

# Building Capacity for Interprofessional Care Delivery in Community

Tackling Chronic Conditions when  
Resources are Scarce

Nexus Summit  
July 29, 2018



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**PRACTICE and EDUCATION**



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and Libby Kylo**

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- MUST sign in to receive credit
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# Introductions

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**Carley Swanson, BS, RN**

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Learning and Development Specialist, Bridging Health and Home

# Objectives

1. Learners will participate in small group discussions to explore capacity building in communities they serve.
2. Learners will identify key stakeholders within their community to collaborate with as they ponder potential compilation of an Advisory Board to guide and advise proposed novel model execution.
3. Learners will explore an IP care delivery model for their own community. They will identify current community services and begin to consider how merging them in new ways may generate innovative solutions, supported by a network of community members.

# Context for Today's Discussion

- The Healthcare Landscape
  - Changing demographics
  - Transition from volume to value-based care
  - Remodeling of ambulatory care
- The Consumer
  - Increased consumer savviness/expectations
  - Emerging epidemic of chronic conditions
- The Care Delivery Team
  - Doing more with less
  - Addressing work satisfaction

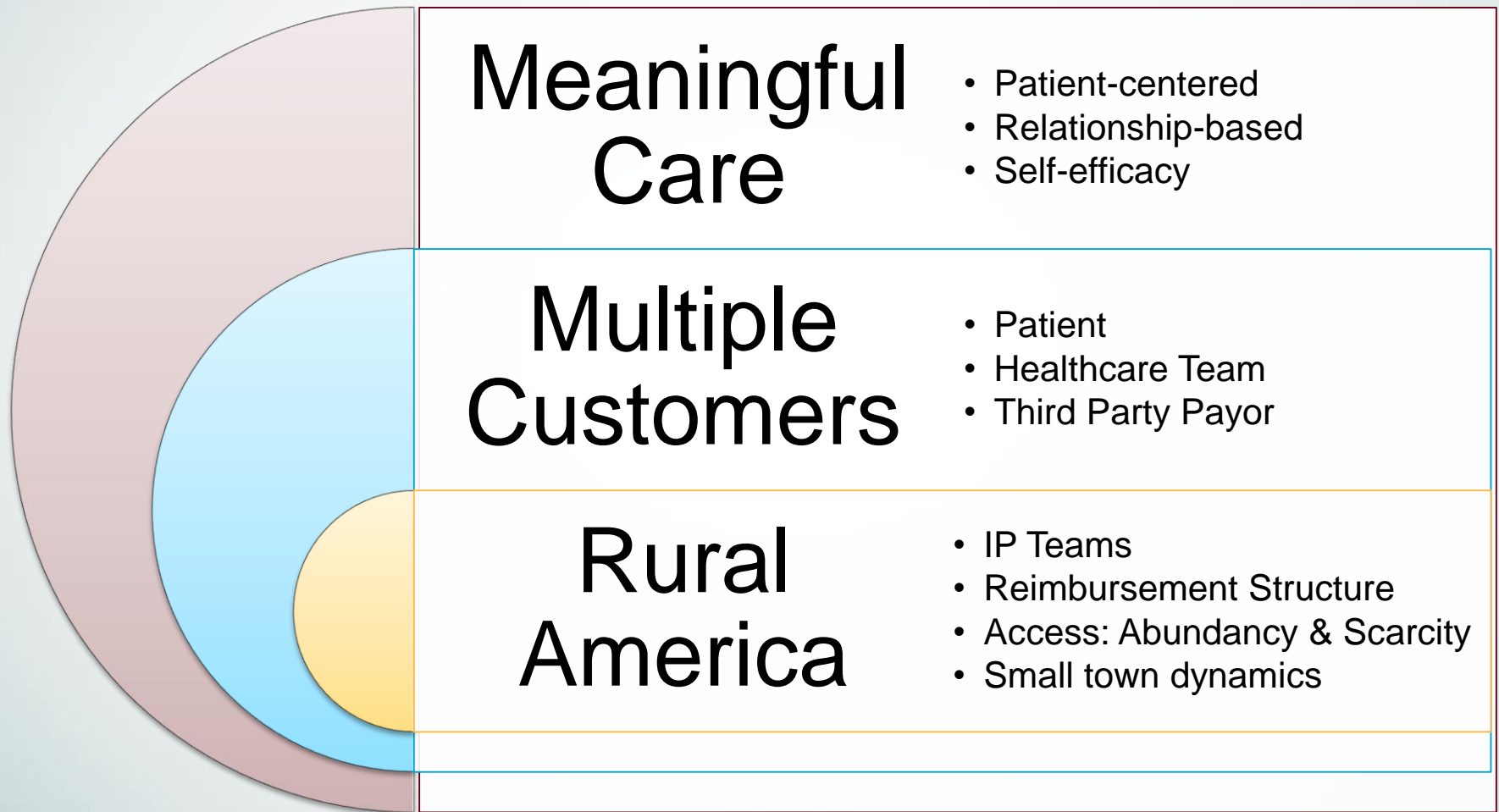
# The Quadruple Aim



(Institute for Healthcare Improvement, 2018)



# New Challenges



# What does it take to turn Queen Mary?



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# Remodeling Care Delivery

## Theory

- Self-efficacy

## Care Environment

- Community

## Team

- Interprofessional collaboration

## Skill Development

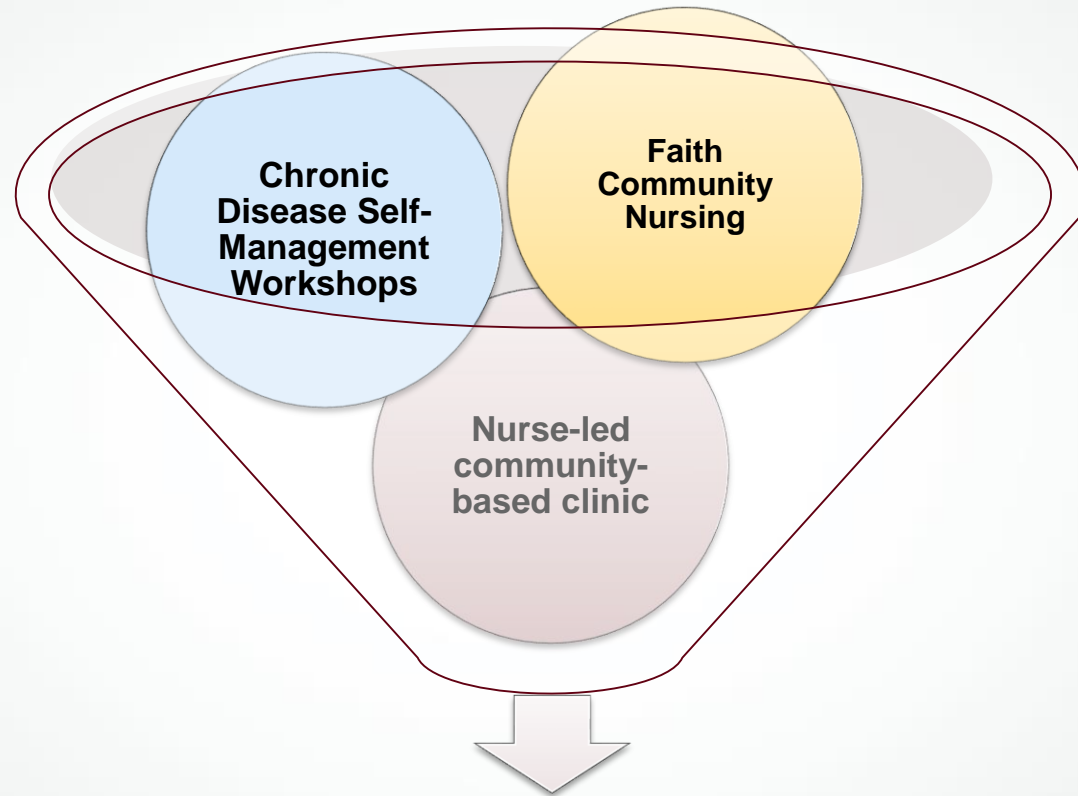
- Renewed competencies

# The Bridging Health and Home Model

To improve the ability of rural older adults to remain in their homes, safely, with dignity and vitality through:

- increasing confidence
- self-management of chronic conditions
- focusing on holistic relationship-based care with support from an interprofessional team

# Components of Model



Bridging Health and Home

# Community-Based Clinics

**Webster**

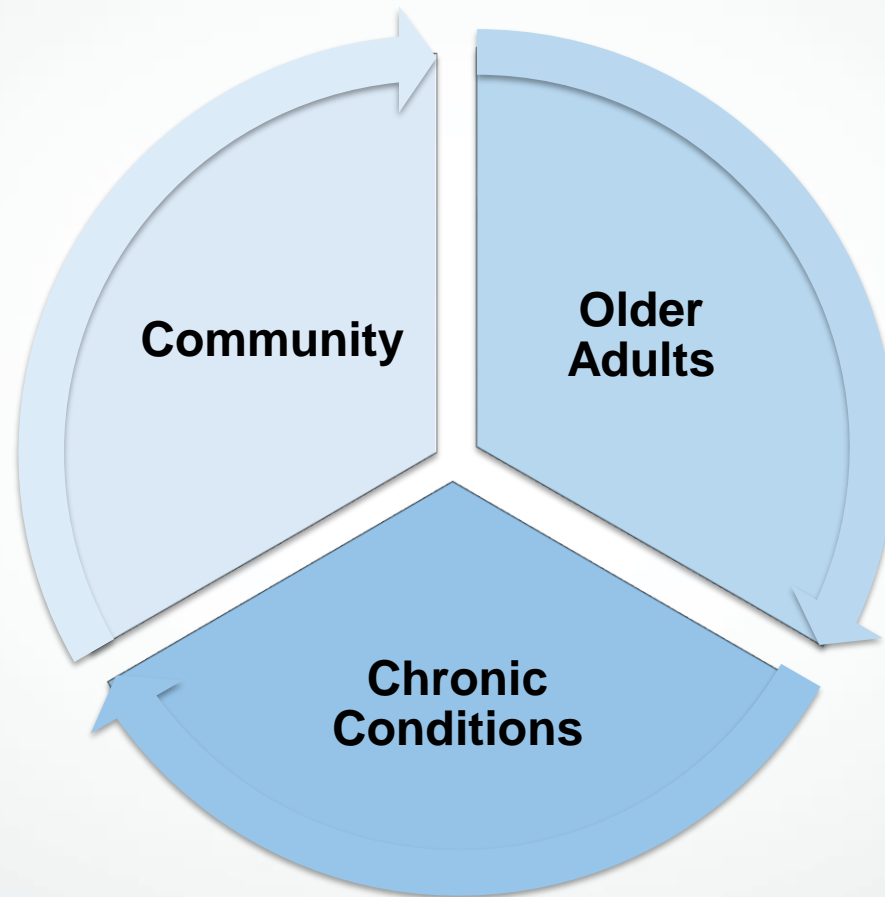


