

Optimizing People, Place and Process

Resources to Facilitate Integrated Care in FQHCs

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Operations & Facilities Planner

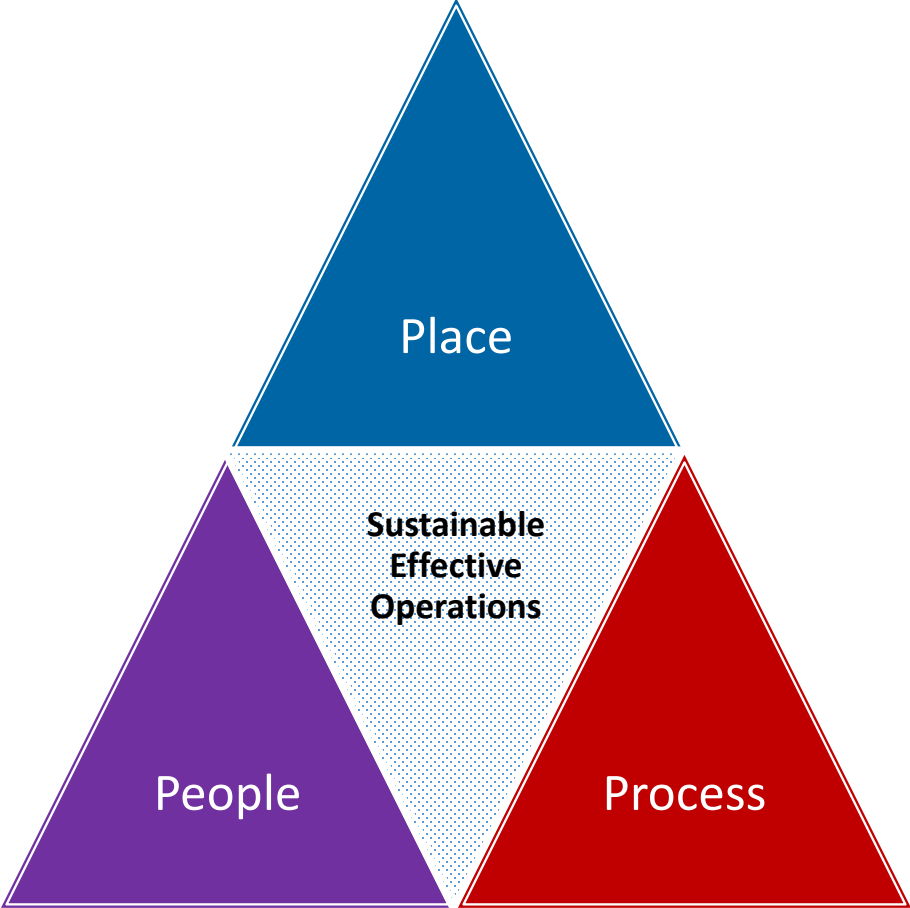


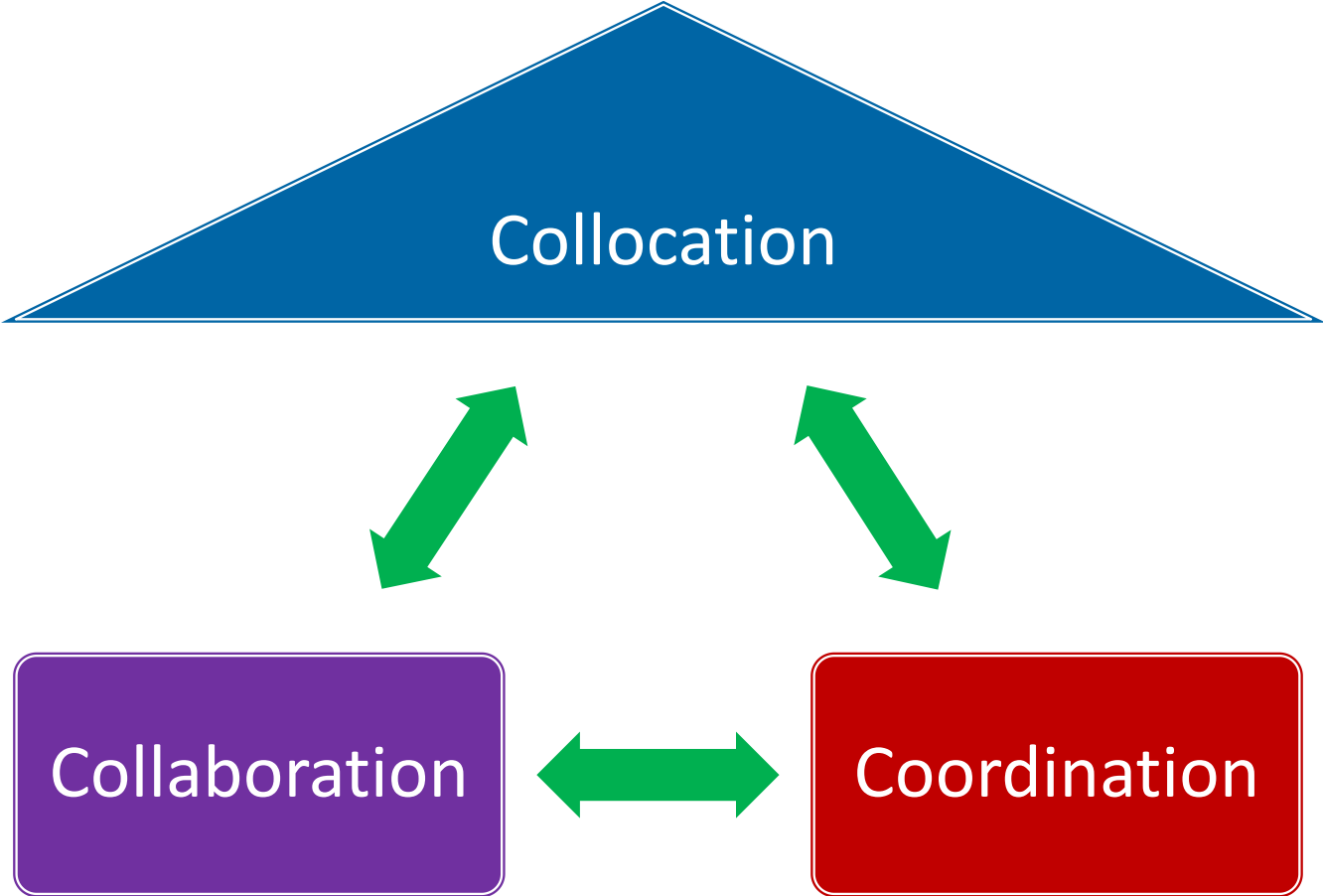
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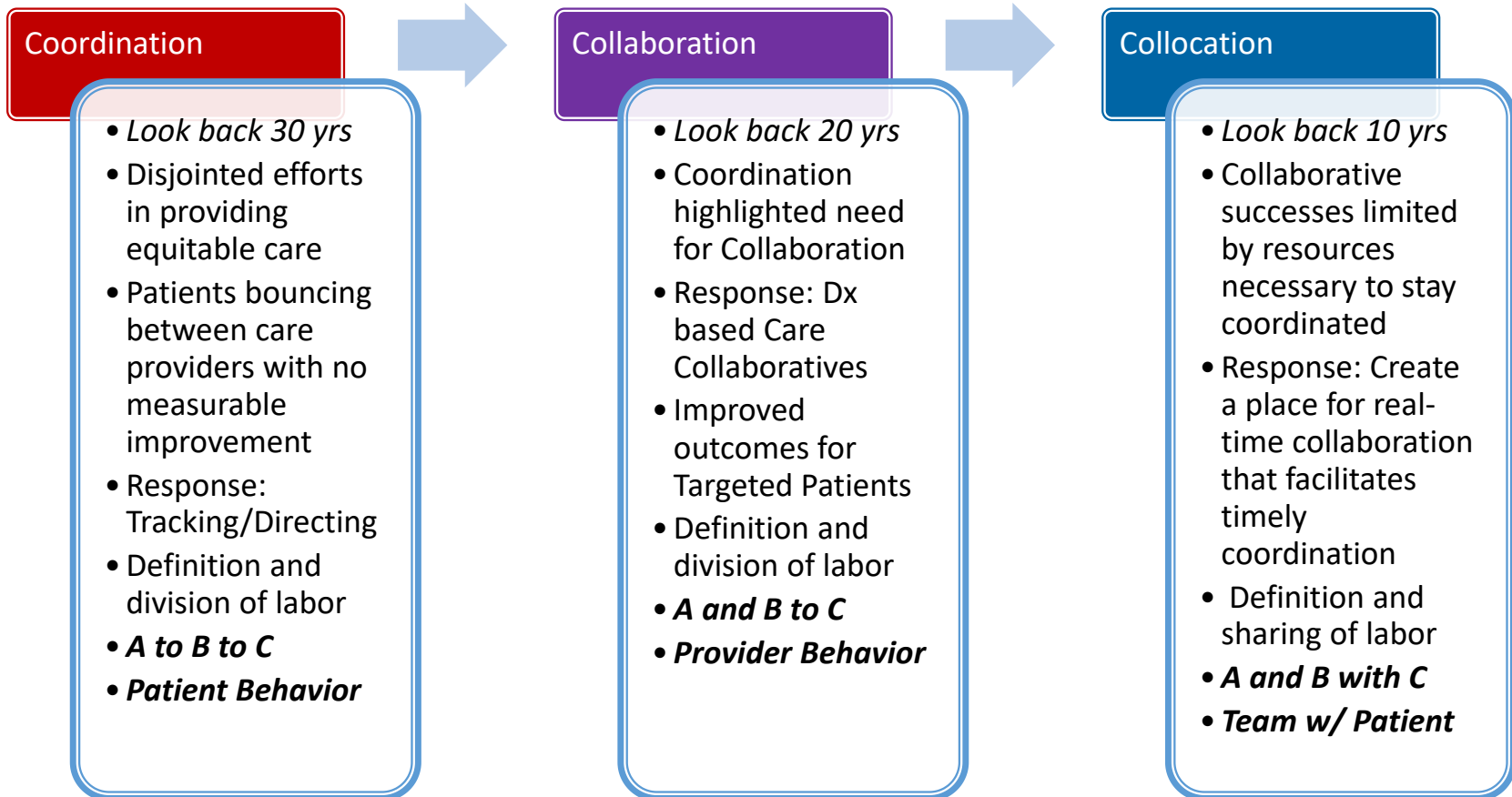
What do I need to do
my job?



