

Session Starting Shortly

Have a question?

- Click the chat button.
- Type your message into the box and click send.

Accessing today's recording and materials

- As soon as the recording is available, we'll send out a link. A PDF of the slides is in the Handouts section of the Control Panel

Audio Problems?

- Make sure you have entered your audio pin if you are using your phone



Hide the Control Panel

Mute your line

Screen preferences

Raise your hand

Creating an Environment that Supports Integration

Planning Principles

Response Tools

Decision-making Filters



CAPITAL LINK

Cindy Barr

Operations & Facilities Planner

Toolkit Webinar

February 18, 2021

Place Matters!

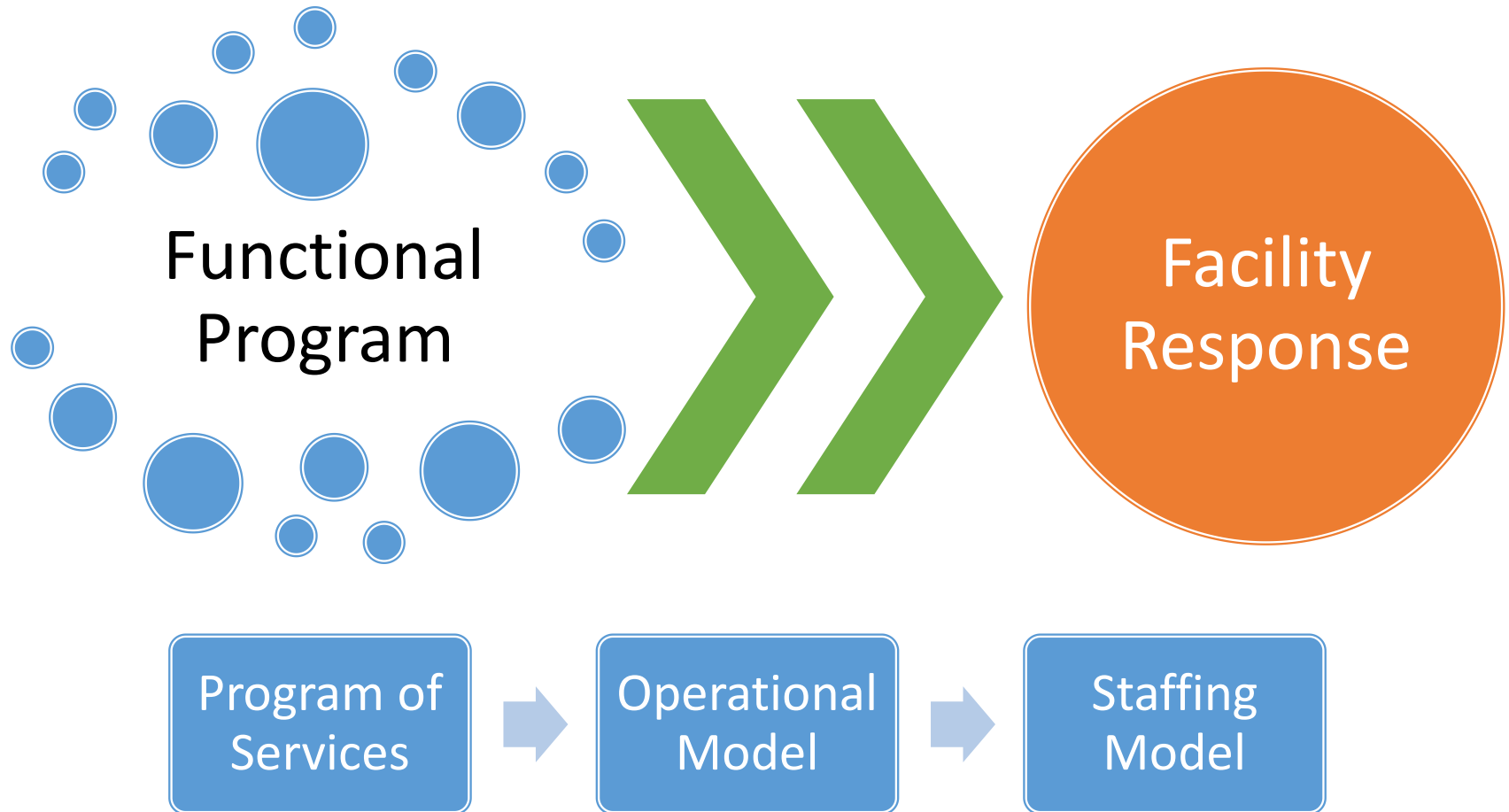


What do I need to do
my job?



What makes **us** more
effective as we learn to
work together both for
and with our patients?

Guiding Principle 1: Programming Drives



Speak the Same Speak Exercise

Strategic Goal: To Integrate Eggs



Exploring OUR Integrated Care
Model

Exploring Strategies to Support
Continuity

REFLECTION





Collocation

Creates a space (place)
in which to
learn collaboration (people)
and
develop coordination (process)

What do our patients need to embrace and benefit from integration – and when/where?

- A quiet environment for psychotherapy?
- Exposure to other disciplines to break down social and cultural barriers?
- To observe us working as a team in order to feel emotionally safe?
- Other?

