

Strategies for Getting Buy-in from the Care Team, Patients, and Partners on Clinical- Community Linkages

Peer Coaching Call



September 19, 2017

Peer Coaching Calls (See website)

- Tuesday, September 19, 2017
 - Strategies for Getting Buy-in from the Care Team, Patients, and Partners on Clinical-Community Linkages
- Wednesday, September 20, 2017
 - Strategies for Strengthening Relationships with Existing Partners and for Identifying and Exploring New Ones
- Thursday, September 28, 2017
 - Using Data to Inform Improvement of Clinical-Community Linkages
- Friday, September 29, 2017
 - Time reserved for unique Physician Organization Topics



Institute for Healthcare Improvement

MDHHS
Michigan Department of Health & Human Services

MI PCMH Initiative Practice Transformation Collaborative

Peer Coaching Call



July 18-21, 2017

These presenters have nothing to disclose

Participants (7)

Speaker:

Panelist: 7

- TD Tam Duong (me)  
- JN Julia Nagy (Host)
- CD coleen dewey
- SK Shawn Kintigh
- SB Sue Butts-Dion
- SG Sue Gullo
- TL Teri Lamia

Attendee: 0 (0 displayed)

Chat

from missy davison to all participants:
I am the incentives coordinator and am attending today as a representative. Looking forward to having additional members of our care team attend in another meeting and can share their insights.

from dave stetson to All Panelists:
awesome to have us all as panelists to participate and share collaboratively, nice touch!!

Send to: All Participants

Send

Connected



Peer Coaching Call/Webinar Aims

- Share successes
- Share challenges
- Share learning
- Get support from others
- Hear new ideas
- Share documents, products, or develop together (can facilitate this if know in advance!)
- Time and space dedicated to you!

Welcome

- Your Role

- Attend with a spirit of transparency, curiosity and willingness to share
- Feel free to “vote with your feet” if the dialogue that others engage in is not helpful to you—register for another one because the conversations will likely be very different on each!

Agenda

Strategies for Getting Buy-in on Clinical-Community Linkages



A Team-definition

“A team is a group of people working together *to achieve a common purpose* for which they *hold themselves mutually accountable.*”



Team Time- Reflections



- Describe your team
- What is the “work”?
- Do you have representation from all stakeholders involved in the process you are trying to improve? *Strategies for getting buy in on CCL's*

Attributes of Highly-effective Teams

- The purpose and objectives of the team are clear.
- The roles of team members are clear.
- A climate exists that seeks and supports participation of all team members.
- A climate exists that supports problem solving and learning.
- Decision making processes are clear.



Strategies for Getting Buy-in from the *Care Team*

- What works well?

- What do you need help with?



Strategies for Getting Buy-in from the *Patient and Family*

- What works well?

- What do you need help with?



Strategies for Getting Buy-in for CCL

- What CCLs can be defined as good partners?
- What works well?
- What do you need help with?



Key Learnings & Discussion

“The questionnaire is what I have been waiting for in my 27 years of practice”

Dr. Ramona Wallace

- Data key
- Leadership
- Had buy-in and capacity to “go big” and continue to “test and tweak” as we go along (PDSA 😊)
- Scripting the conversation with patients (“Here’s what we can do.”)
- Relationships & Linkages (e.g., transportation, United Way, My Bridges, Healthify, community gardens, food literacy, Dental Coach)
- Engaging Care Managers
- Engaging the Patient
- And more!!



Thank You!



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