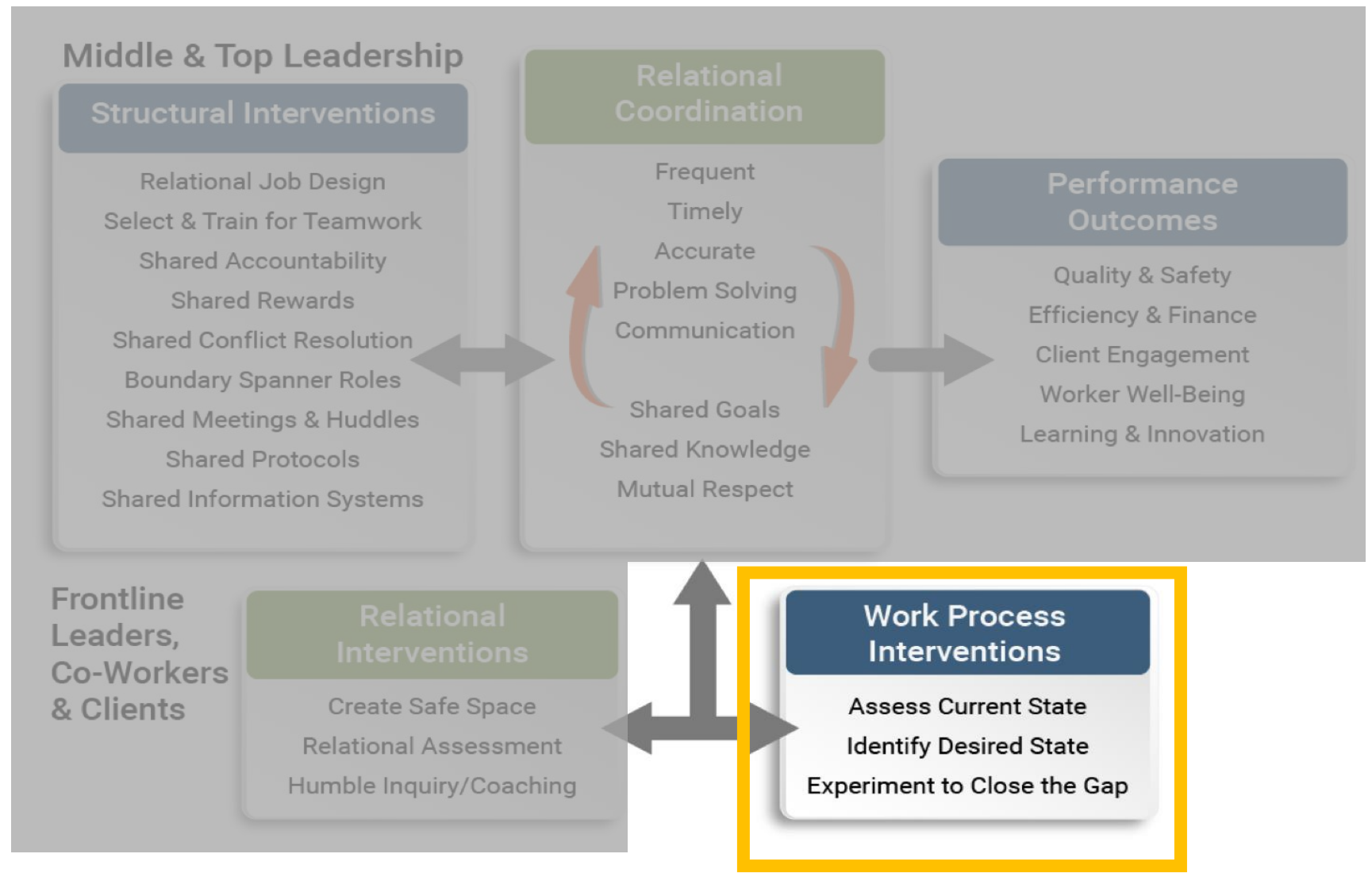
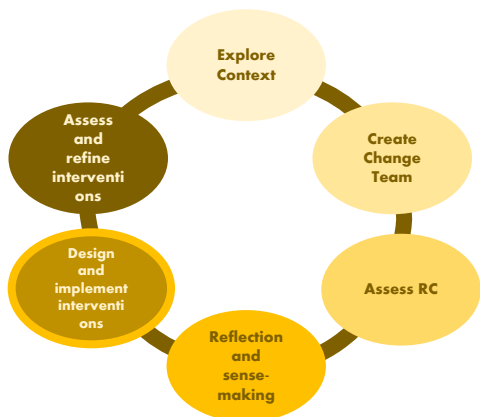
Shared Goals