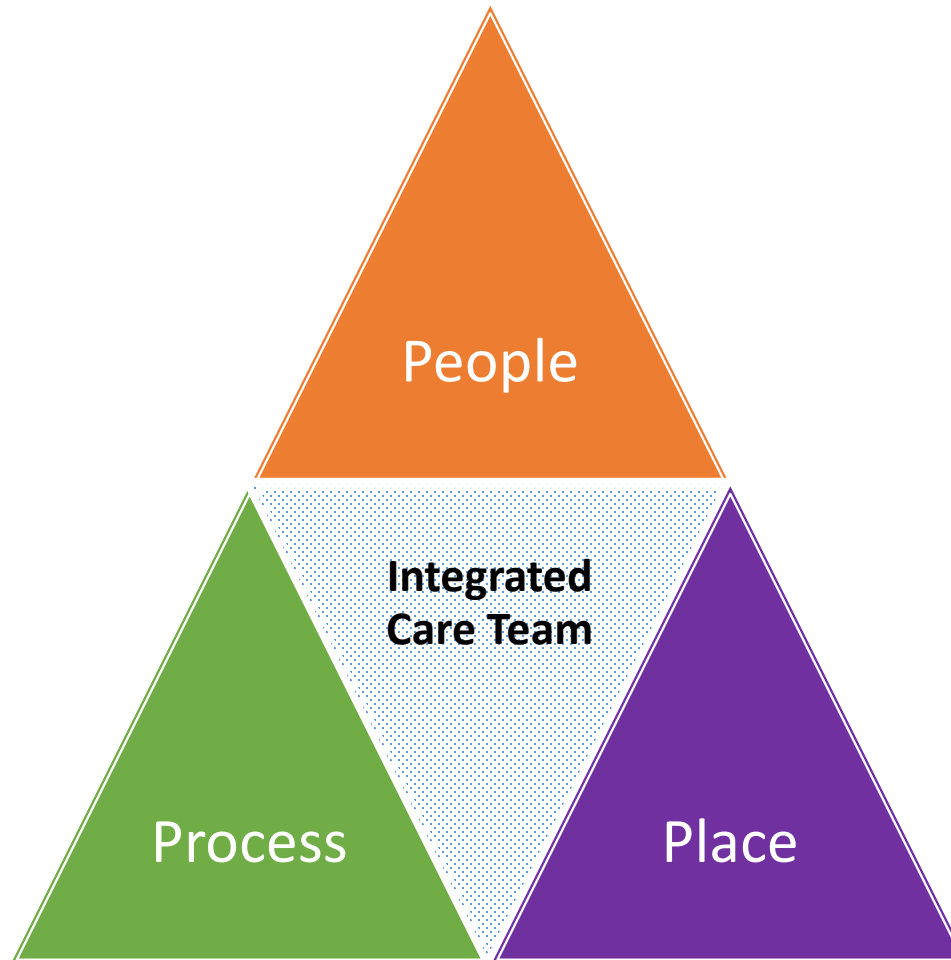
Where do our processes break down?



Looking Back: *Where are you? You wanted to see this patient. Are you here on Tuesday? But you probably have a scheduled patient – and Oh forget it, I am pretty far behind anyway.*

Friday Huddle: *Why didn't I see this patient? We are supposed to be managing her as a team!*

Guiding Principle 3: Dynamic Alignment



Staff Work Session/Questionnaire

- What resources do you have that are currently under-utilized?
- What are your patients asking for? ...happy with?
- Are your current operational processes effective? ...efficient?
- How do/don't your current spaces facilitate the work of your team?

Leadership Follow-up

- What further information do we need to collect before acting on this input?

Tools for an Effective Response

People Tools



• Collaboration

- Core Competencies
- Cross-Training
- Culture

Process Tools



• Coordination

- Scheduling
- Asynchronous Communication
- Synchronous Communication

Place Tools



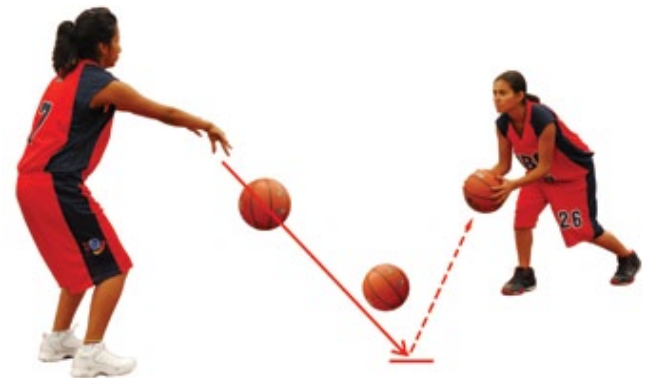
• Collocation

- Safety/Security
- Team Workspace
- Patient Engagement Space

Enabling the Team to Score!



Mastering Core Competencies



People Tools: Cross-Training



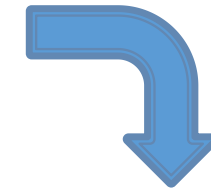
The purpose of cross-training is to assure continuity.

People Tools: Common Culture



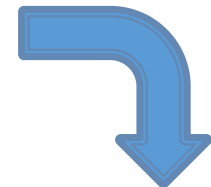
Mission

Values



Priorities

Vision



Targeted Future State

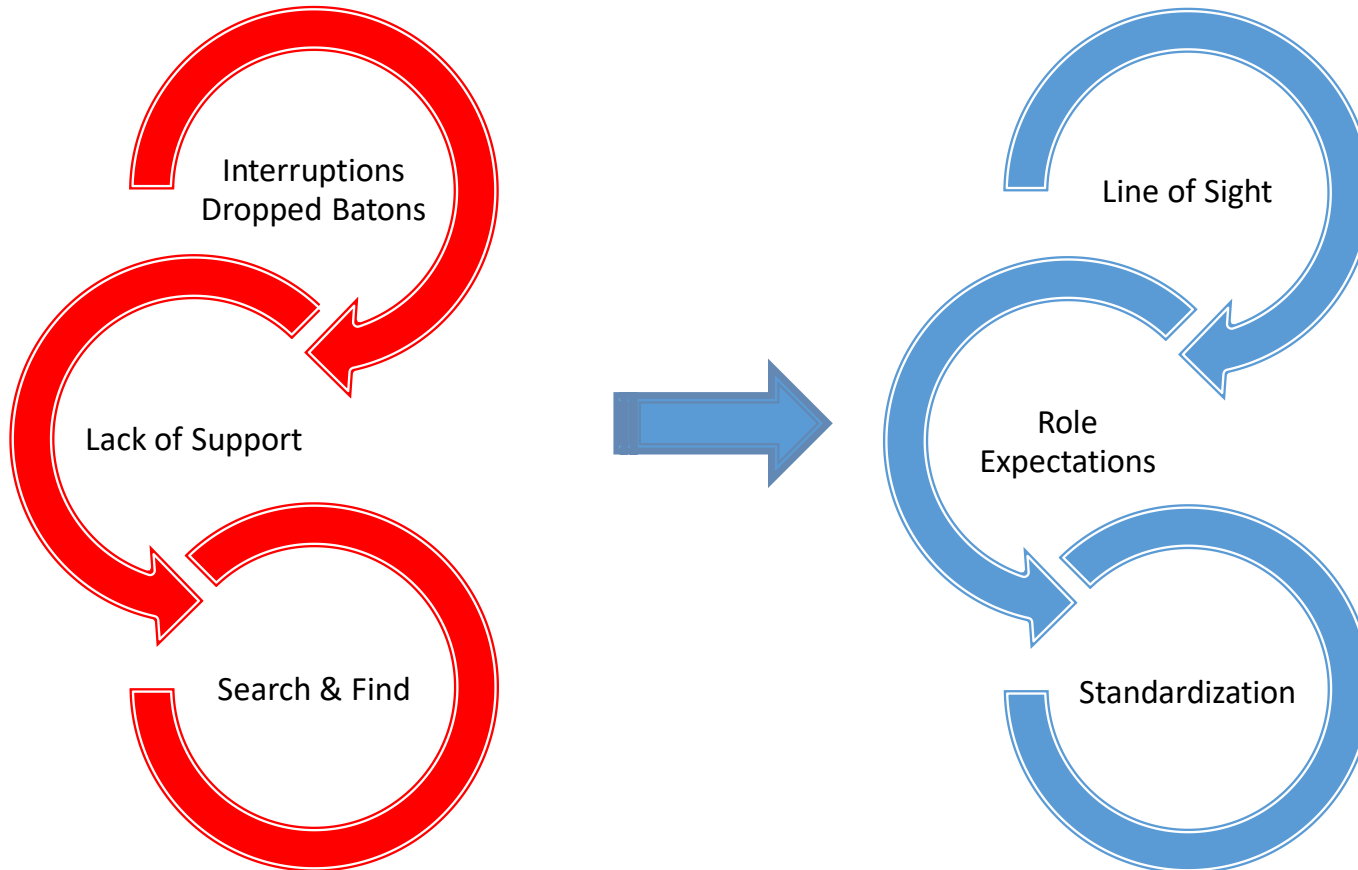
The Art of Culturally Aligned Scheduling



