

Building Capacity for Healthcare Collaboration in Community

Tackling Chronic Conditions when
Resources are Scarce

Annual Chronic Disease Partners Meeting
October 17, 2018

Introductions

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Objectives

1. Learners explore capacity building in communities they serve. Art of hosting questions will be posed and Strengths, Weaknesses, Opportunities, and Threats will be explored and shared in small groups.
2. Learners will identify key stakeholders within their community to collaborate with for potential compilation of an Advisory Board to guide and advise proposed novel model execution.
3. Learners will explore an IP care delivery model for their own community. They will identify current community services and begin to consider how merging them in new ways may generate innovative solutions, supported by a network of community members.

Context for Today's Discussion

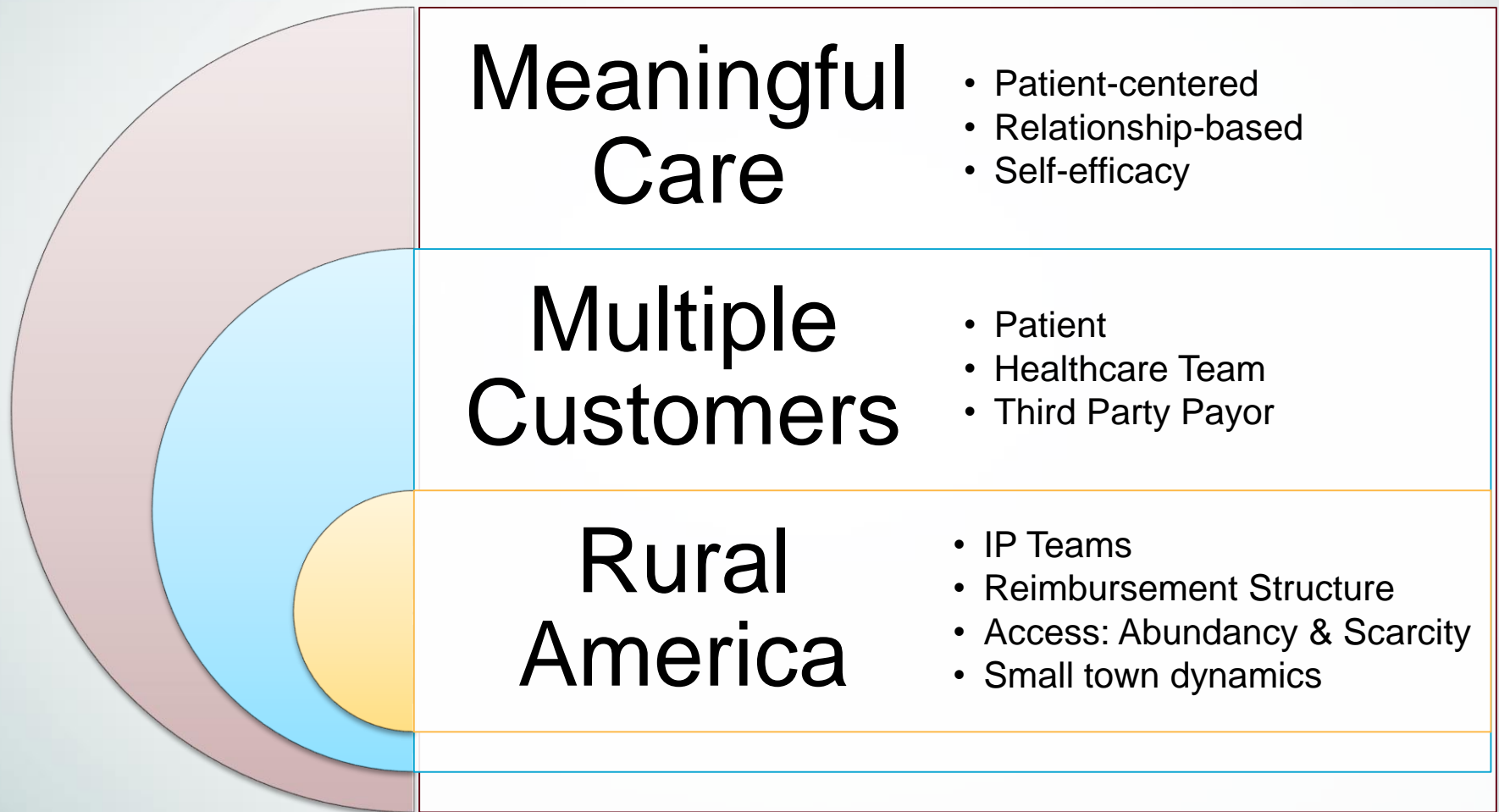
- The Healthcare Landscape
 - Changing demographics
 - Transition from volume to value-based care
 - Remodeling of ambulatory care
- The Consumer
 - Increased consumer savviness/expectations
 - Emerging epidemic of chronic conditions
- The Care Delivery Team
 - Doing more with less
 - Addressing work satisfaction

