**Aim:** Assess and improve relational coordination by building shared goals, shared knowledge and mutual respect along with frequent, timely, and accurate communication.

**What:** Care processes that need improvement.

**Who:** Representatives of all workgroups in the target care process.

**When:** Initial meeting (2 hours).

**Instructions:** Use worksheet provided to assess relational coordination in the target care process, identifying strengths and opportunities for improvements.

1. **Map Work Process:** Create a process map (a visual representation of a sequence of events in a workflow or care process) including all workgroups involved. Clarify and reflect on roles.

2. **Map Relationships:** Create a relationship map with the same workgroups, similar to the figure below. Consider the following questions when assessing each relationship:
   - How **frequently** do people in these workgroups communicate with each other?
   - How **timely** is their communication?
   - How **accurate** is their communication?
   - When problems occur, do they blame each other or **solve the problem**?
   - How much do they share the **same goals**?
   - How much do they know about each other’s work?
   - How much do they **respect** each other’s work?

3. **Based on the answers to these questions, assess relational coordination between workgroups.**
   
   Use **GREEN** pen to indicate POSITIVE relational coordination
   Use **BLACK** pen to indicate NEUTRAL relational coordination
   Use **RED** pen to indicate NEGATIVE relational coordination

4. **Discuss:** How do these relationship patterns impact patients and families? Workers? Business performance? What caused the relationship patterns to look this way?

6. **Change Ideas to Consider:** Start with work process and relational interventions to *improve* performance outcomes. Follow up with structural interventions to *sustain* performance improvements. See Relational Approach to Organizational Change.