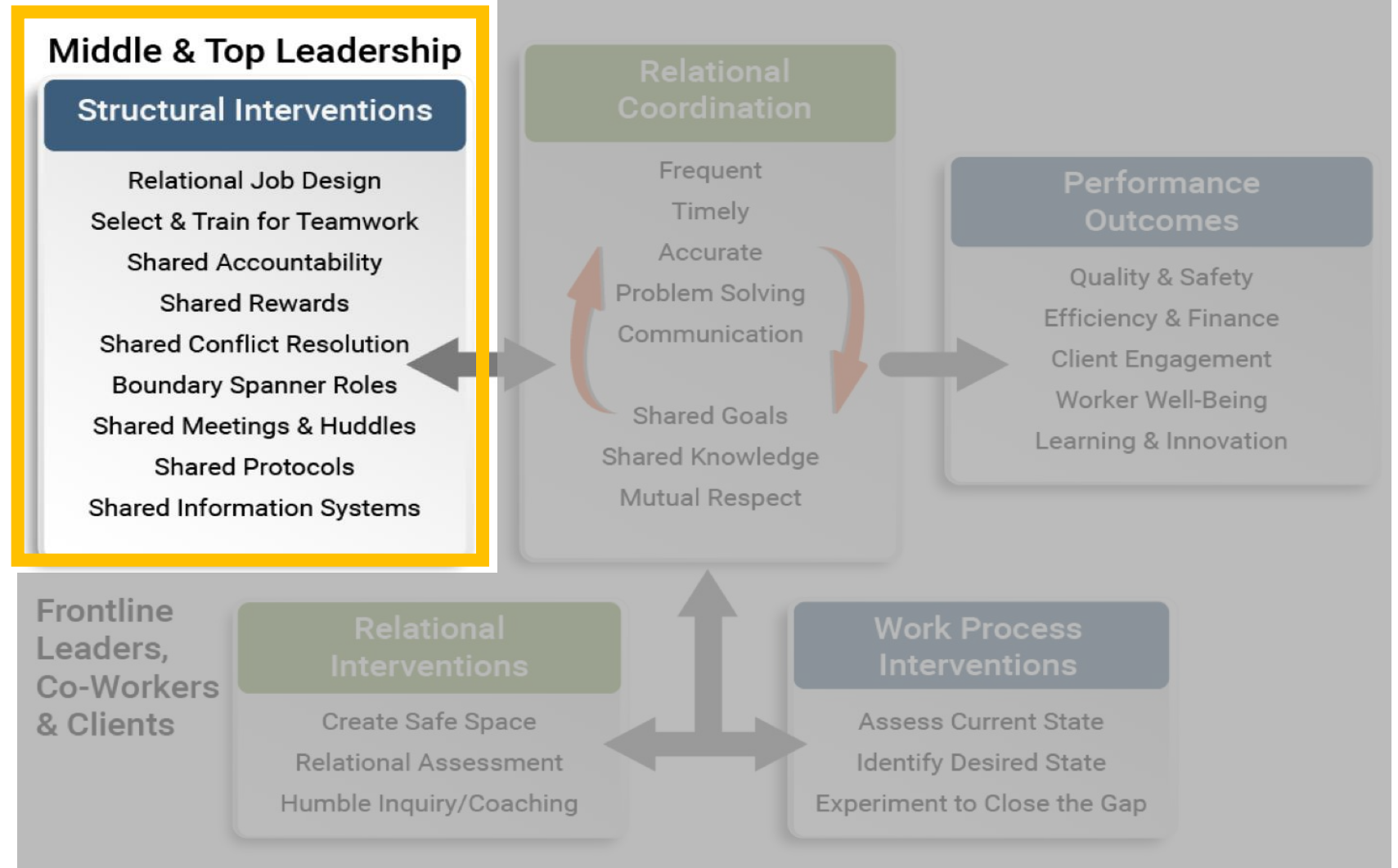
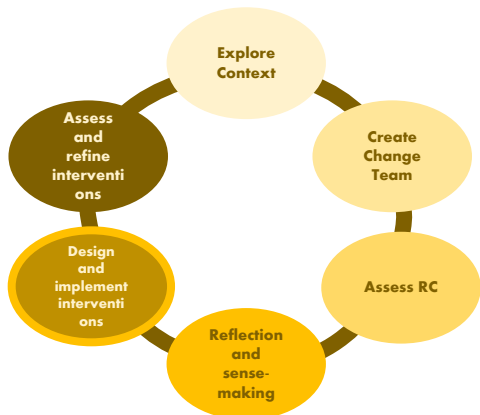
- Appreciative inquiry
- World café
- Future search / vision conference
- Open space
- Sticky note mind map
- Fishbowl dialogue

