

Moving from Communication to Collaboration for Results

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Abstract

- Today in the health information technology environment, communication isn't enough. As leaders in the field, we must collaborate to get results.
- Collaboration is more than just conveying information. Collaboration involves working together toward shared goals.
- Denni will discuss roles, strategies and models for collaborating within organizations, across organizations, across communities and most importantly, with the patients we serve.

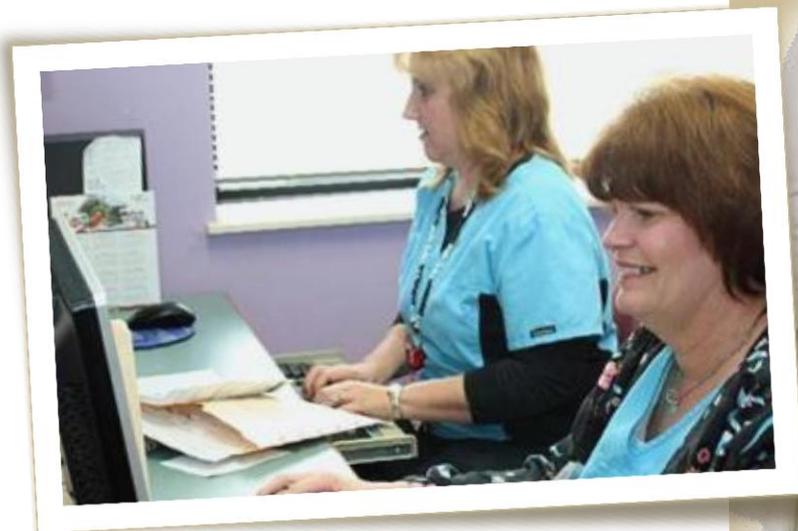
Citizens Memorial Healthcare

An Overview

CMH Facilities



CMH Staff



Citizens Memorial Healthcare



- JCAHO Accredited
- Sole Community Provider
- Organization
 - Public Hospital District and
 - Non Profit Foundation