**Mayville**



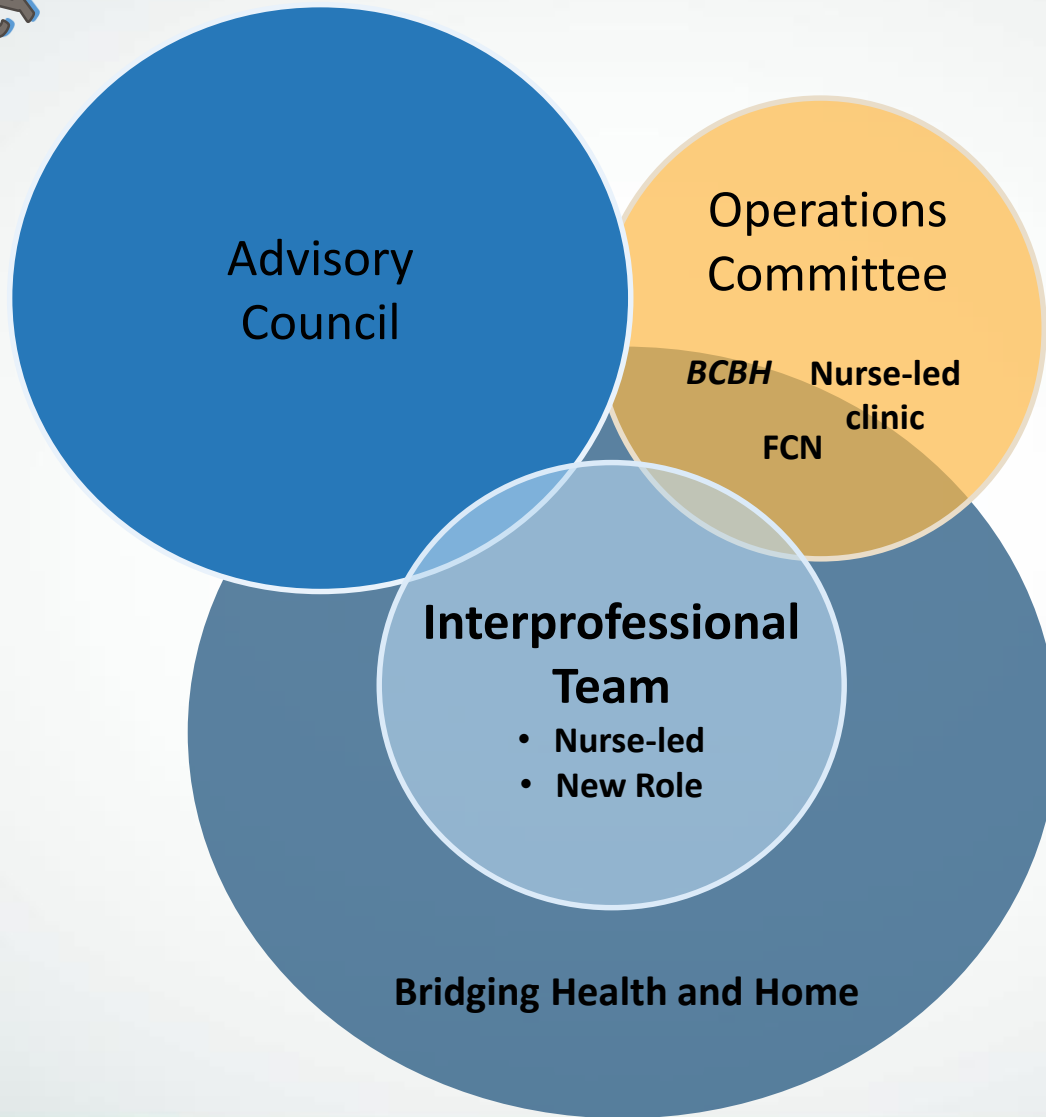


# Common Threads



# Model of Care

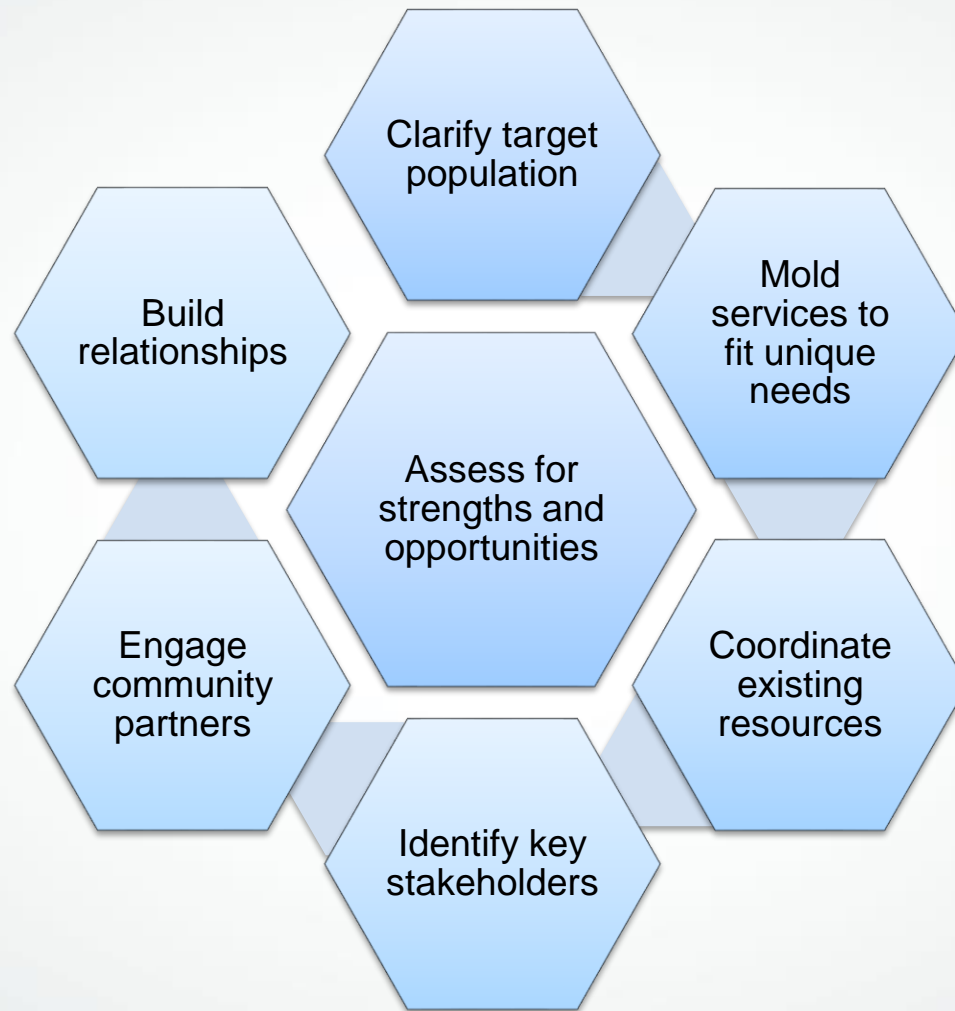
*Community*



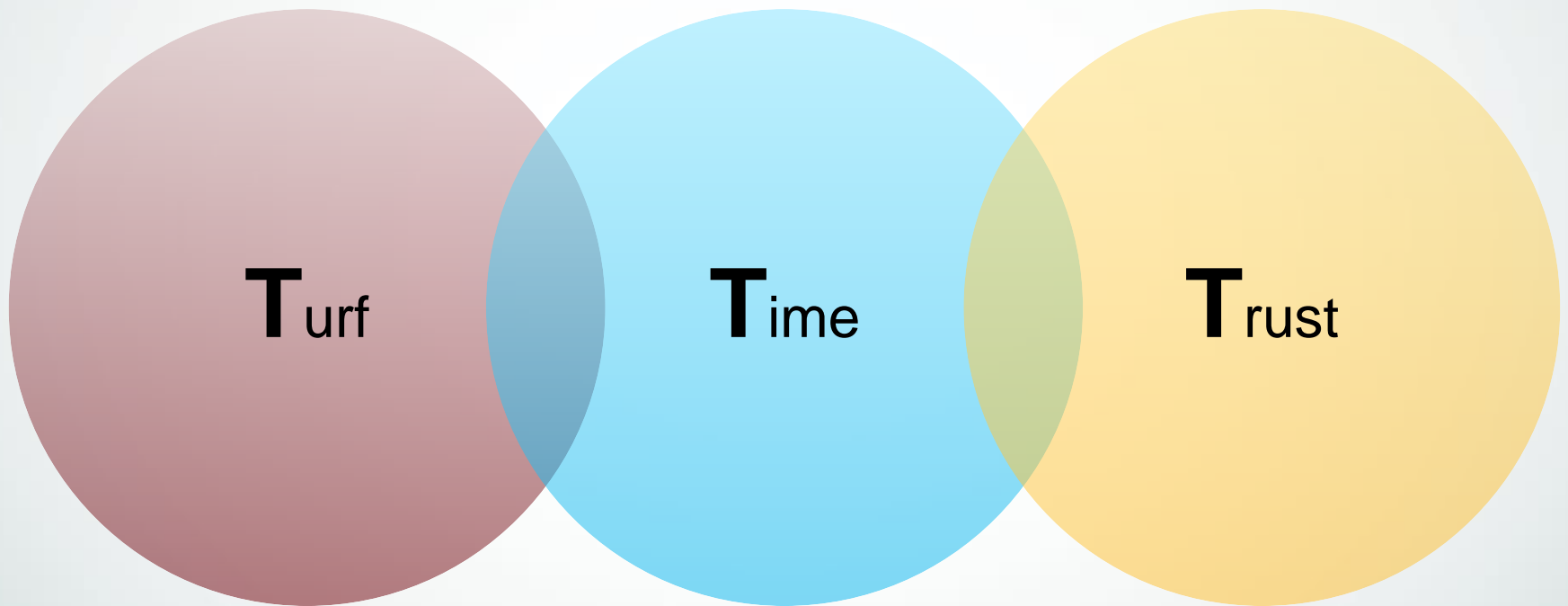
*Sanford*



# Building Community Capacity



# The Three T's in Community Work



(Himmelman, 2002)

# Advisory Council Development

## SD Rural Site

- Store Owner
- Ambulance Representative Serving Day county
- Retired RN
- Better Choices, Better Health Representative
- VOA Representative
- Pastor of Rural Congregation
- Volunteer for Food Pantry
- SHIINE Representative
- City Council Representative
- Senior Volunteer Group Representative

## ND Rural Site

- Business Professional
- Retired Physician
- Retired Healthcare Leaders
- Retired Teacher and Professor
- Wife of Retired Farmer
- Aging Services Supervisor
- Senior Services Outreach Worker
- Public Health RN
- Hospital Volunteer Coordinator
- Pastor