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





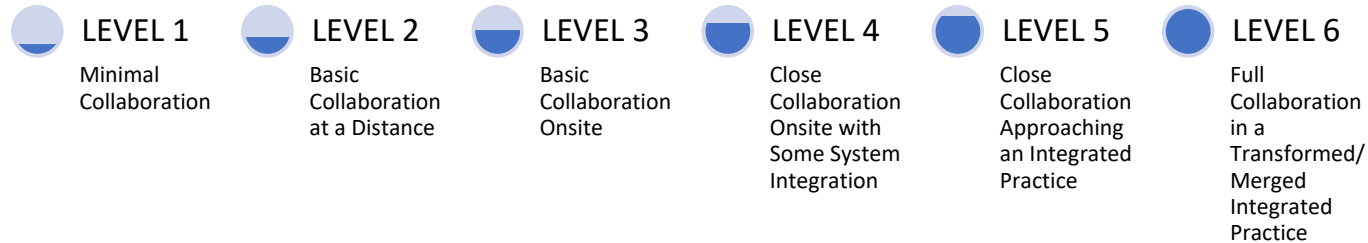


Collocation

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

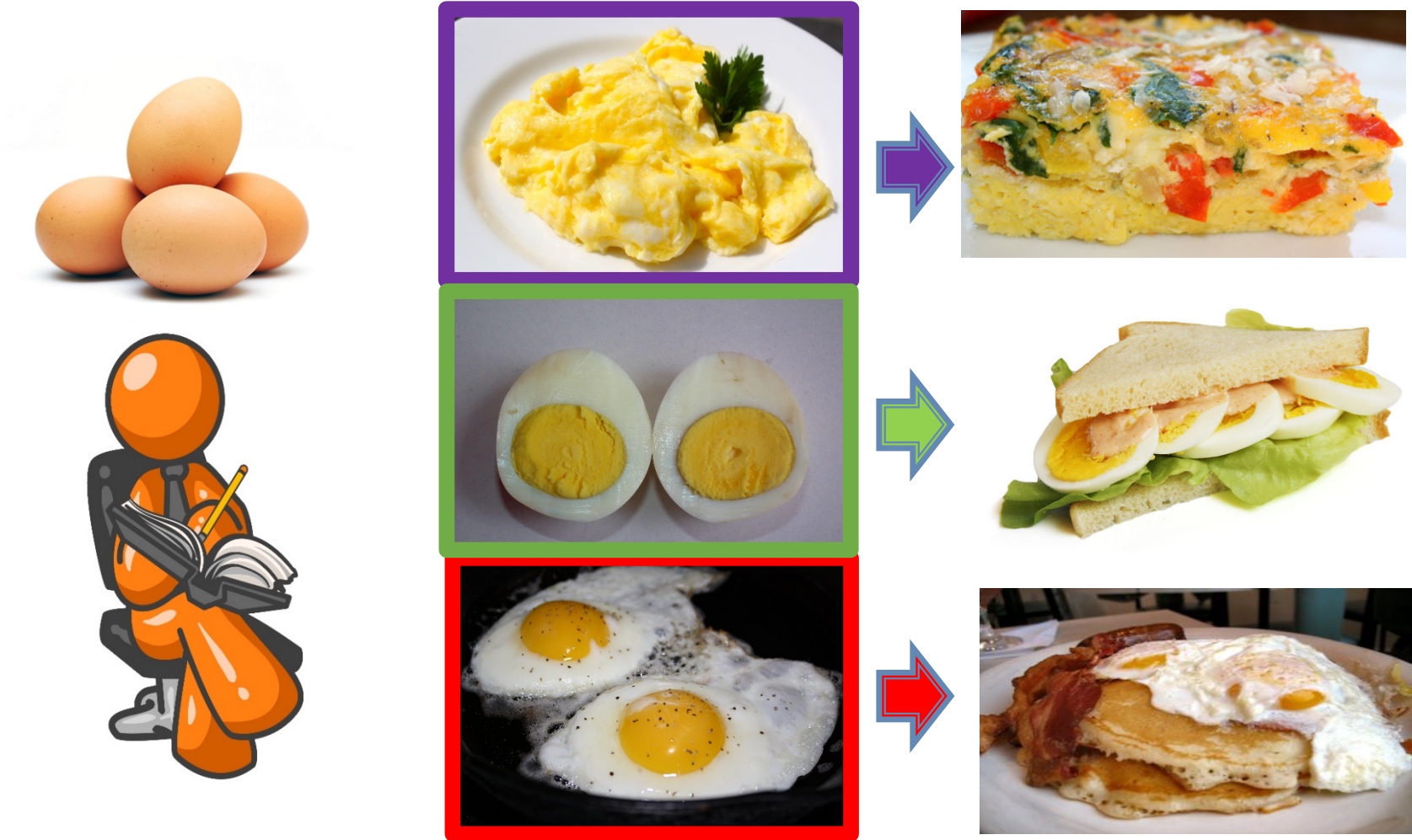


SAMHSA-HRSA Center for Integrated Health Solutions (CIHS)



Where are you? Where are you going? How will you get there?
Current State – Future State / Vision – Project Design

Clarify the Vision: Speak the Same Speak



People Tools



- **Collaboration**
 - Core Competencies
 - Cross-Training
 - Culture

Process Tools



- **Coordination**
 - Scheduling
 - Asynchronous Communication
 - Synchronous Communication

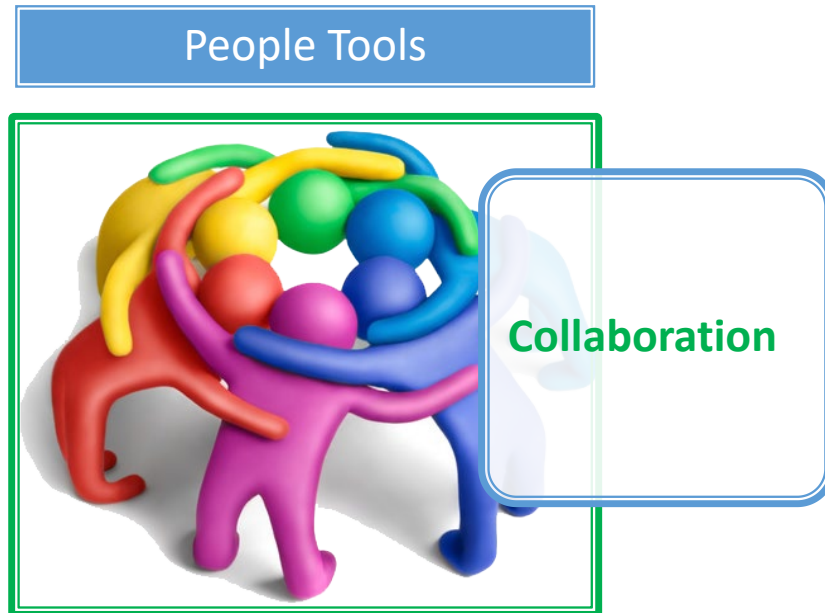
Place Tools



- **Collocation**
 - Safety/Security
 - Team Workspace