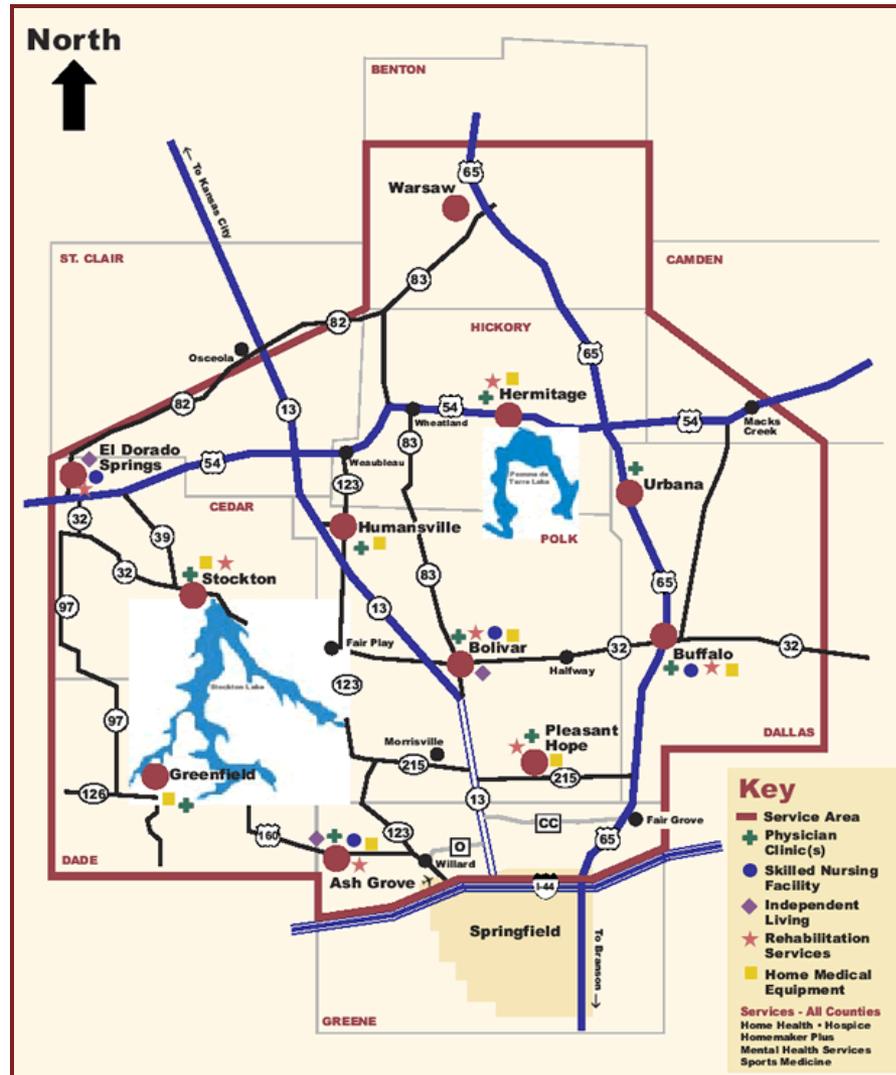


CMH Services

*The first choice
for customer
focused
healthcare for
every
generation*

- Acute Care (76 Beds)
- Emergency Services
 - Level III trauma center
 - Ambulance Services
 - Hosted Air Ambulance
- Home Health, Hospice, HME, Health Transit
- Long Term Care Facilities (6)
- Residential Care Facility (1)
- Physician Clinics (30 clinics, 75 providers)
- Outpatient Services
- Ambulatory Surgery Center
- Carrie J. Babb Cancer Center