8:00	BLOCKED	BLOCKED	BLOCKED
8:15	1	1	1
8:30	2	2	
8:45		3	2
9:00	3		3
9:15	4	4	
9:30	5	5	4
9:45		6	5
10:00	BLOCKED		6
10:15	6	7	
10:30		8	BLOCKED
10:45	7		7
11:00	8	9	8
11:15	9	10	
11:30	10		9
11:45		BLOCKED	10
12:00	LUNCH	LUNCH	LUNCH



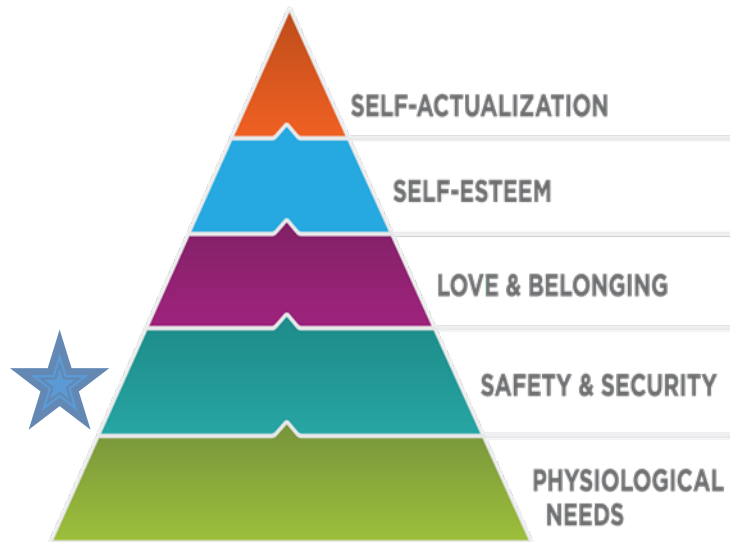
Process Tools: Synchronous Communication