 - Patient Engagement Space

From Feb 2021 Webinar:
Creating an Environment that Supports Integration
Planning Principles - Response Tools - Decision-making Filters

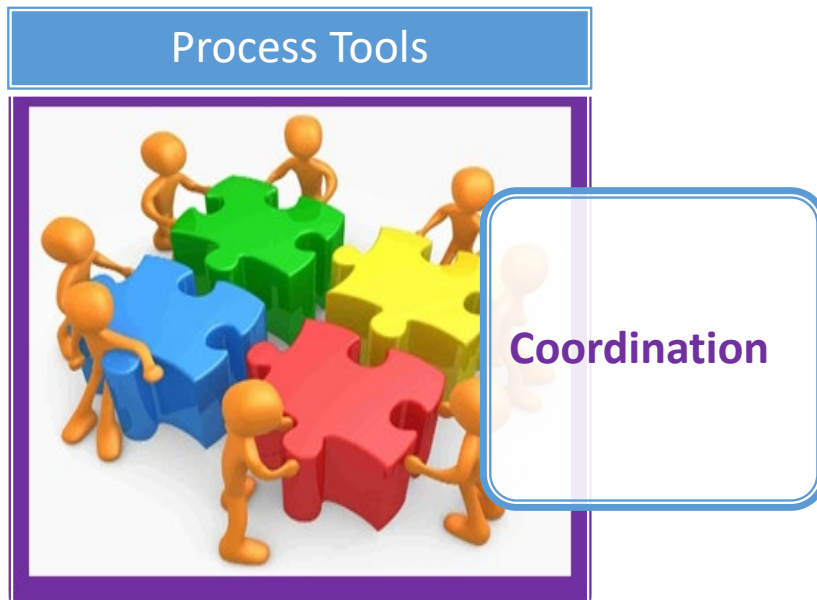
Team Meeting



- Are we flexing the work load as a team or are we simply working in the same space?
- Are there roles that need some of their tasks shifted for the team and the individual to regain balance?
- Is there training that needs to be provided to allow us to flex our workload safely, efficiently and confidently?
- Are there roles or disciplines that need to be added to the team to enable the team to work more effectively together as well as with patients? What would be the cost – and what revenue could be generated to support that cost?