The Quadruple Aim



(Institute for Healthcare Improvement, 2018)

New Challenges



What does it take to turn Queen Mary?



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Remodeling Care Delivery

Theory

- Self-efficacy

Care Environment

- Community

Team

- Interprofessional collaboration

Skill Development

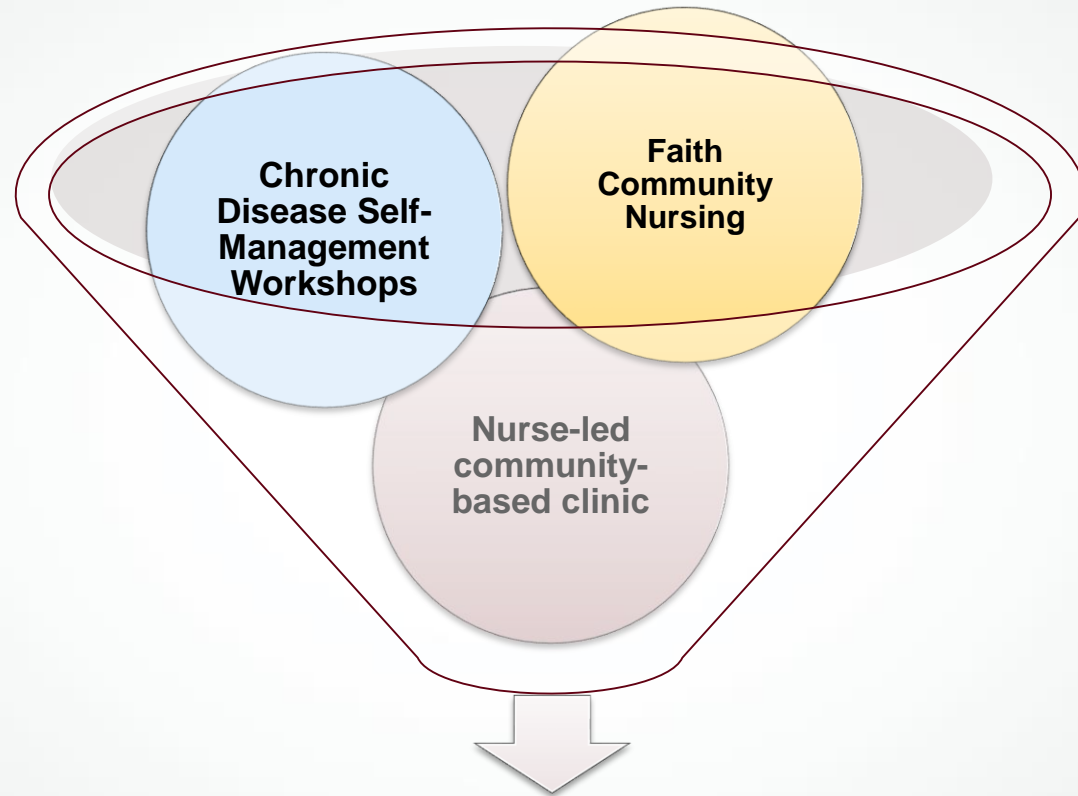
- Renewed competencies

The Bridging Health and Home Model

To improve the ability of rural older adults to remain in their homes, safely, with dignity and vitality through:

- increasing confidence
- self-management of chronic conditions
- focusing on holistic relationship-based care with support from an interprofessional team

Components of Model



Bridging Health and Home

Community-Based Clinics

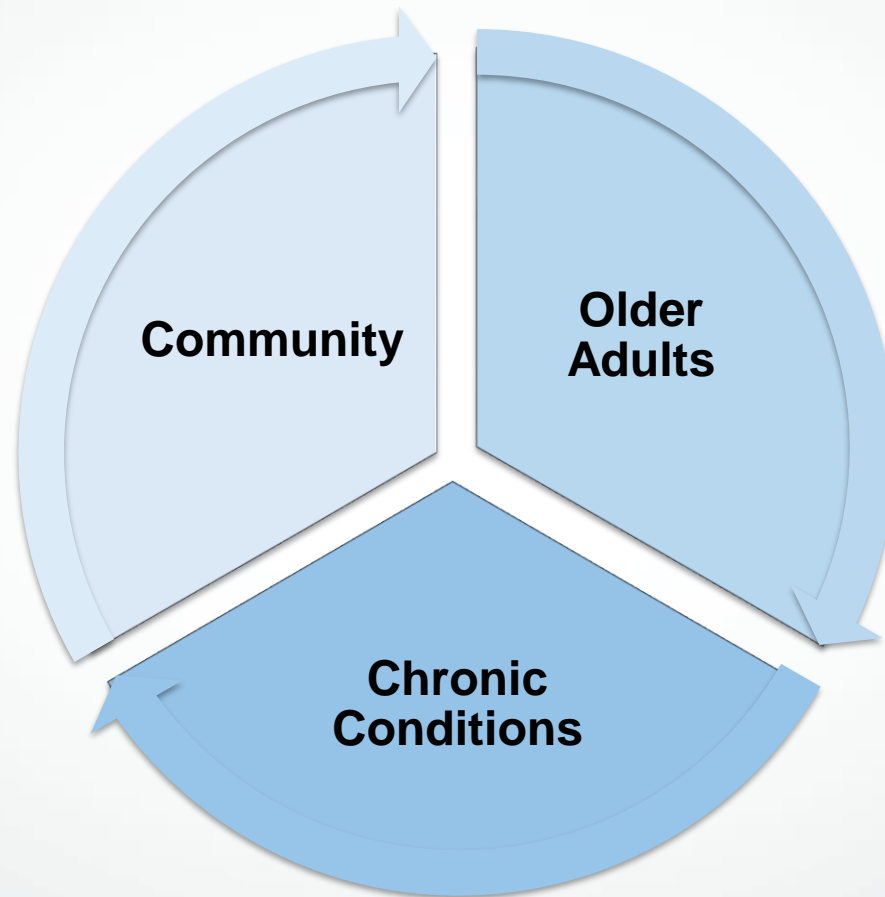
Webster



Mayville

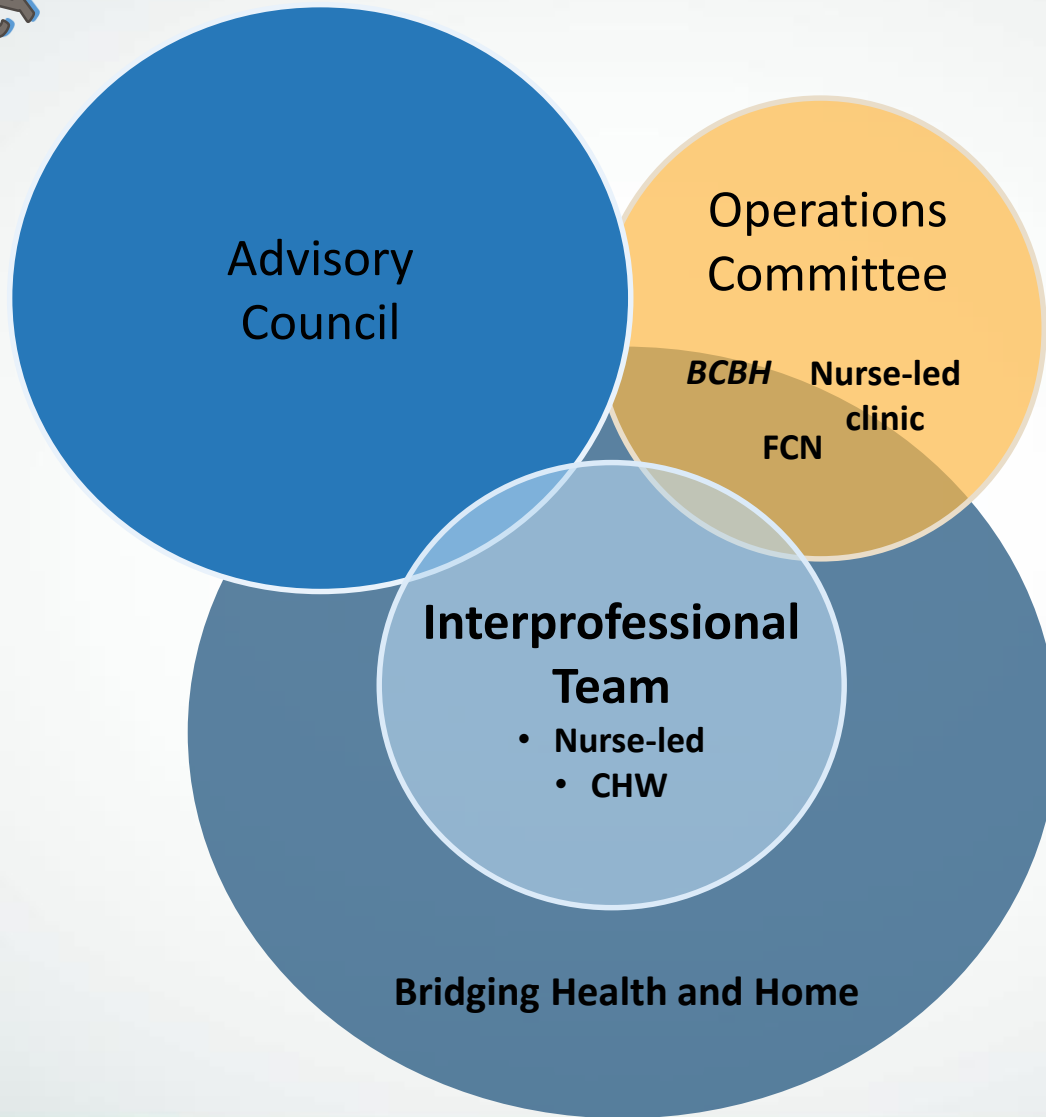


Common Threads