Process Tools: Asynchronous Communication



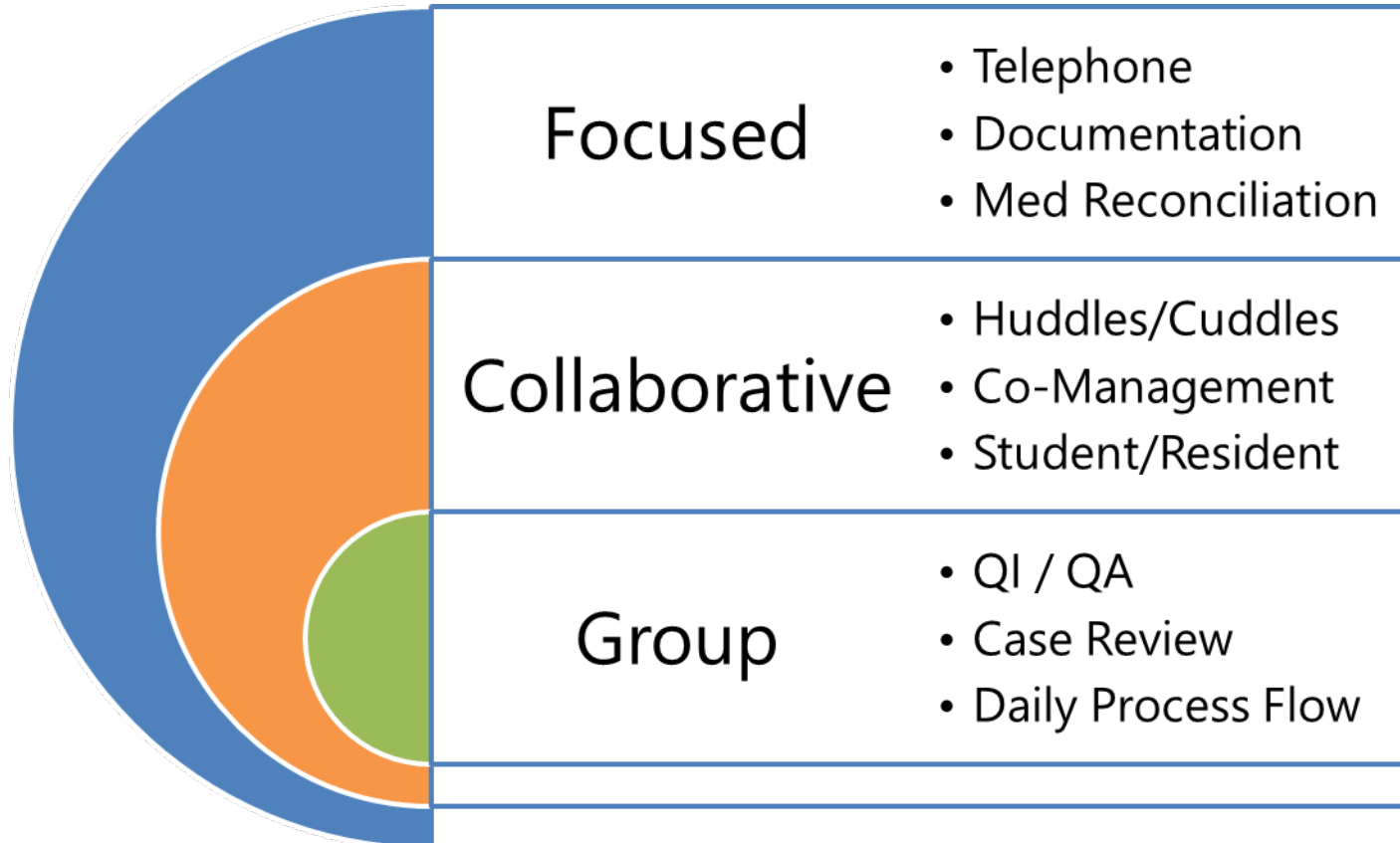
Place Tools: Safety and Security



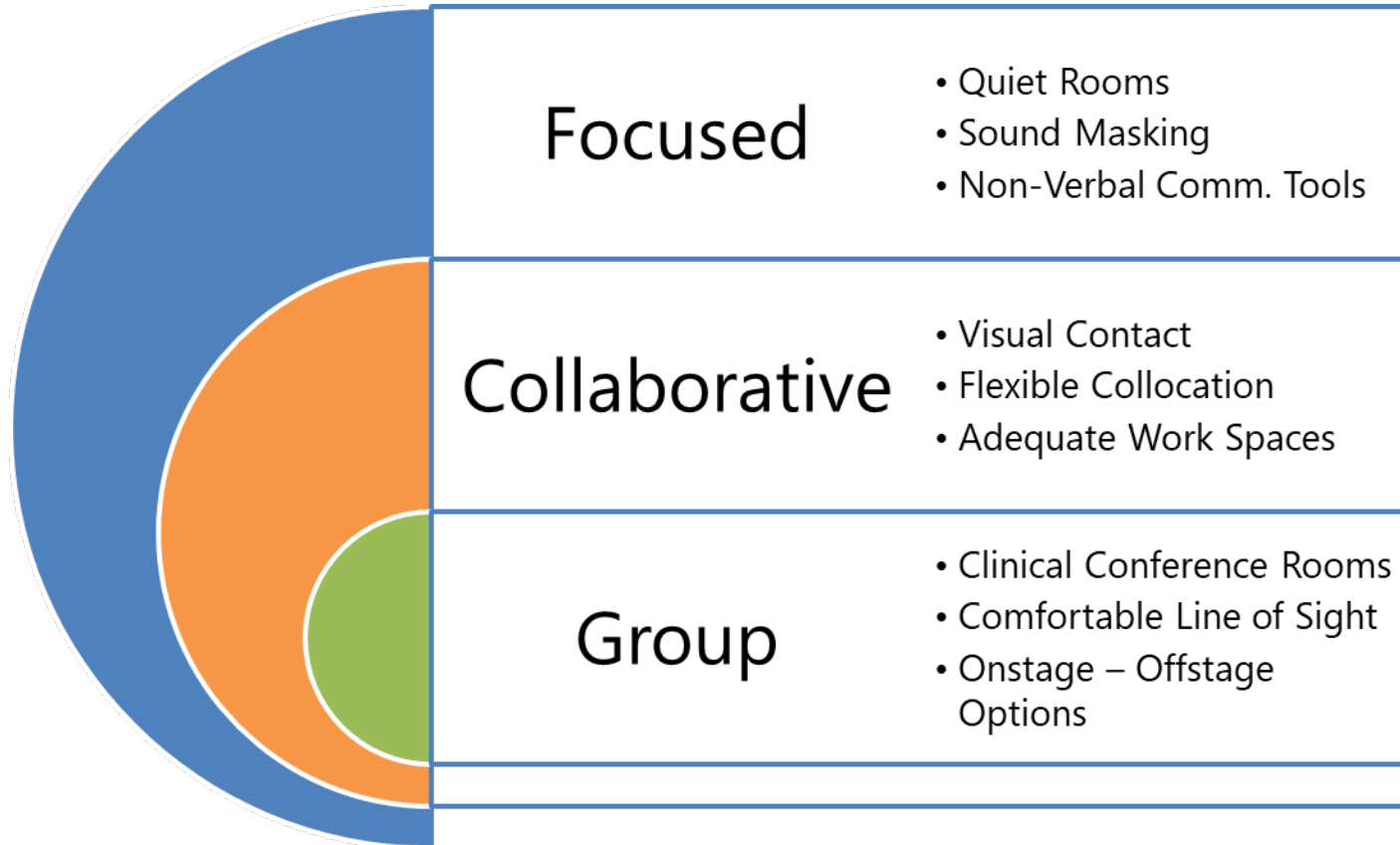
MASLOW'S HIERARCHY OF NEEDS



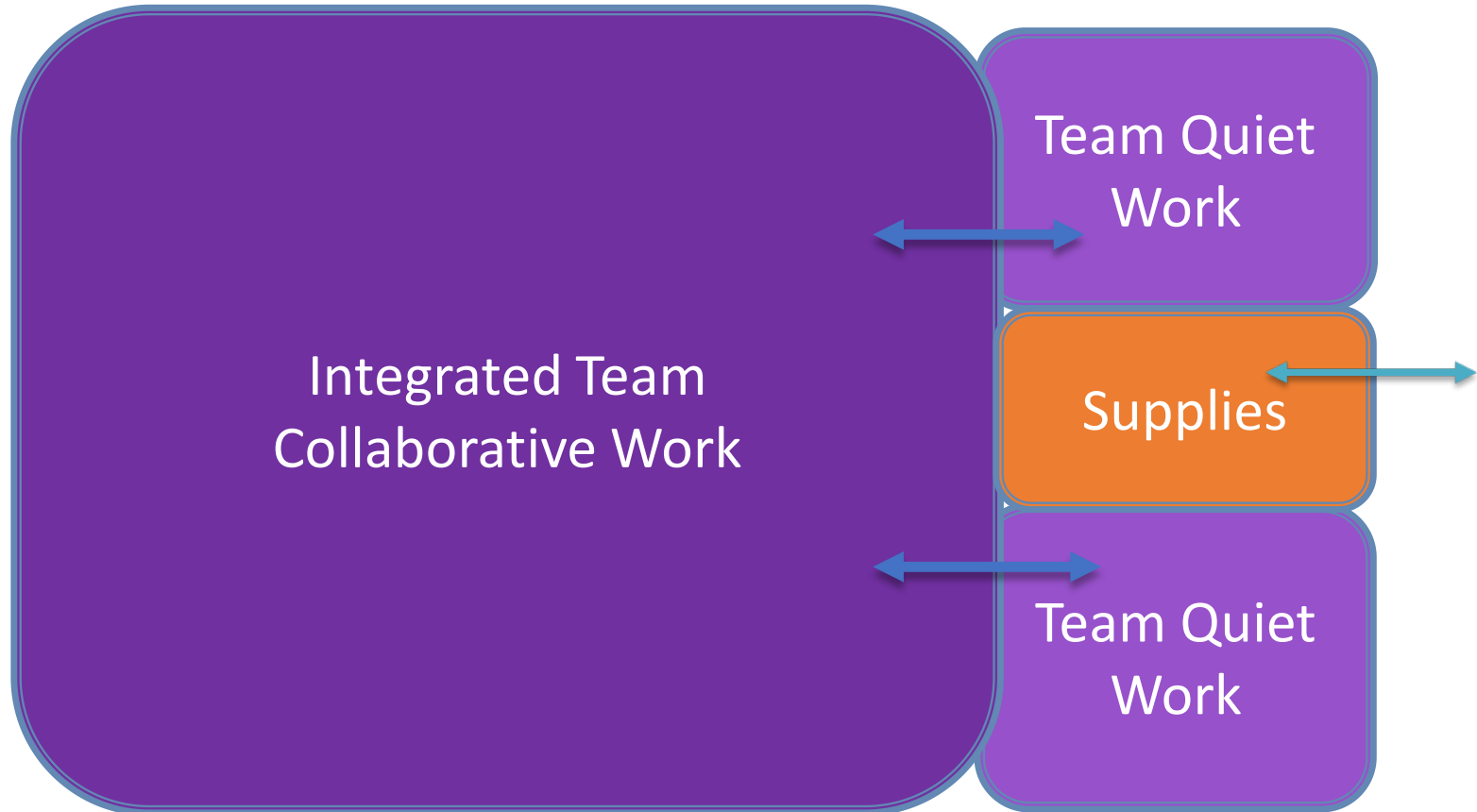
Place Tools: The Work of the Team