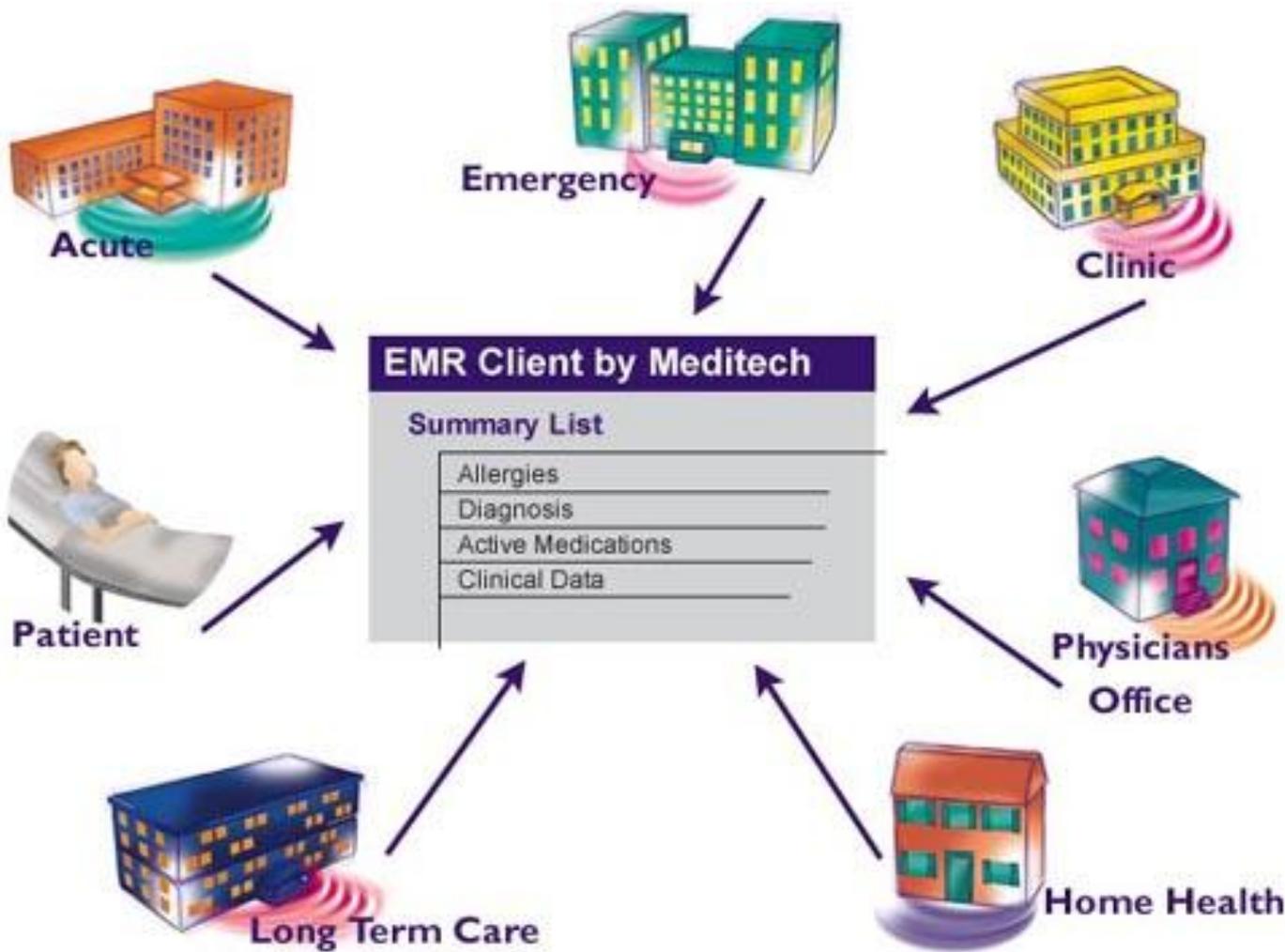
CMH Service Area



cmh
infoCARE

1999	Strategic Planning – Seamless Care Across the Continuum
2000	IT Needs Assessment, Goals, Philosophy, Vision
2001	Vendor Selection & Implementation Approach/Plan
2002	Core Financial & Clinical Systems
2003	Physician Practice Management System, Home Care, LTC Financial, Hospital Nursing, CPOE, Physician Documentation (paperless in hospital)
2004	PACS, LTC Clinical (paperless in LTC)
2005	Electronic Ambulatory Record in Physician Clinics (paperless in clinics)
2006	Emergency Room & Bedside Medication Verification with Barcodes
2007	In-home tele-management (Well@Home)
2008	Speech Recognition, PACS Expansion
2009	Patient Portal, Integrated Vital Signs Monitors and Glucometers, ePrescribing
2010	GoogleHealth PHR Integration, HR, Telehealth & Telediagnosics, Cardiac PACS
2011	Microsoft HealthVault Integration, Quality/Risk Management, Ambulance Software
2012	Smart Pumps, Integrated Patient Education, Nurse Call/iBeds, eWhiteboards





Achievement & Recognition

- Most Wired 2005-2012
- 2010 Missouri Quality Award Winner
- HIMSS Davies Award
- HIMSS Analytics – Stage 7 Award



Communication to Collaboration

- Communication
- Coordination
- Cooperation
- Collaboration

<http://www.ride.ri.gov/adulteducation/Documents/Tri%20part%201/Collaboration%20vs.%20the%203c's.pdf>

Collaboration vs. C-Three (Cooperation, Coordination, and Communication), by Leo Denise

Communication – Exchanging Information



Newsbeat

- CJBCC Merchandise Sale
- CMH welcomes newest employees
- Employee Rights and Responsibilities Under the Family Medical Leave Act
- CMH Retirement Plan
- Insurance Premium Holidays

Rapid Pulse - Wednesday, March 6, 2013 - Rapid Pulse is published on Wednesdays each week and is the CMH employee e-newsletter.

Values - I am Positive, Respectful, Innovative, Dedicated, Empowered. Together we are CMH PRIDE.



