

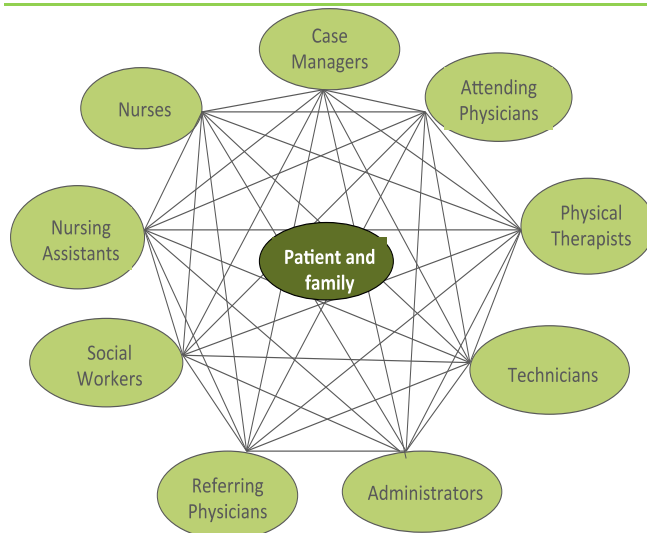


Assessment Worksheet

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?**

5. **Action Plan for Assessing and Testing:** Consider using Relational Coordination Survey for pre- and post-testing. Also measure key performance outcomes. See <http://relationalcoordination.org>.
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.