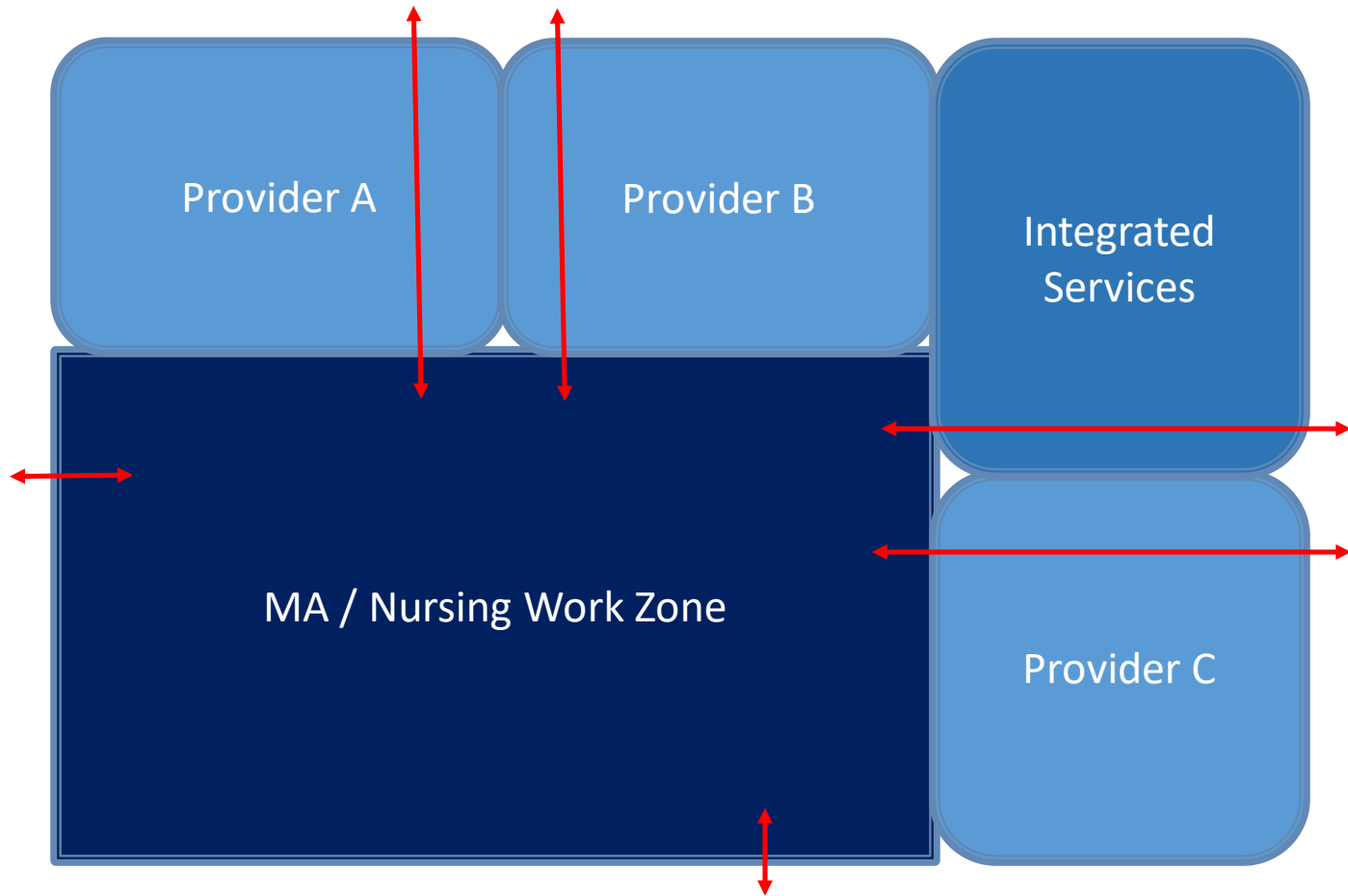
A Place for the Work of the Team



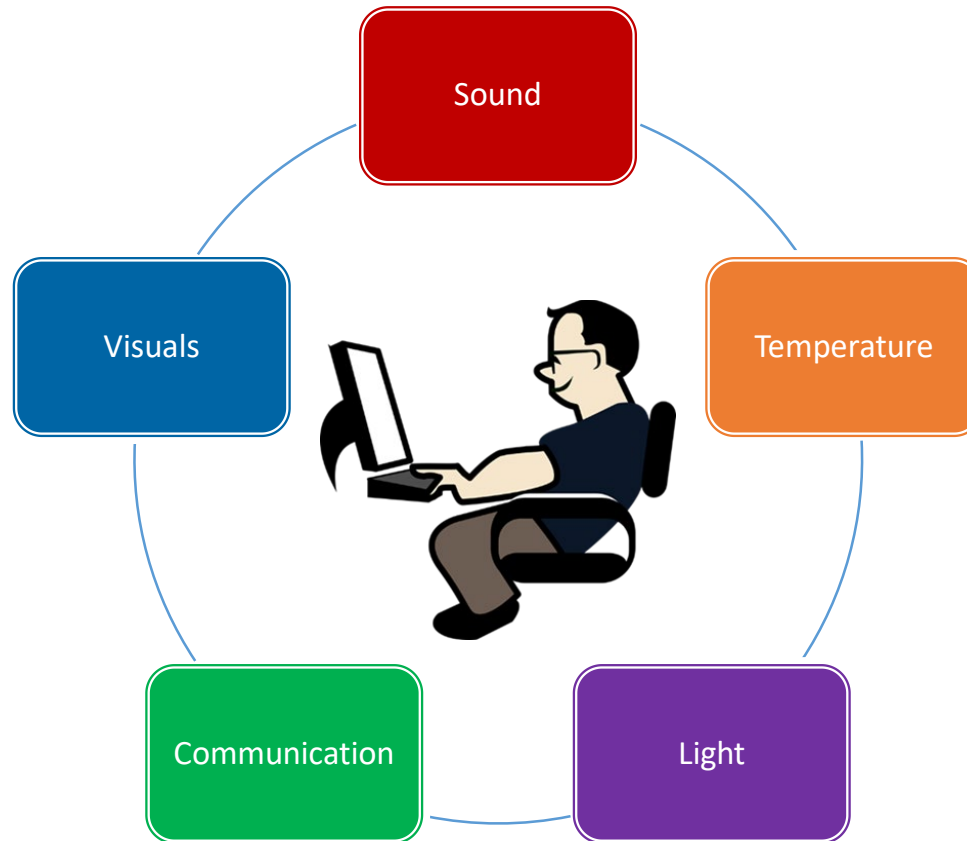
A Place for ALL the Work of the Team



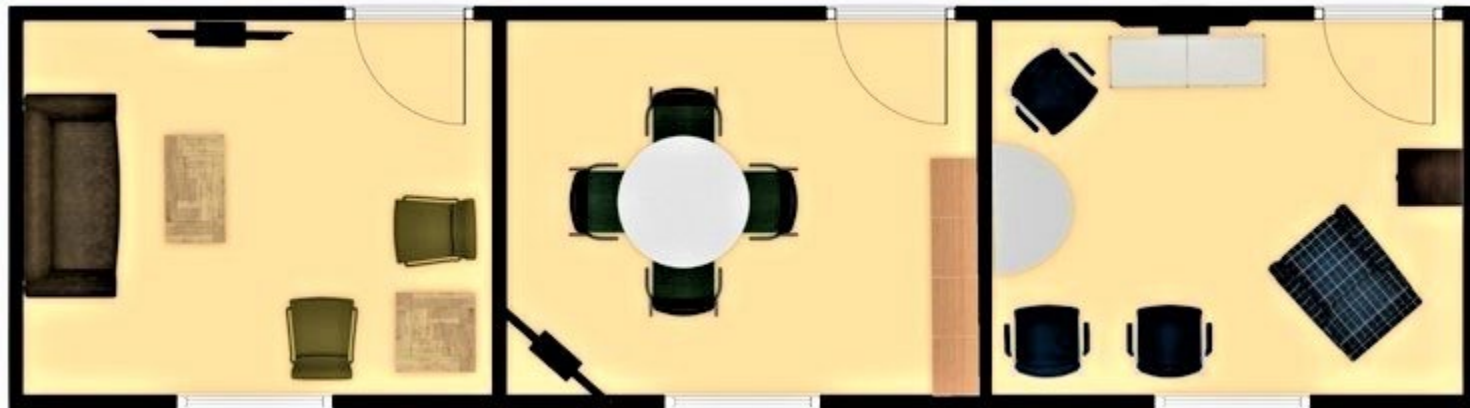
Another Place for the Work of the Team



Place Tools: Patient Engagement thru Technology



Place Tools: Patent Engagement in Flexible Spaces



Consultation
Counseling
Meetings

Education
Enrollment
Meetings

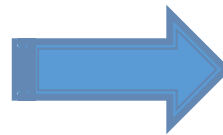
Consultation
Counseling
Patient Monitoring
Nurse Visits
Enrollment
Education
Meetings