Calendar of Events

Communication – Exchanging Information



Diabetic Eye Disease and Macular Degeneration

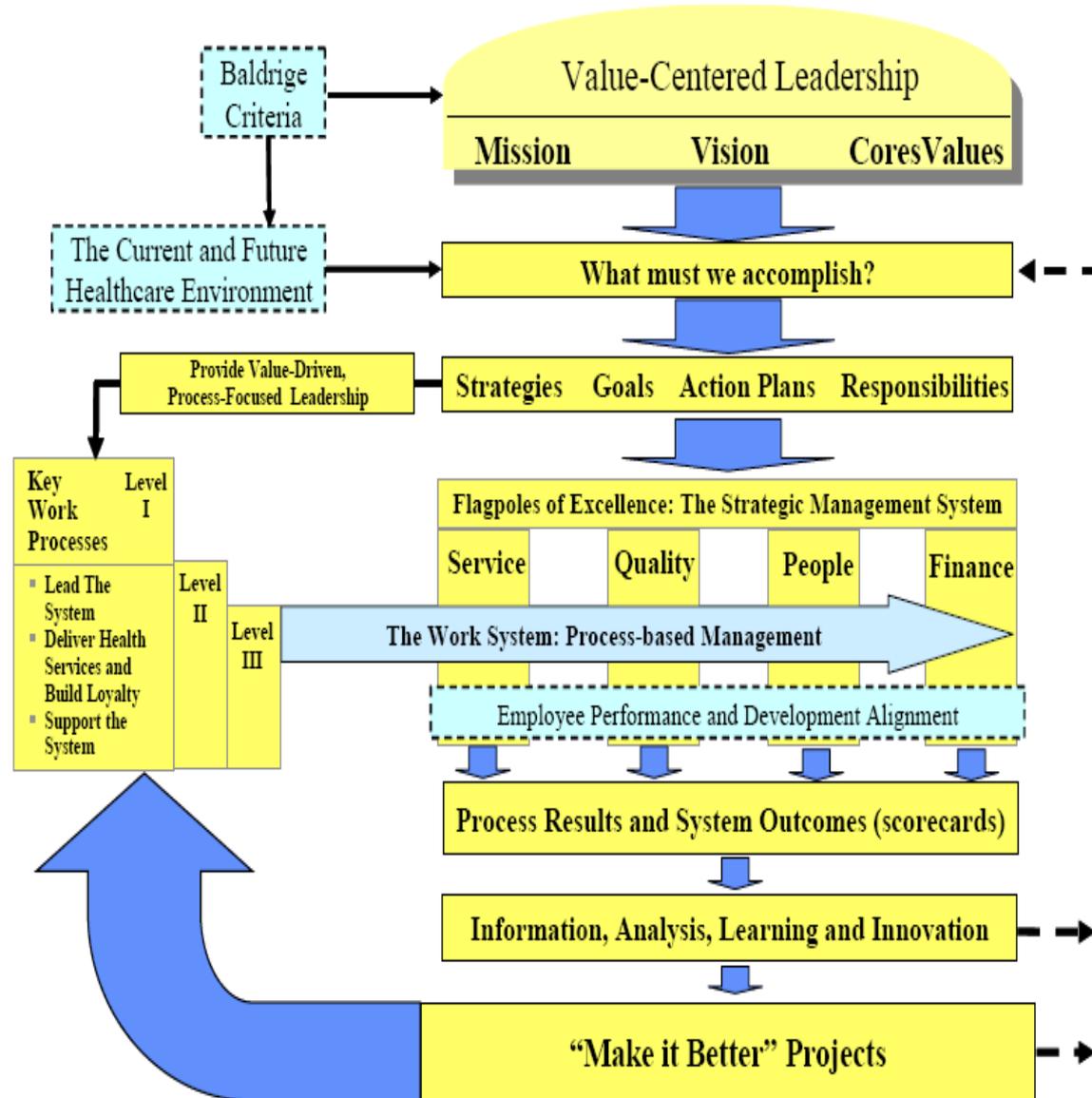
LUNCH & LEARN

FRIDAY, APRIL 12 • NOON - 1:30 P.M.
CMH COMMUNITY ROOMS

Learn more about diabetic eye disease and macular degeneration with Chetan Soni, M.D., from the CMH Eye Specialty Center. There is no cost to attend, but seating is limited.

To RSVP call 417-328-6010 or register online at <http://conta.cc/14lvb8g>.

Coordination – Moving Together



Coordination – Moving Together

3 to 5-Year Objectives	Annual Action Plans	Priority	Responsibility	Project Plans	Responsibility	Timetable	Status
Retain, develop, and recruit loyal workforce	Investigate and possibly deploy "Talent Management" philosophy (Pathways for Success)	B	Penny Hruby	Grow in Place / Professional Development	Polly Mueller / TBD		QTR 2
	Retain Strategy (Retention)						
	Expand Nursing Educational Opportunities						