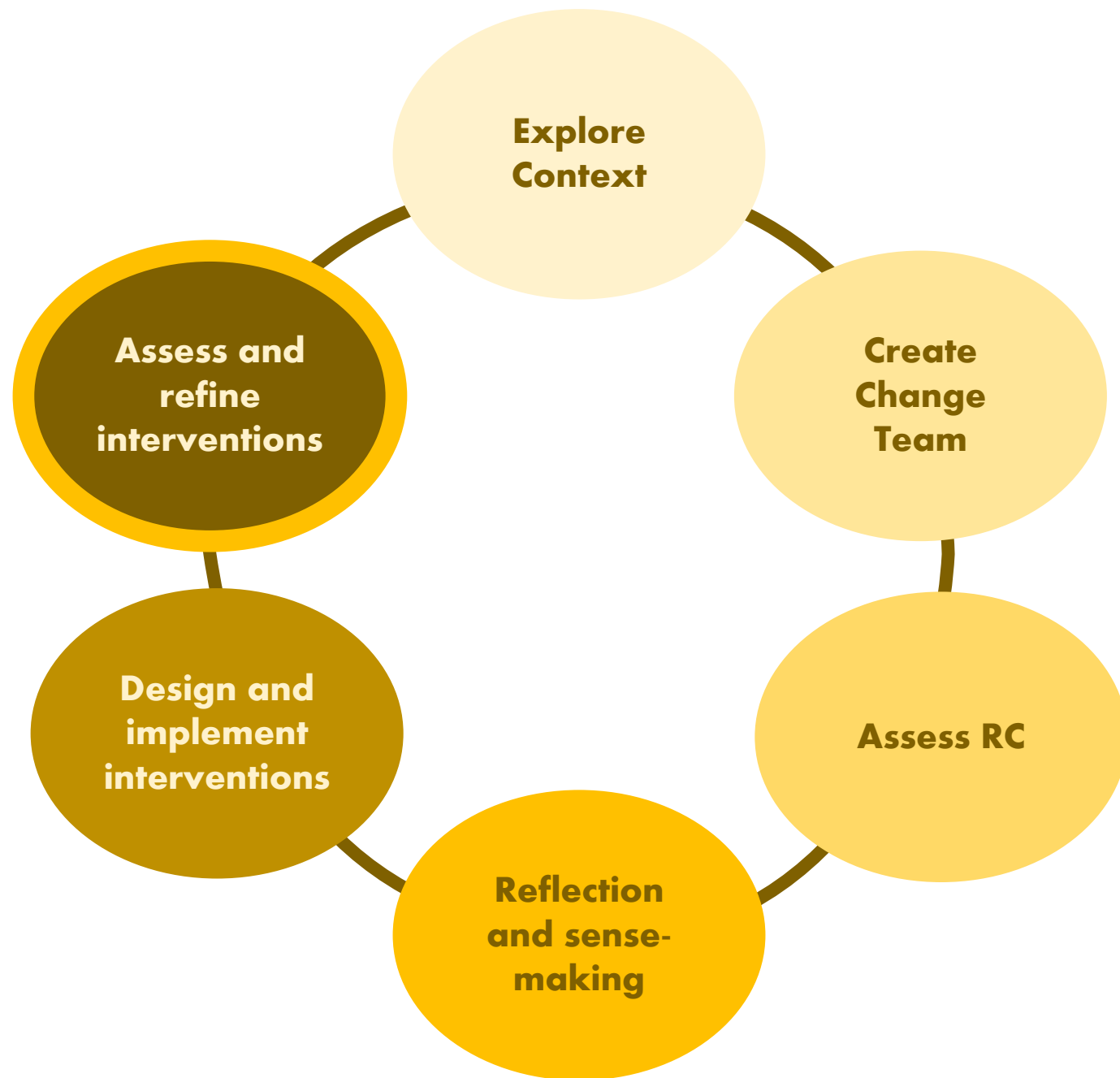
Shared knowledge

- Process mapping
- Scope of practice discussions
- Walk in my shoes
- Speed dating questions
- Conversations of interdependence

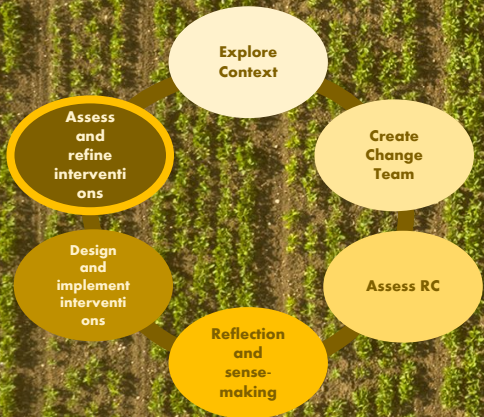








Sustainability



Rachael Kenney
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