



WORKSHOP SUMMARY SHEET

TITLE: **Relational Mapping: Tracing the Connections for Achieving High Performance**

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SUMMARY:

To achieve high performance in a work process, you need to understand who participates in it and how well they work together. Relational mapping is a powerful yet straightforward method for gathering this information and helping people gain a broader systems perspective on how their work fits in to the larger whole.

THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:

Decreasing Costs, Improving Staff/Resident/Patient Satisfaction, Accountable Care Organization Transitioning, Improving teamwork & workplace culture, Medical Home Transitioning, Improving Quality, and Reducing Readmissions

THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:

- Using labor-management collaboration to better understand the relational core of clinical work processes.
- Assist healthcare staff members at every level to better understand their interdependence.

THIS INFORMATION WILL AID YOUR FACILITY IN THE CHANGING THE HEALTH CARE ENVIRONMENT BY:

- Maximizing relational mapping as one important step for getting past silos.
- Building the relational core of integrated systems such as medical homes and accountable care organizations.

THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:

1. What is relational coordination and how it impacts quality, efficiency and worker well-being.
2. How to construct and read a relational map, recognizing key patterns, invisible participants and critical weak relationships.
3. Following up on the mapping with measurement, team-building interventions and new organizational structures.

ADDITIONAL RESOURCES:

- Relational Coordination Research Collaborative: www.relationalcollaboration.org
- Gittell JH. High Performance Healthcare. New York: McGraw Hill, 2009
- Relationship Centered Health Care: www.rhcweb.com
- Suchman AL, Sluyter DJ, Williamson PR. Leading Change in Healthcare. London: Radcliffe Publishing, 2011