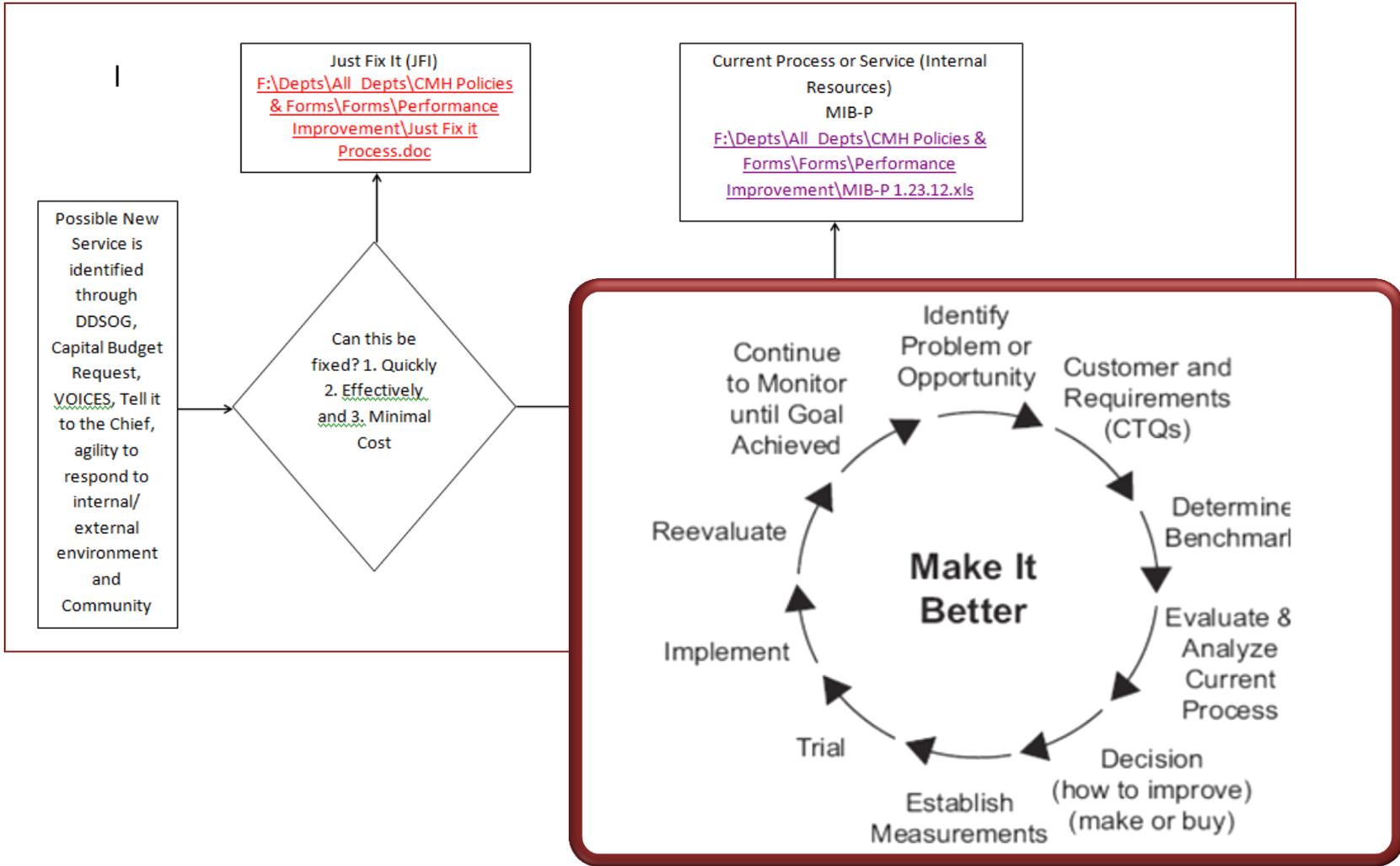


2012-2013 Strategic Plan Roll-out

Quality Service People Finance

CMH FLAG POLES OF EXCELLENCE

Coordination – Moving Together



Cooperation – How We Work Together

OUR CMH CORE VALUES:

How we each should believe

How we achieve our Mission

I am...