Place Tools: Furnishing for Flexibility

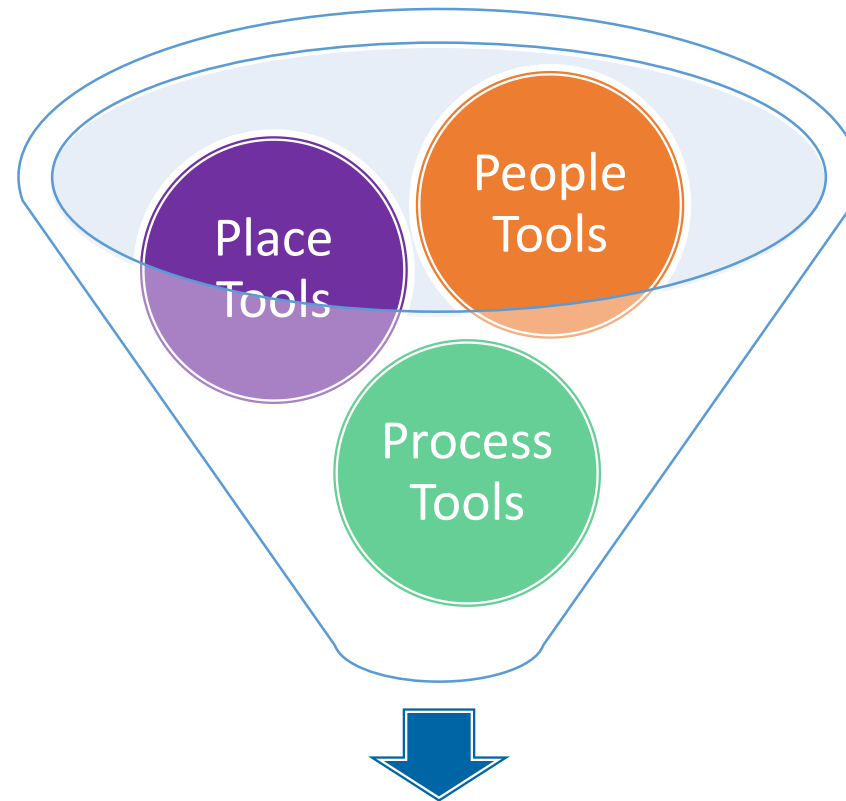


<https://www.nationalbusinessfurniture.com>

Place Tools: Scenario Building with Furnishings




www.labdepotinc.com



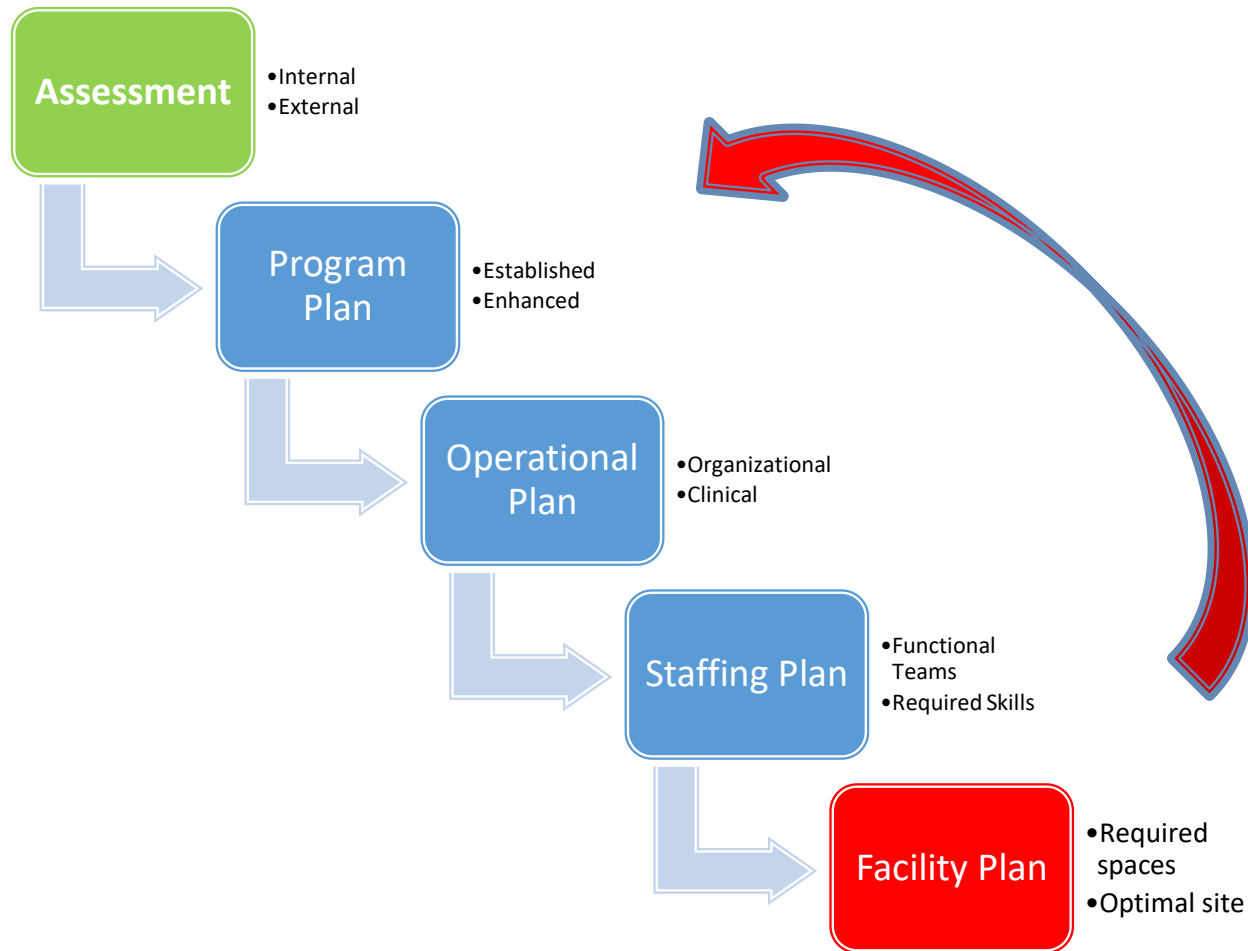
An Environment that
Supports Integration

