**Workshop Summary Sheet**

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

**Leaders:** Jody Hoffer Gittell, PhD and Anthony L. Suchman, MD, MA, FACP

**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
- 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](http://www.relationalcollaboration.org)
- Relationship Centered Health Care: [www.rhcweb.com](http://www.rhcweb.com)