

INTEGRATED CARE PARTNERSHIPS

COMPONENTS OF SUCCESSFUL INTEGRATED CARE PARTNERSHIPS



Considering Cost and Yield in Partnership Equations

Integrated care partnerships can be complex, with different organizations and team members holding different visions.

Part of taking an advanced lens on partnerships is determining the cost (input of time, energy and resources) and the yield (client impact, positive staff experience, increase in revenue, etc.) and understanding if shifting or transitioning a partnership is necessary.

When the cost is HIGHER than the yield, applying concepts on the wheel to the right can be supportive to recalibrate.

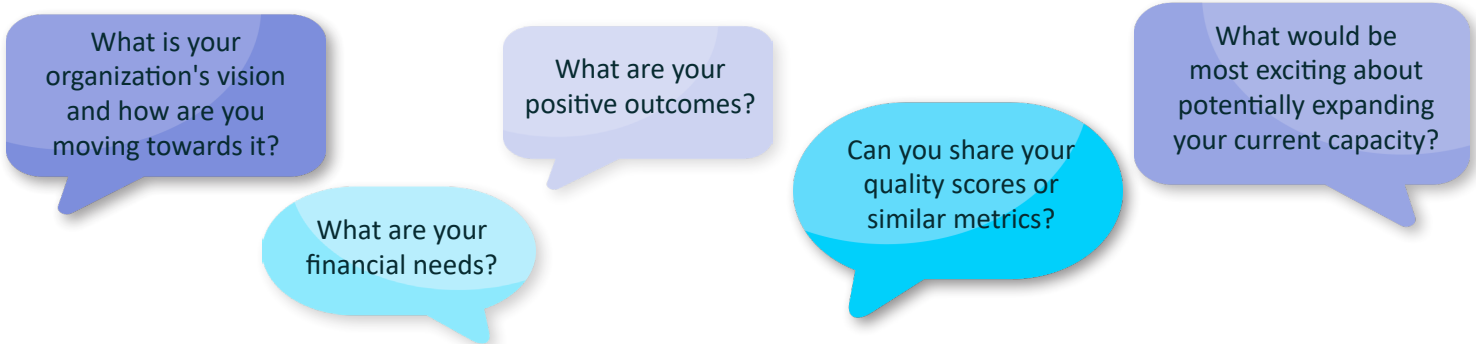
When the cost is LOWER than the yield, it is still critical to have methods in place, such as those within the wheel, to keep a forward trajectory where your partnerships remain in a low cost high yield equation.



PREPARING TO START THE CONVERSATION

- Identify your organizational strengths.
- Document your positive outcomes.
- Understand your financial needs. (better reimbursement, grants, etc.)
- Prepare quality scores or similar metrics.
- Determine the geography/areas of interest for your potential partner. (coverage areas, communities they serve, etc.)
- Identify your current and future capacity. (ex: 10 week backlog with a new provider starting soon may indicate low current capacity but improved future capacity)
- Decide if you can have an honest conversation with this organization/company/grantor.
- Determine service gaps that can be filled via partnerships or through future integrated care.
- Be bold, fearless and empathetic!

Ideas for starting the conversation with a potential partner:



KEYS TO EXPANDING PARTNERSHIPS

- Looking broadly
- Identifying gaps
- Investing in cultivating relationships
- Stepping out of comfort zone



- Thinking beyond your current system
- Having a focus point
- Being generous with ideas, materials and connections

SUSTAINABLE PARTNERSHIPS REQUIRE WORKFORCE TRUST AND COMMUNICATION



Consider front-line staff and providers across all organizations, disciplines and departments, then work to establish trust.



All team members will reinforce each other's interactions with a patient.



If everyone is aware of services in mutual departments, everyone is oriented around supporting a patient.



A shared culture around trust, respect and collaboration requires time.



Consider setting up bi-directional transparent conversations beyond case conferences with the goal of talking about systems.



Utilize quality improvement science of root cause analysis to identify which successes to continue and the opportunities to improve.



Be aware of who has the power in the room and how to use that power more equitably.

Contact us to discuss how our services can help your care teams. Email: cqp@pcdc.org

This resource was developed in partnership with the Center of Excellence for Integrated Health Solutions.