*P*ositive

*R*espectful

*I*nnovative

*D*edicated

*E*mpowered



Together, we are CMH PRIDE

Three C's

Communication

Exchanging information

Coordination

Moving Together

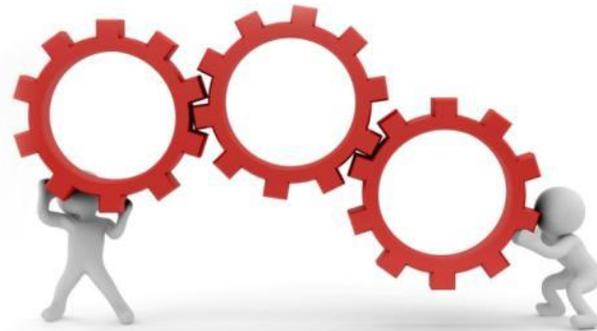
Cooperation

How we work together

Three C's		Collaboration
Communication	Exchanging information	Using information to create something new
Coordination	Moving together	Seeks divergent insight
Cooperation	How we work together	Thrives on differences

Collaboration

- Pursuit of a specific result, about outcomes
- Usually involve major differences in perspective
 - Successful collaborations end at some common point, but they do not begin there



- Not constrained by formality or rules or agendas
 - Rather a mindset or toolset, a way to go about creating solutions and improvements

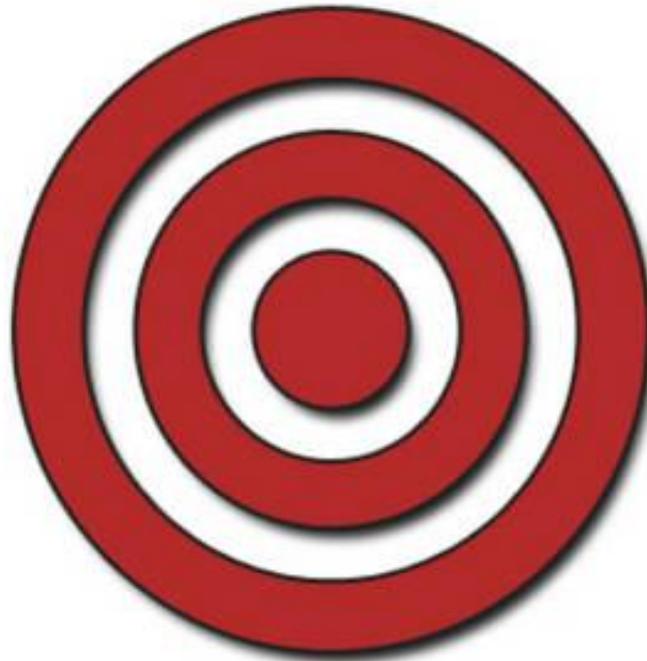
Collaboration Toolset

- Define the challenge
- Gather the collaborators
- Share workspace
- Allow the time
- Harness the result



Define the Challenge

- What is the challenge, problem, improvement desired?
- Why is it important?
- How will we define success?



Define the Challenge - Project Infocare



- Enable a patient to enter anywhere into our continuum of care and have a personal identity that is maintained across that continuum
- Physicians and other caregivers will have access to all of that patient's information within the healthcare system
- Providers will be able to document efficiently within the software system, which will free them to have more time to spend with patients
- The investment of time, talent and money will enable CMH to be a technologically advanced healthcare organization poised to grow and offer new services to our patients and the community at large

"Project Infocare has enabled us to achieve the patient-centered integration across our system that I had envisioned for our organization for many years. The system has put us in a position to grow and meet the needs of the community and to adapt rapidly to regulatory and reimbursement changes."



Donald J. Babb | Chief Executive Officer | CMH

Gather the Collaborators

- May be just 2-3 people with different perspectives on the challenge or may be a formal group
- May be “accidental” or may be by invitation
- Add to bring an essential additional content or value that isn’t present
- Open seat policy, anyone welcome
- May need to gather information from reluctant or uninterested collaborators



Gather the Collaborators – Project Infocare

- Everyone welcome to help make the decision
- Formal IS Steering Committee & Implementation Teams
- Informal Forums
- Outreach to reluctant collaborators
 - Active solicitation by multiple methods with follow up



Share Workspace

- A place where people can be together, may be virtual
- A “sandbox” where collaborators can work simultaneously to create or change
- Dry erase board, projected screen, collaborative workspaces



Share Workspace – Project Infocare

- Training Trips
- Computer Lab
- Forums
- Projected Screens
- Shared Documents
- Physician Resource Room



Allow the Time

- Beyond brainstorming to designing or creating
- Challenging and may require virtual encounters
- When time is limited, come prepared to make the most of it