Decision-Making Filters: Good vs. Best

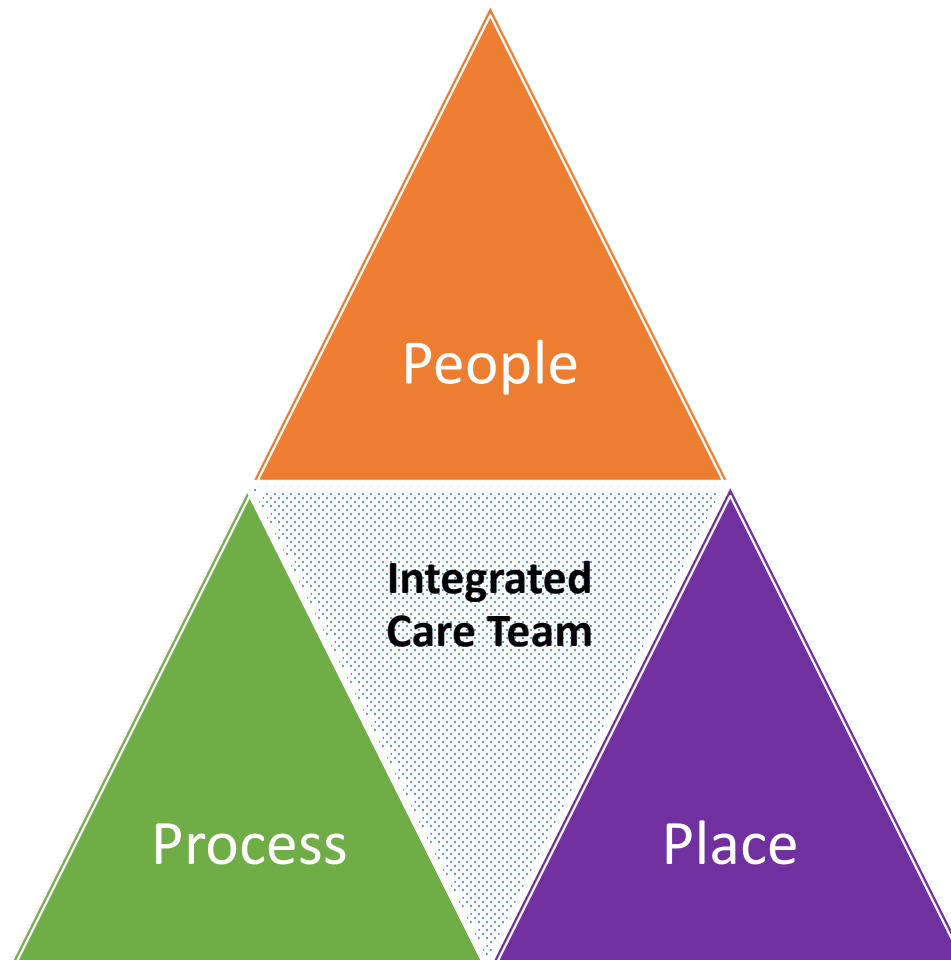
-  Reflection  1 Does our plan reflect the culture and mores of our community and our organization?
-  Flexibility  2 Can I use the spaces in this plan in multiple ways in the same day? ...same month?
-  Adaptability  3 Do these spaces allow us to respond effectively to routine, surge and crisis situations?
-  Continuity  4 Does this plan reduce patient and staff stress in such a way as to support retention and optimize outcomes?
-  Alignment  5 Does our plan work to align our facility with our preferred model of care and optimal operational processes?

Moving Forward

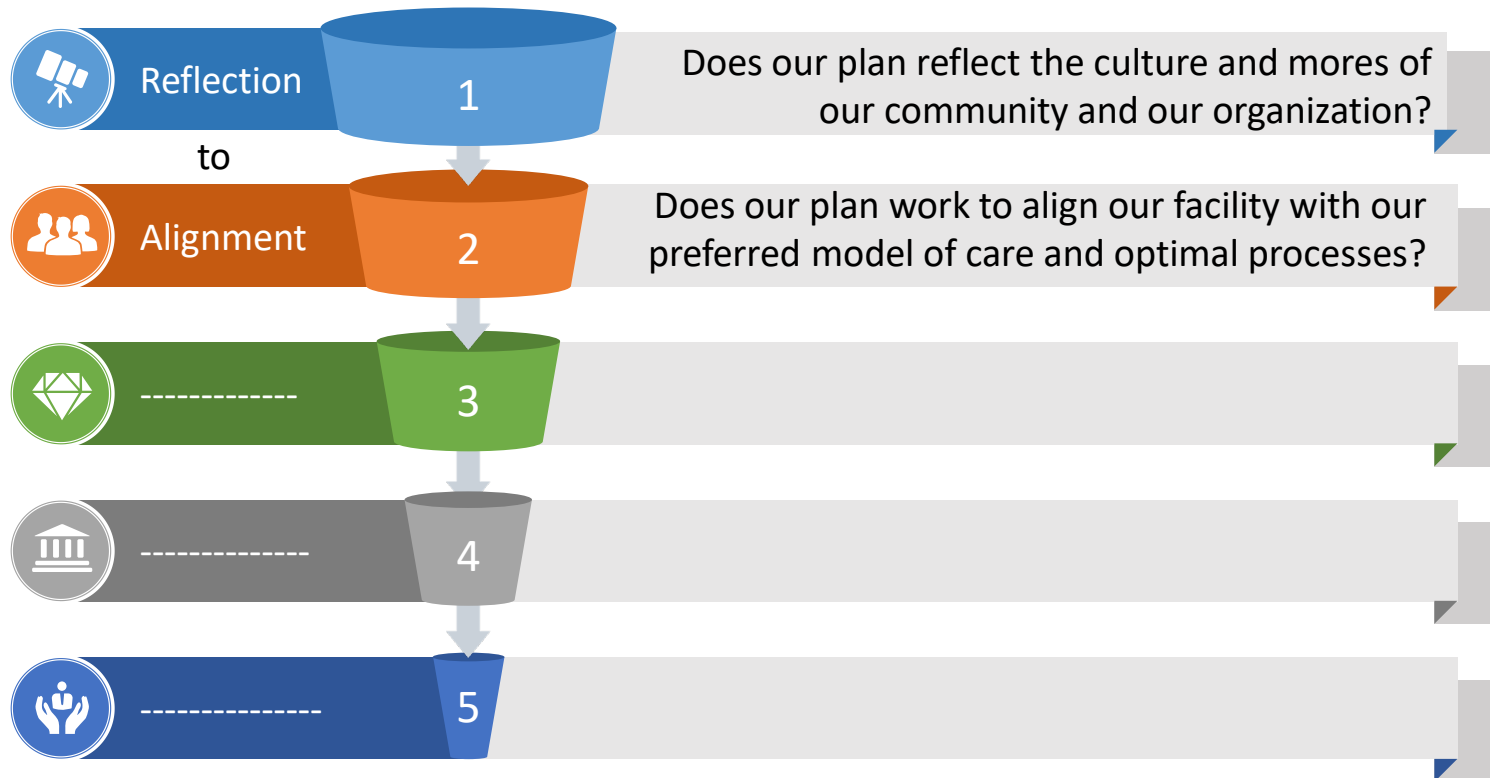
Respect the Process



Facilitate Dynamic Alignment



Define YOUR Decision Making Filters



Before We Wrap-Up



Contact Us



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