

Keys For Success: Collaboration

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Welcome

*“Behold the turtle. He makes progress
only when he sticks his neck out.”*

James Bryant Conant



Objectives

- Define “collaboration”
- Identify key elements of collaboration
- Determine next steps for Identified Participant Groups (IPGs)

Collaboration

- Join forces
- Work together
- Team up
- Work in partnerships
- Pool resources
- Act/Function as a team
- Cooperate with one another

Collaborative

- Intensive
- Time limited
- Systematic
- Teams
- Rapid quality improvement (QI) changes

Components of a Collaborative Framework

- Charter
- Change Package
- Measurement Strategy

Charter

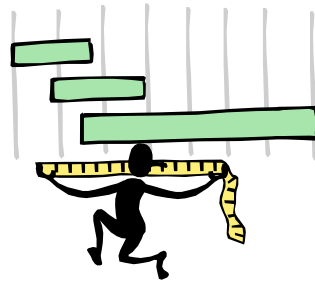
- Problem Statement
- Mission
- Methods
- Expectations

Change Package

- Organizes key elements (high performers)
- Represents ideal system of care
- Guides

Measurement Strategy

- Compilation of measures
- Tracked duration of collaborative
- Demonstrable progress



Data

*Not everything that counts can be
counted, and
not everything that can be counted,
counts.*

Sign hanging in Albert Einstein's office at Princeton.

Acute Care Hospitalization (ACH) “Collaboration”

- Work accomplished thus far
- Work to be accomplished

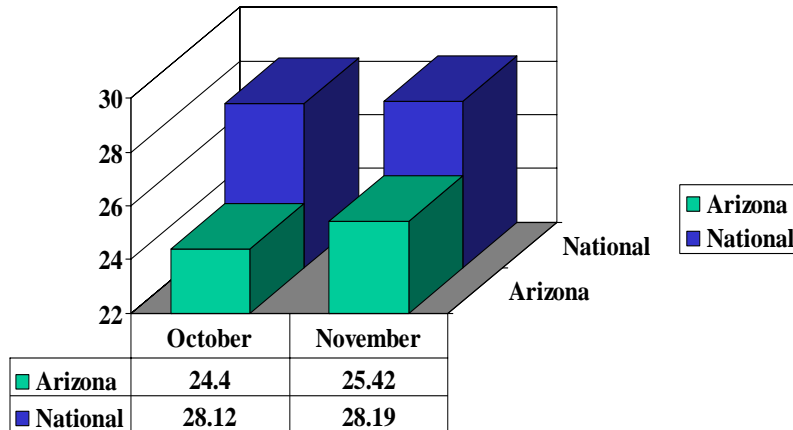
ACH Charter—Problem Statement

Gap in health care

- Multiple causes
 - Fragmentation of care
 - Senior leadership
 - Inefficient use of resources
 - Inadequate communications/information

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ACH Rate October 2004 and November 2005



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ACH Charter—Mission

- Implement care delivery systems
- Prevent deterioration in health status
- Reduce avoidable hospitalizations

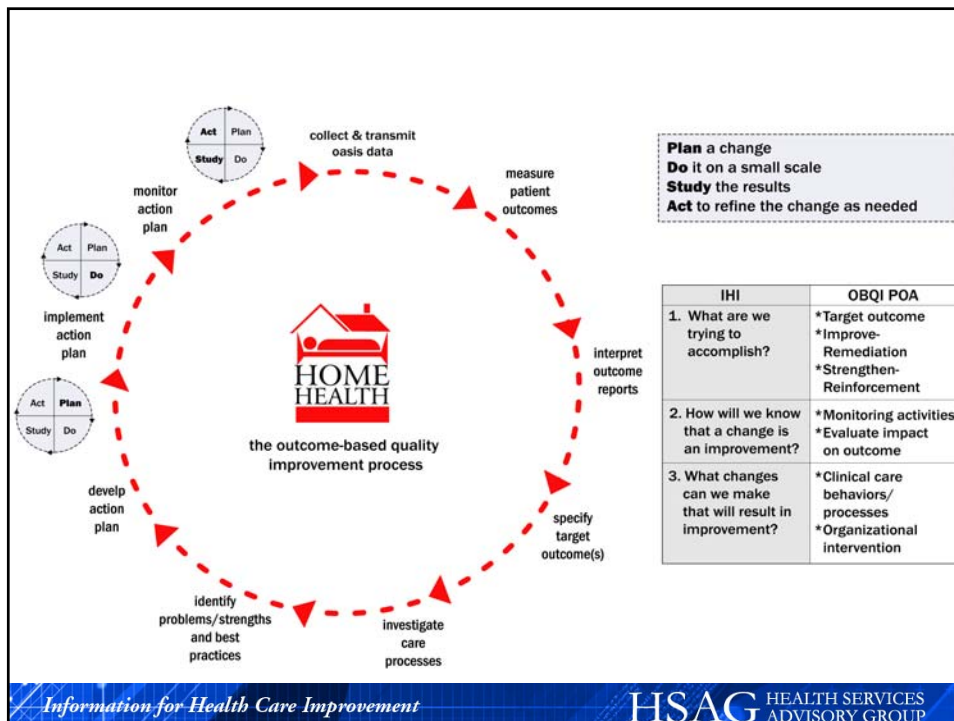
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ACH Methods

- Change Binder
- OBQI Process
- Use of information technology (IT)
- Data collection/display



ACH Expectations

- Networking among IPG participants
- Utilization of ACH Change Package
 - Areas for Improvement
 - Strategies
 - Actions
 - Tools

ACH Change Package

- Key Elements
- Ideal System of Care
- Guidance

ACH Measurement Strategy

- Outcome measures
- Process measures
- Tools
 - ACH Data Collection Tool
 - Best Practices Tracker Tool
 - IHI Run Chart available on www.ihl.org

Expectations

- IPG networking
- IPG sharing
- IPG problem solving
- Mentoring
- Statewide quality leadership

HSAG Contribution

- Venue for sharing and networking
- Facilitation
- Support

Next Steps

- Planned meetings
- Planned conference calls
- Awards

Letter of Intent—HHA will . . .