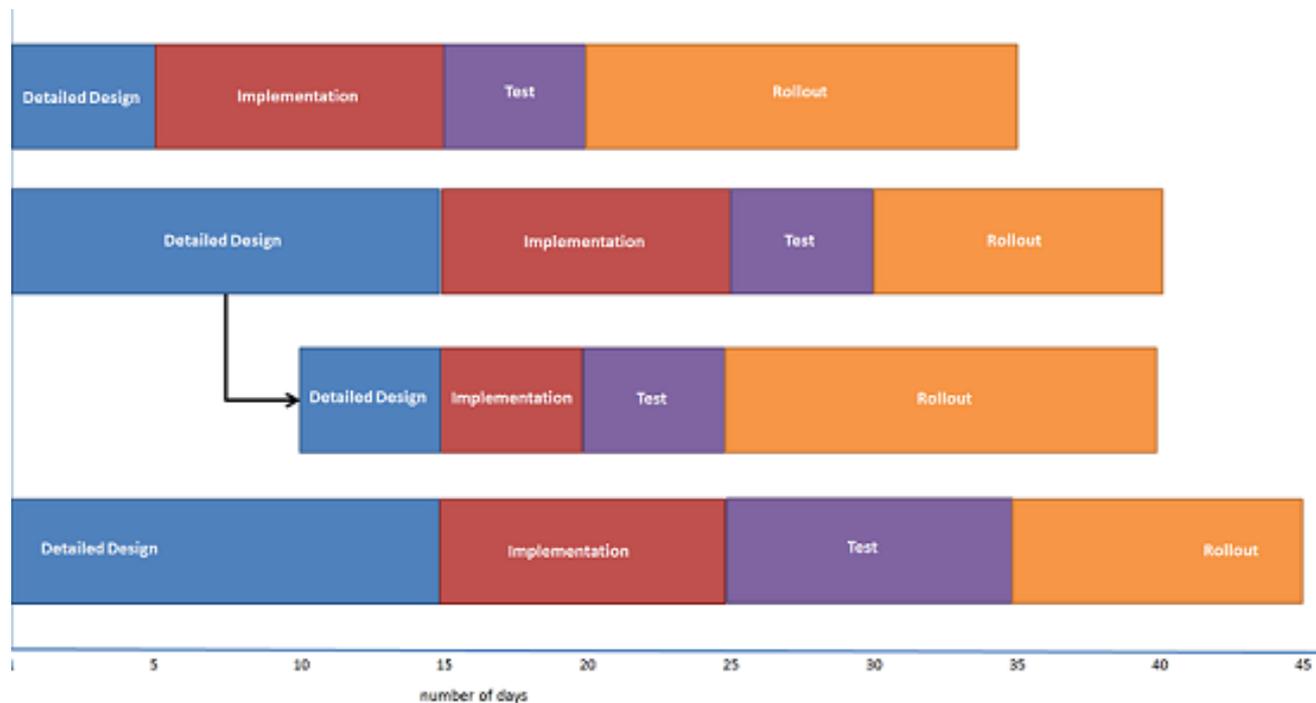
Allow the Time – Project Infocare

- Two day planning retreat
- Team members floated time to project
- Weekly forums for staff and physicians

Information Systems Implementation Planning Highlights 	
<p><u>Pathfinding</u> Key stakeholders:</p> <ul style="list-style-type: none"> • patients, • physicians & other caregivers, • system end users, and • administration & Boards 	<p><u>Aligning</u> Techniques and practices:</p> <ul style="list-style-type: none"> • understand and become experts on the system before training, • phase in functions in order to ensure sufficient resources for support during training, implementation and post-live, • build a foundation upon which an EMR can be developed/utilized, • seek process improvements in each step to enhance workflow, • identify problem people and make a positive effort to engage them in the process, and • market the project to end users throughout the continuum of care.
<p><u>Modeling</u> The role of the ISSC was determined to be to</p> <ul style="list-style-type: none"> • allocate resources, • remove obstacles, • establish parameters, • serve as cheerleaders, • implement to maximize functionality • serve as communication liaisons. 	<p><u>Empowering</u> Implementation Teams. Key qualities to seek in Implementation Teams include: knowledge of department or function, trusted/respected, works well with other departments, interest/enthusiasm, communicator/listener, organized/can meet deadlines, and motivated.</p>