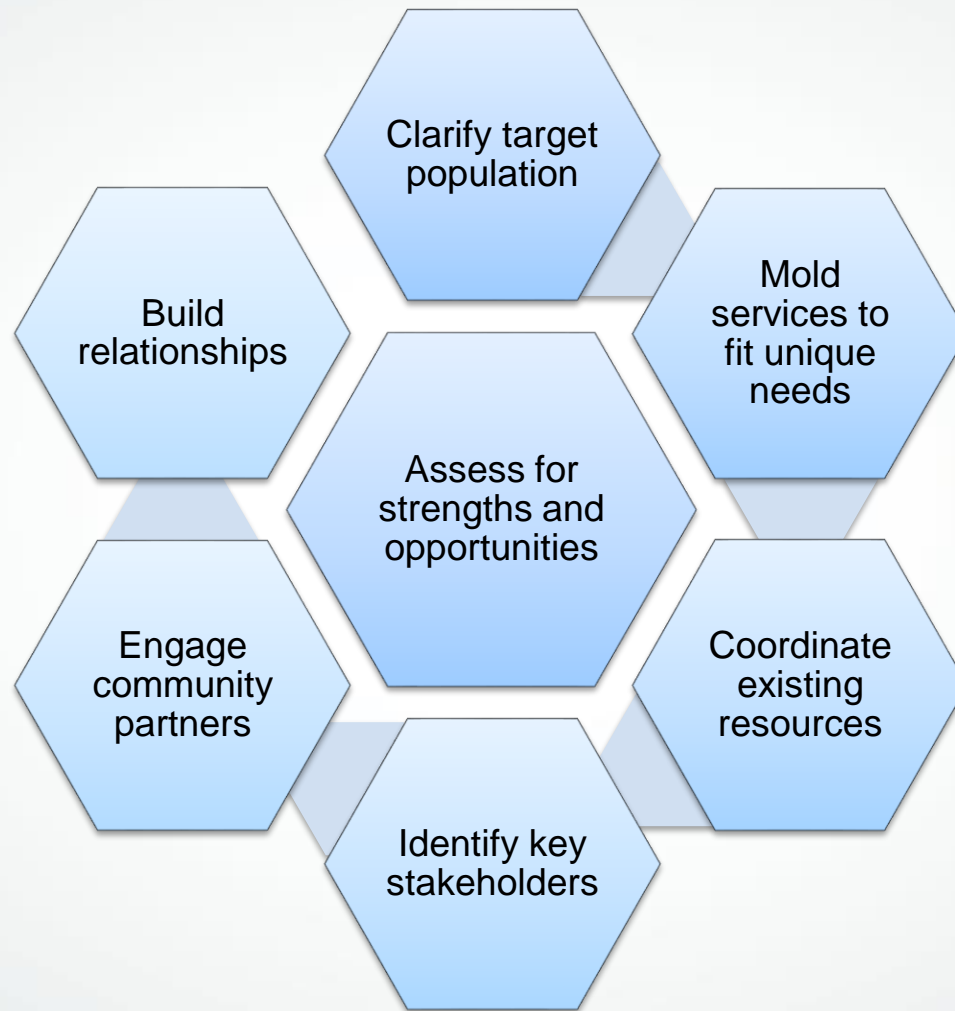
Model of Care

Community

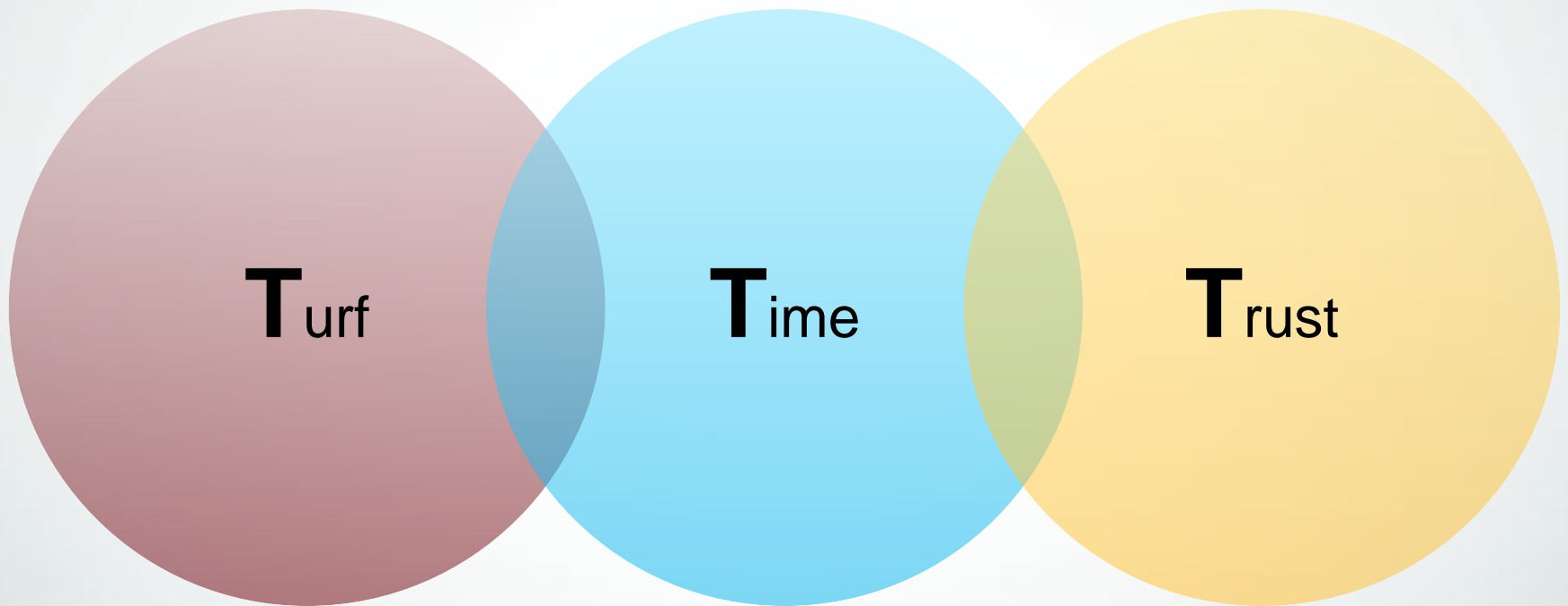


Sanford

Building Community Capacity



The Three T's in Community Work



(Himmelman, 2002)