- Commit to remain active throughout the 3-year duration.
- Apply OBQI principles related to Plan of Action (POA) development and monitoring.
- Form an interdisciplinary team to work with HSAG on selected publicly reported outcome measures.

HHA will . . .

- Develop POAs (selected topics), set target goals, and implement steps to improve care.
- Commit to use data and drive QI efforts (collection and submission).
- Participate in regional workshops, collaborative group meetings, and conference calls.

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HHA will . . .

- Share best practices and lessons learned with colleagues and HSAG.
- Participate in regularly scheduled onsite visits with HSAG staff.

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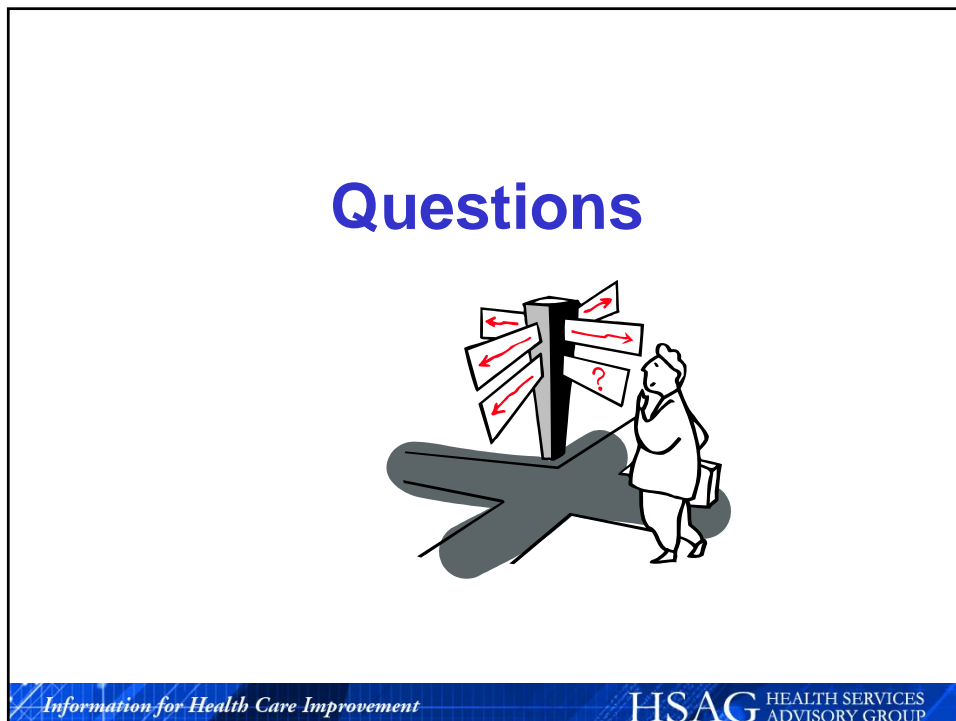
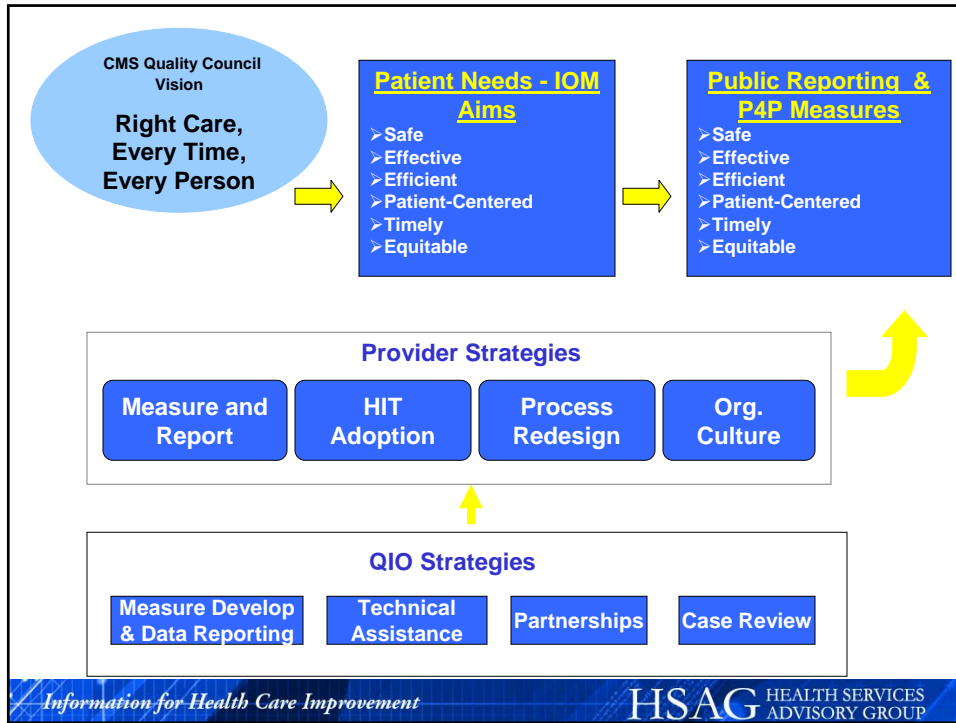
Today

- Begin collaborative approach
- Volunteer to suggest topic
- Volunteer for panel presentations
- Your collaborative—Suggestions?

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COLLABORATION WORKS!

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