Harness the Result

- Execute (Use the other 3 C's)
- Think of the result as the prototype and
- Disseminate



Harness the Result – Project Infocare

- Smooth transition
 - Order sets & favorites
 - One-on-one training
 - Phased approach
 - Point of service scanning
 - Go Paperless
- Dissemination



Collaboration Example – Miles for Smiles



Collaboration Example – Barcoding in LTC



Collaboration Example – Patient Engagement



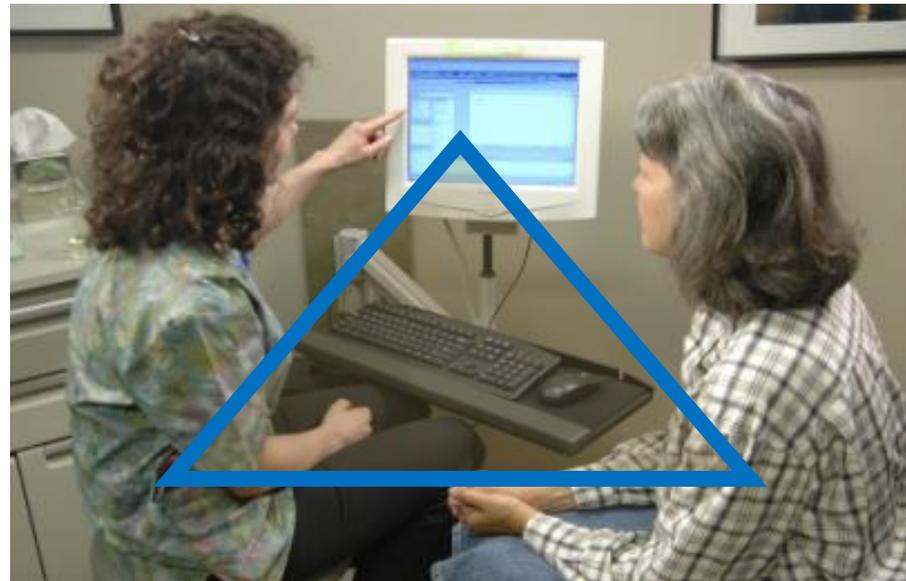
cmh
Welcome David Mccolm
You are viewing: LLOYD STEVEN MCCOLM
Logout

[Patient Home](#) | [Send a Message](#) | [Manage Appointments](#) | [Update Health Info](#) | [Refill Prescriptions](#)

Patient Information			
Patient			
Name	LLOYD STEVEN MCCOLM		
Address	3892 HWY 123		
	FAIR PLAZ, MO 65649-0000		
Home Phone	(417)654-2623	Other Phone	(417)770-2356
Date of Birth	03/1959	Age	53
Gender	M	Marital Status	M MARRIED

Next of Kin			
Next of Kin			
Name	DORIS D MCCOLM		
Address	3892 HWY 123		
	FAIR PLAZ, MO 65649-0000		
Home Phone	(417)654-2623	Relation	D1 WIFE
Work Phone	(417)326-0000		

Persons to Notify			
Persons to Notify			
Name	BARBARA MCCOLM		
Address	4270 S 167TH RD		
	BOLINER, MO 65613		
Home Phone	(417)654-2623	Relation	G8 MOTHER
Work Phone	(417)326-5488		



Collaboration

- Innovation is about divergent thinking and the creation of something new and collaboration is an essential tool for achieving it.
 - Like all creative forces, it is messy and unpredictable.
 - Unlike cooperation, coordination and communication, it is not a planned exercise of a tidy ten-step process.
 - This C word is different!
-
- *Leo Denise is an innovations consultant and contributing writer to INNOVATING*

Model – Strategies - Roles

Collaboration Model / Toolset

- Define the challenge
- Gather the collaborators
- Share workspace
- Allow the time
- Harness the result



Collaboration Strategies

- Be specific about the challenge
- Go see it from the other perspective
- Share the screen or workspace
- Set up shared workplaces
- Set the stage for informal collaboration
- Get input even from reluctant collaborators
- Train for collaboration
- Bring information to the table



Collaboration Roles

- IT is a collaborative enabler
- Know all of the players, can bridge their lingo
- We bring the technology to the table that can transform the discussion

**Collaboration + Technology =
Value**