Advisory Council Development

SD Rural Site

Store Owner

Ambulance Representative Serving Day
county

Retired RN

Better Choices, Better Health
Representative

VOA Representative

Pastor of Rural Congregation

Volunteer for Food Pantry

SHIINE Representative

City Council Representative

Senior Volunteer Group Representative

Additional SD Sites

Aberdeen

Sioux Falls

Visioning Models to Take Back Home

Identifying Innovative
Community-based Solutions

Methodologies

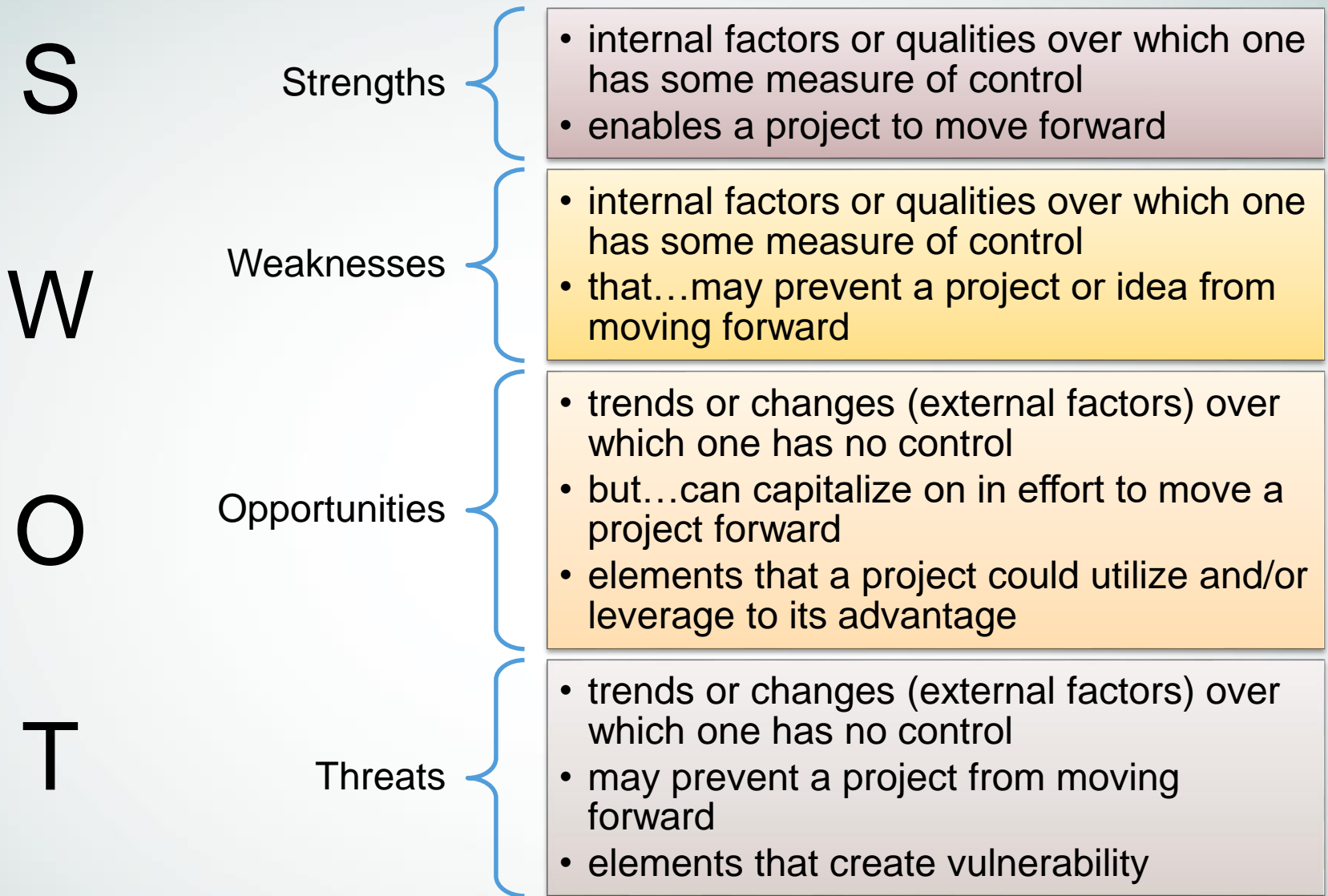


**Art of
Hosting**

**SWOT
Analysis**

Art of Hosting

- Methodology of hosting dialogue
- Encourages conversation
- Engages and assures voice of all
- Catalyst for transparent dialogue
- Non-traditional meeting structure
 - Check-in and Check-out questions



Strengths

Internal factors or qualities over which one has some measure of control and that enables a project to move forward

Art of Hosting Question:

What are you most proud of or what is the greatest strength of our community?

Bridging Health and Home Strengths

“The pharmacy here helps over 500 patients sign up for Medicare Part D. This is a family oriented community. Everyone is loving and helps each other out.”

“This is a close community and members of the community work well together.”

Strengths

Internal factors or qualities over which one has some measure of control and that enables a project to move forward

Art of Hosting Question:

What are you most proud of or what is the greatest strength of our community?

Weaknesses

Internal factors or qualities over which one has some measure of control and that may prevent a project or idea from moving forward.

Art of Hosting Question:

As you move forward in our work, what is needed to make this successful in our community?

Bridging Health and Home Weaknesses

“Focusing on transportation, socially isolated individuals, and support for caregivers of those with dementia.”

“We need faces from the community that people can trust”

Weaknesses

Internal factors or qualities over which one has some measure of control and that may prevent a project or idea from moving forward.

Art of Hosting Question:

As you move forward in our work, what is needed to make this successful in our community?

Opportunities

Trends or changes (external factors) over which one has no control but can capitalize on in an effort to move a project forward; elements that a project could utilize and/or leverage to its advantage.

Art of Hosting Question:

What are you hearing about in our community regarding ...?

Bridging Health and Home Opportunities

“Why go there when we can go to the clinic?”

“I haven’t heard anything.”

Opportunities

Trends or changes (external factors) over which one has no control but can capitalize on in an effort to move a project forward; elements that a project could utilize and/or leverage to its advantage.

Art of Hosting Question:

What are you hearing about in our community regarding ...?