# Visioning Models to Take Back Home

Identifying Innovative  
Community-based Solutions

# Methodologies

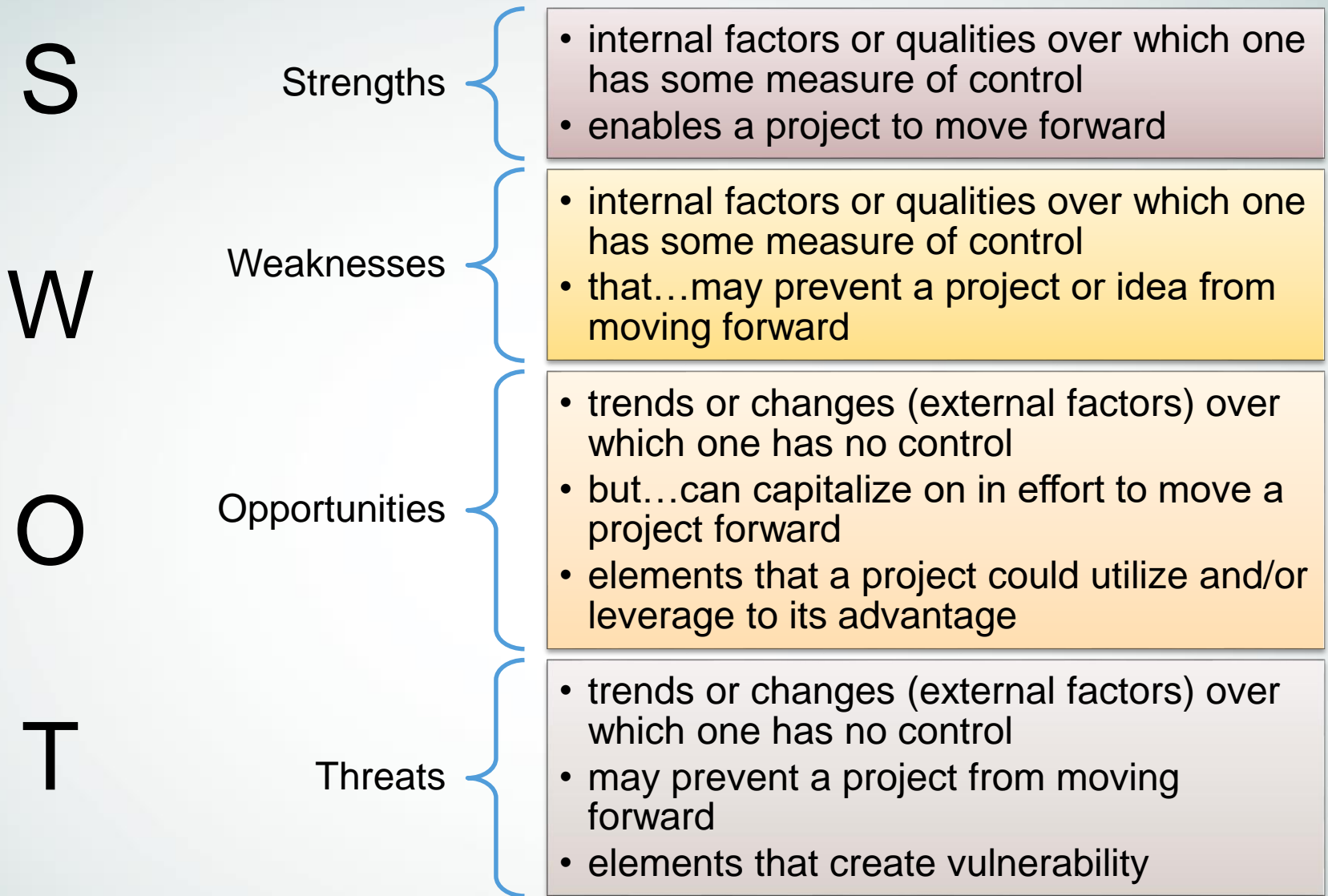


**Art of  
Hosting**

**SWOT  
Analysis**

# Art of Hosting

- Methodology of hosting dialogue
- Encourages conversation
- Engages and assures voice of all
- Catalyst for transparent dialogue
- Non-traditional meeting structure
  - Check-in and Check-out questions



# Strengths

Internal factors or qualities over which one has some measure of control and that enables a project to move forward

Art of Hosting Question:

*What are you most proud of or what is the greatest strength of your community?*



# Bridging Health and Home Strengths

*“The pharmacy here helps over 500 patients sign up for Medicare Part D. This is a family oriented community. Everyone is loving and helps each other out.”*

*“This is a close community and members of the community work well together.”*

# Weaknesses

Internal factors or qualities over which one has some measure of control and that may prevent a project or idea from moving forward.

Art of Hosting Question:

*As you move forward in your work, what is needed to make this successful in your community?*

# Bridging Health and Home Weaknesses

“Focusing on transportation, socially isolated individuals, and support for caregivers of those with dementia.”

“We need faces from the community that people can trust”

# Opportunities

Trends or changes (external factors) over which one has no control but can capitalize on in an effort to move a project forward; elements that a project could utilize and/or leverage to its advantage.