Team Meeting

- What is our progress toward culturally aligned scheduling?
- Where are their communication gaps within the team? What have we tried to address? What has been the result?
- How are we managing language differences throughout the day?
 - Language needs?
 - Language skills?
 - Language resources?

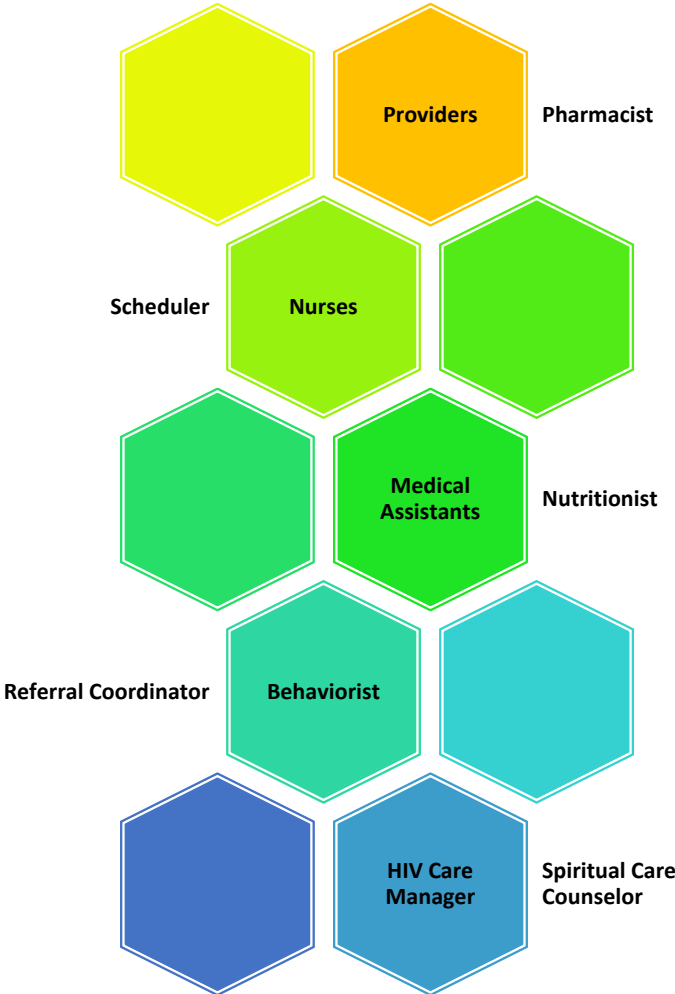


Team Meeting



- Context:
 - Neither the rhythm of the routine encounter nor the need for quiet work are eliminated with integrated care. *Integrated care delivery simply adds complexity* to what is required of the spaces in which the team works, with each other and with patients.
- Implications:
 - People and Place
 - Process and Place
 - People, Process and Place