Threats

Trends or changes (external factors) over which one has no control and that may prevent a project from moving forward; elements that create vulnerability.

Art of Hosting Question:

What needs our attention today?

Bridging Health and Home Threats

“Building relationships and trust.”

“We need to get out to other communities.
We are not out in the community enough.”

Threats

Trends or changes (external factors) over which one has no control and that may prevent a project from moving forward; elements that create vulnerability.

Art of Hosting Question:

What needs our attention today?

Acknowledgement of unique small town dynamics

The Abyss

Relationships
Matter

Adaptability

Patience
is
Precious

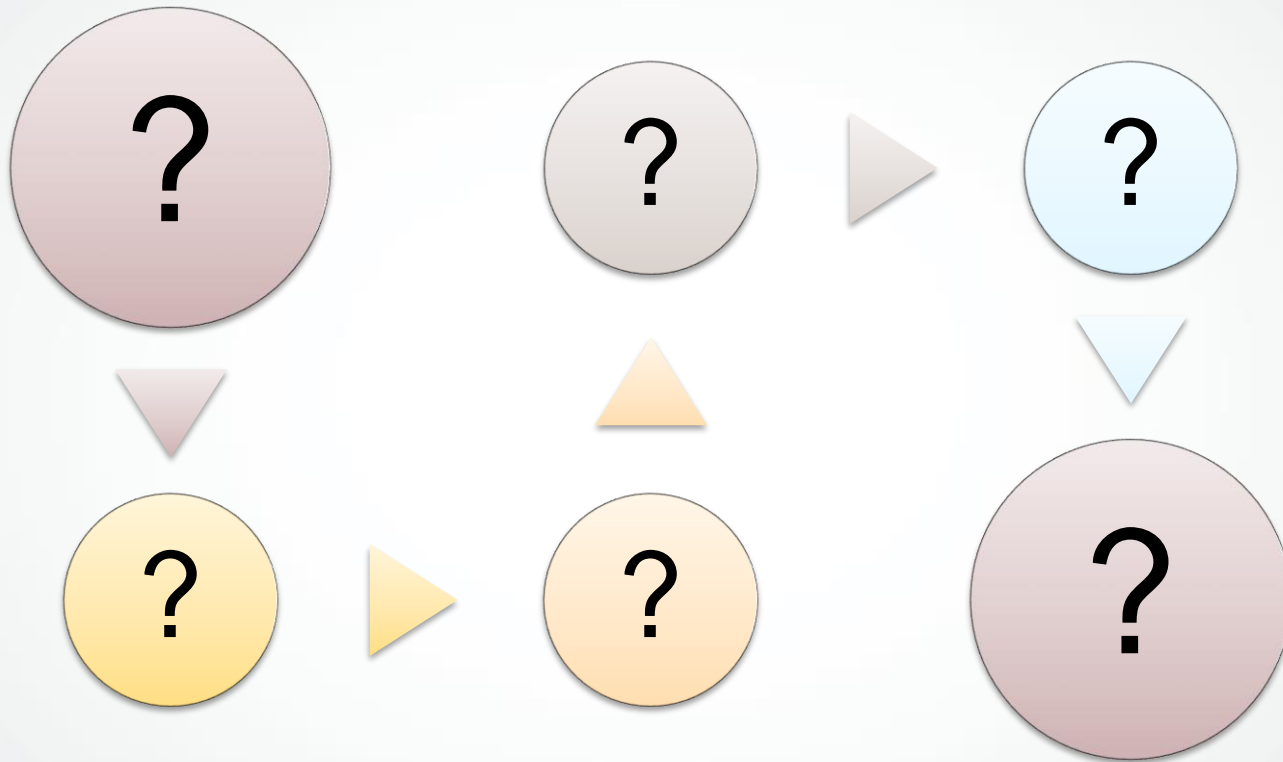
Disruptive
Innovation

Resilience
is Critical

Ever-evolving

Lessons Learned

Questions



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