Art of Hosting Question:

*What are you hearing about in your community regarding ...?*

# Bridging Health and Home Opportunities

“Why go there when we can go to the clinic?”

“I haven’t heard anything.”

# Threats

Trends or changes (external factors) over which one has no control and that may prevent a project from moving forward; elements that create vulnerability.

Art of Hosting Question:

*What needs your attention today?*

# Bridging Health and Home Threats

“Building relationships and trust.”

“We need to get out to other communities.  
We are not out in the community enough.”

Acknowledgement of unique small town dynamics

The Abyss

Relationships  
Matter

Adaptability

Patience  
is  
Precious

Disruptive  
Innovation

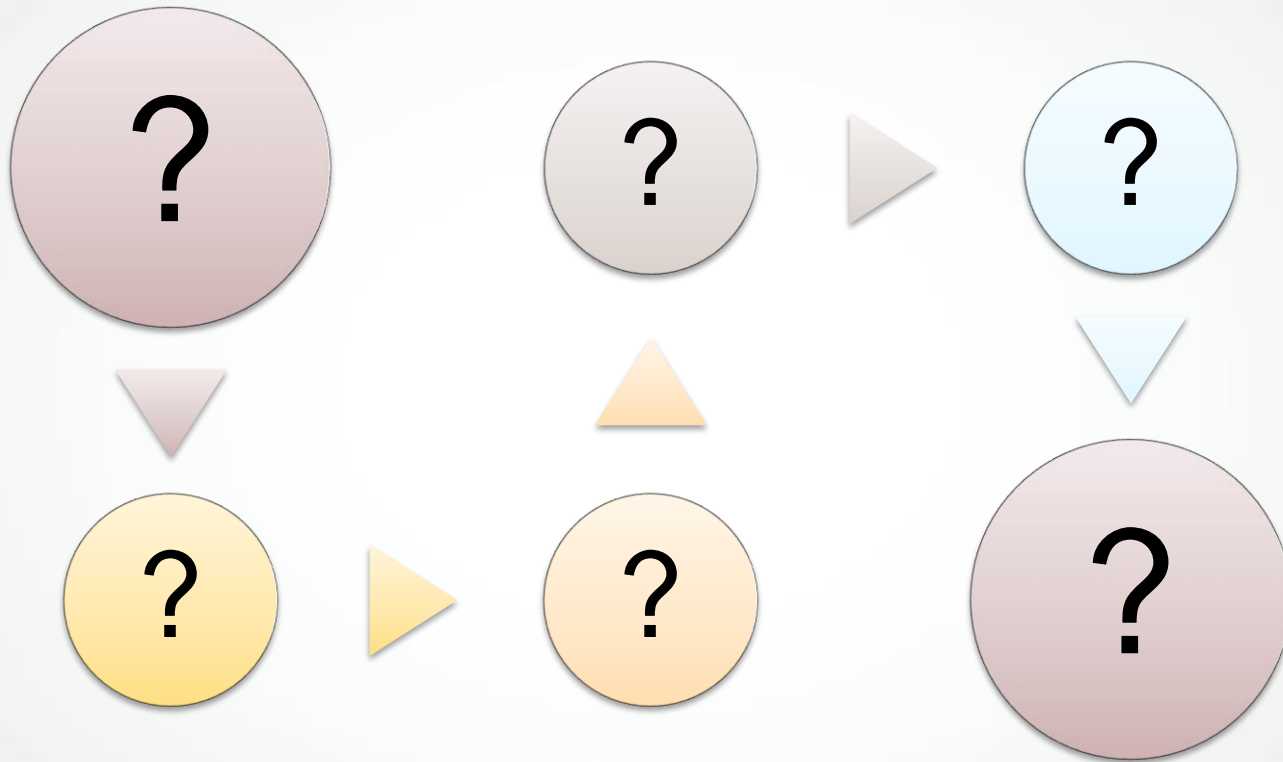
Resilience  
is Critical

Ever-evolving

Lessons Learned



# Questions



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