Patient Population: Chronic Disease

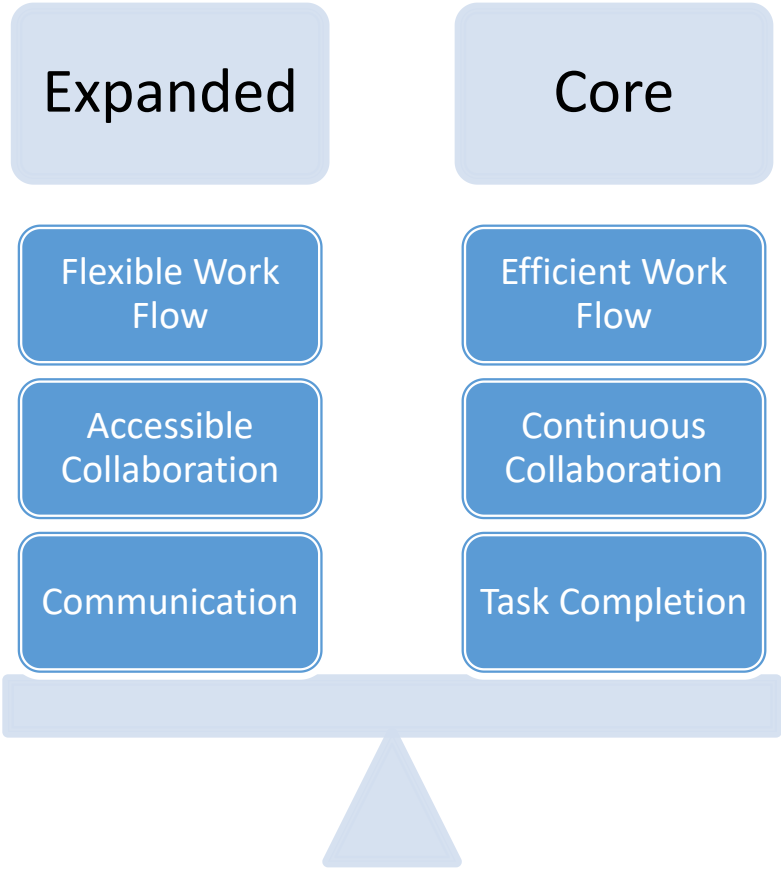


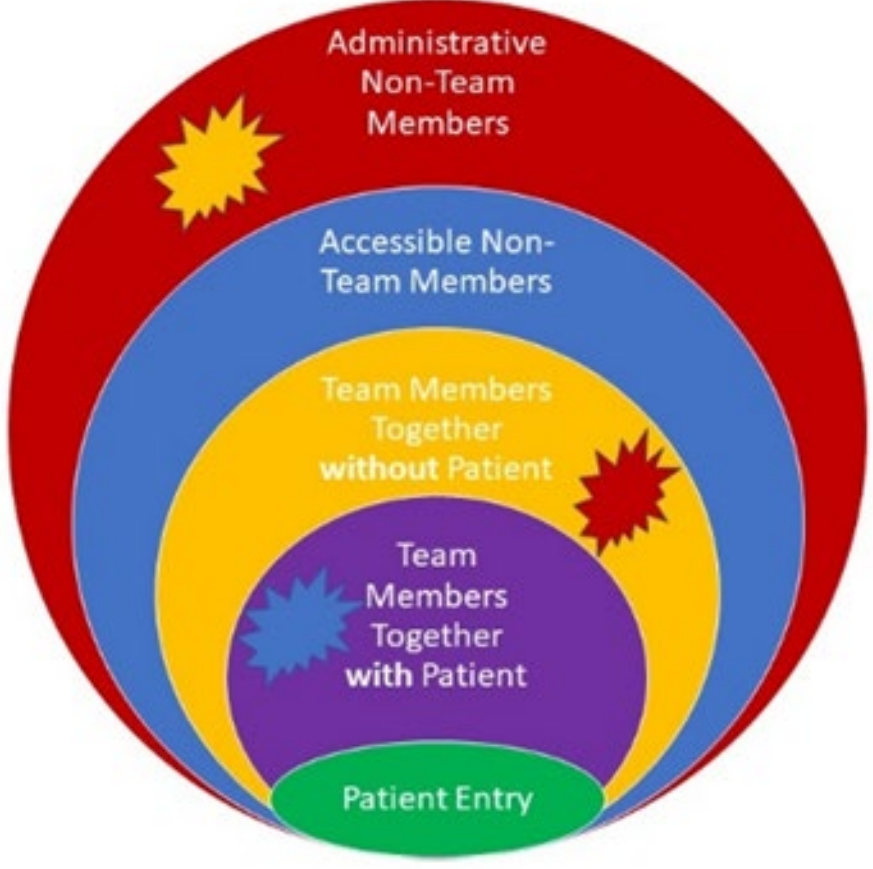
Patient Population: Pediatrics



Team Discussion Question:

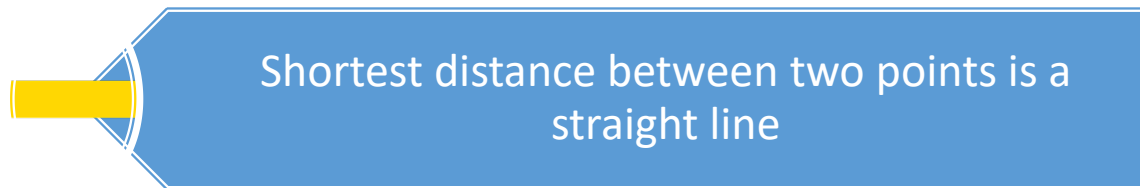
“Given their roles and relationships, are people working in the right place?”





Team Discussion Question:

“Given that a stress-filled environment undermines coordination and discourages collaboration, do processes function within our spaces in such a way as to reduce the stress level of staff and patients?”

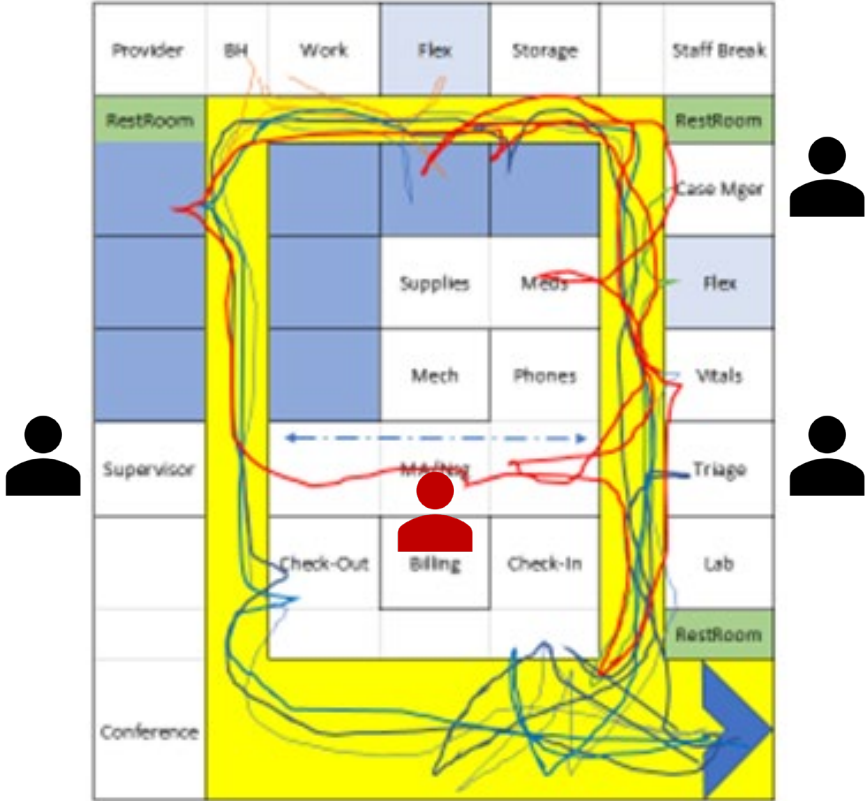
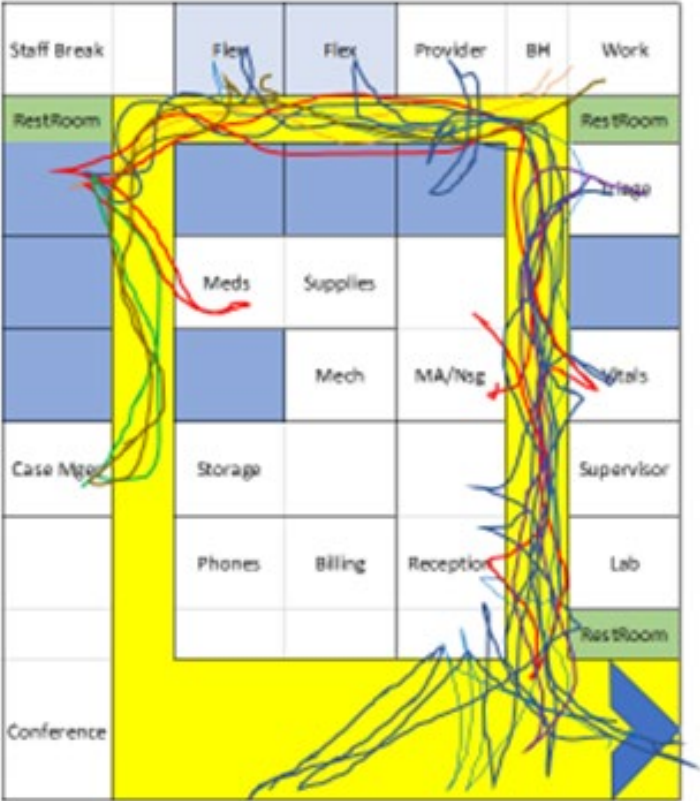


Bi-directional flow increases the occurrence of congestion.



Extra steps moving you past spaces unrelated to your task increase stress

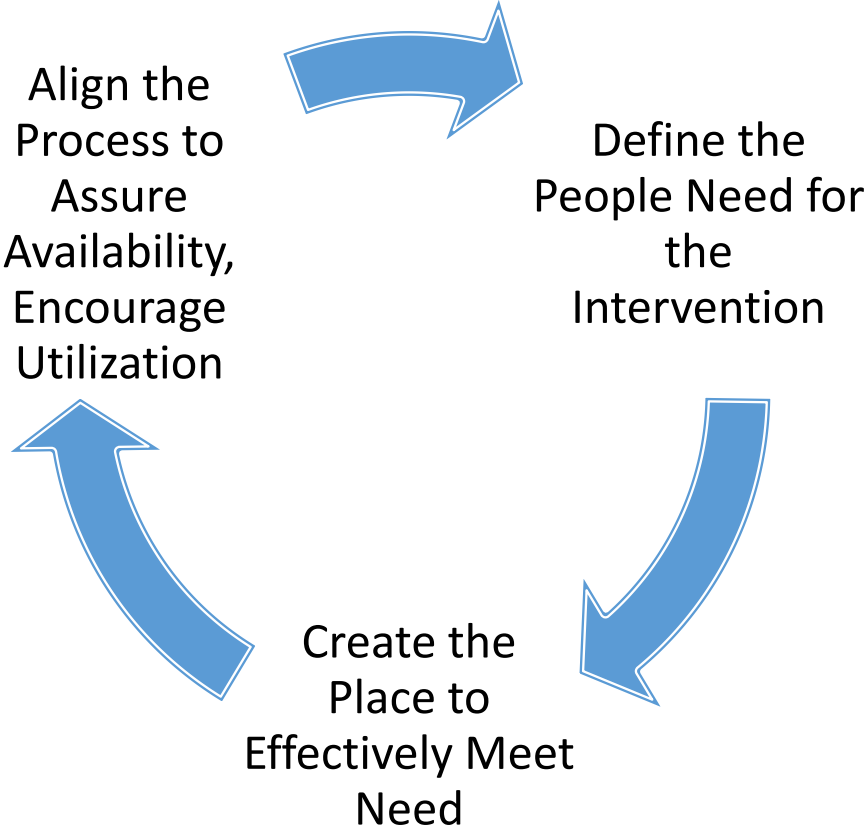
Process and Place Exercise



Team Discussion Question:

“As we develop a more integrated approach to addressing patient needs, are we tolerating sub-optimal places for new processes in order to move our model forward, jeopardizing our success?”



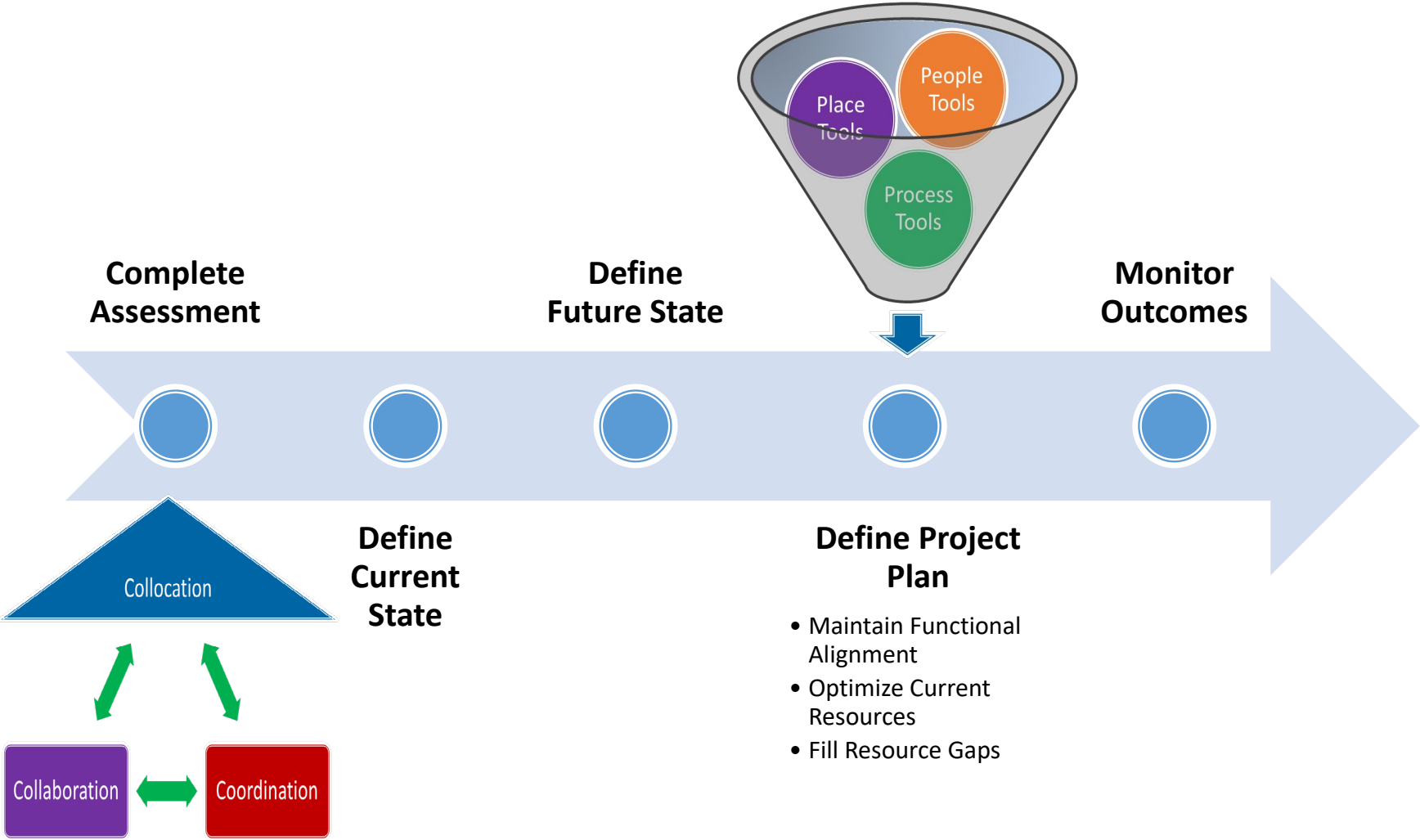


Sample Discussion Questions:

- What need is this activity meant to address and what is the desired outcome?
- What staff are involved in implementation and who is the target audience for this activity?
- Describe the ideal physical environment for this activity.
- Where does this activity currently take place? Is there more than one place?
- How is the place(s) impacting the effectiveness of the activity?
- What alterations could be made to more closely align this place with the ideal? Or, could this activity be moved to a more ideal place? If so, what changes in process need to be made to assure continuity and effective flow in the clinical area?

Moving Forward







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