



Help Me Grow  
National Center

# Care Coordination Collaboratives: Increasing Sustainability & Engagement

April 7, 2016

# Presenters

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# Outline

- A brief history
- Who We are Now
- Network Building
- Enhancing Relationships through Data Collection
- Sustaining the Collaborative
- Engaging Members through Goal Development and Technology

# Our History

In 2010, the Hartford Care Coordination Collaborative (HCCC) was established.

## **Goals included:**

- maximize resources by improving communication among diverse programs providing care coordination to children and families
- increase the efficiency and effectiveness of care coordination within a comprehensive child health system
- Identify challenges that families encounter in obtaining services and work to streamline referral processes thus ensuring timely access to services
- serve as a resource for medical homes seeking community-based services for their families

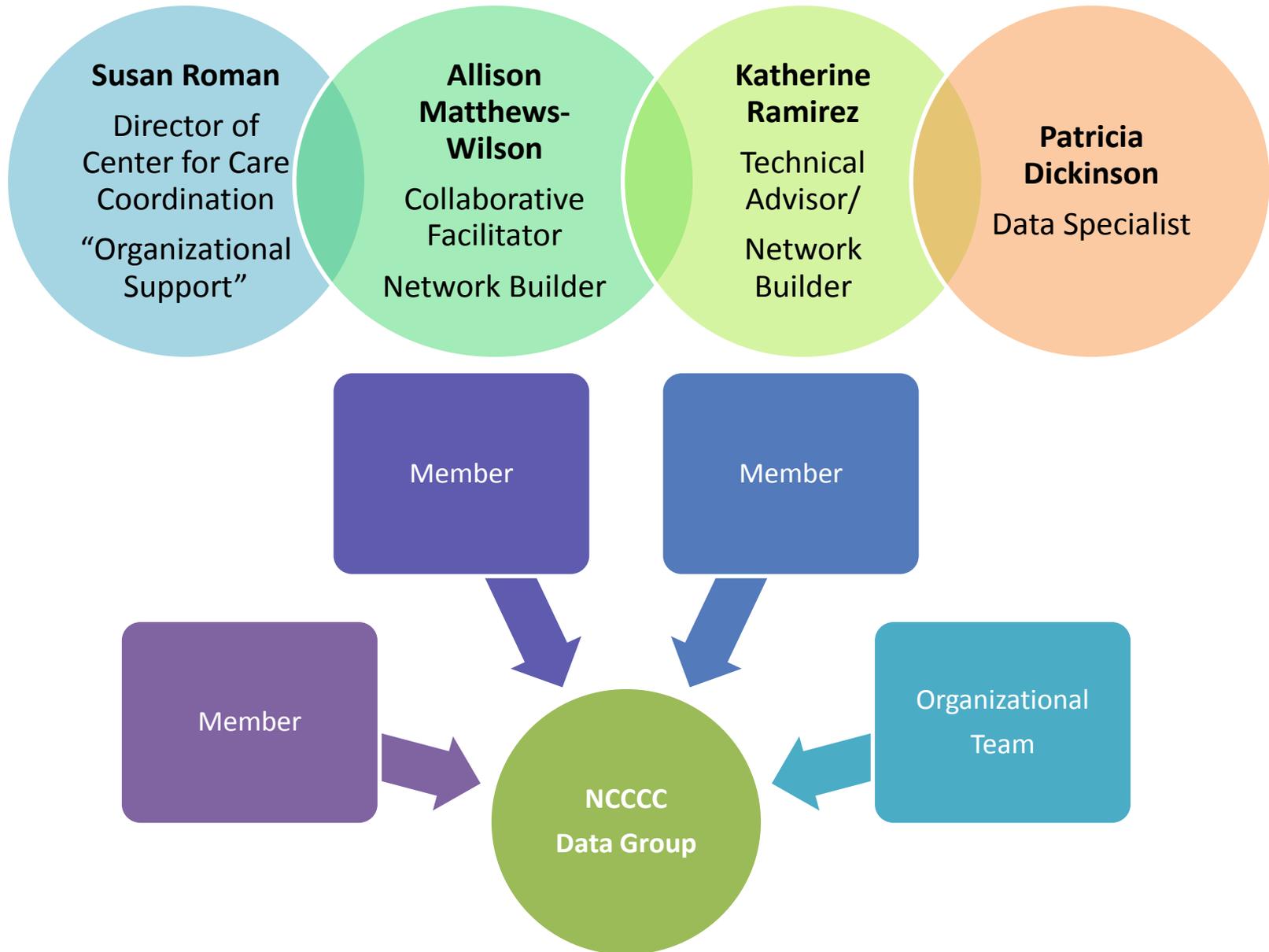
## **Achievements:**

- Provided collective feedback to State Committee charged with assessing and revising CT's current mental health support system following the Sandy Hook tragedy
- In 2013, 18 organizations completed the original Partners Tools Survey to start a trend of strengthening relationships and collecting data
- Provided case studies in addressing gaps and barriers of Medicaid's Logisticare transportation

# Transition Period

- In April of 2015 Facilitation transition
- Name change to the North Central Care Coordination Collaborative
- Opportunity to assess the direction of the collaborative
- Our goal: “Coordinating the Coordinators”
- Statewide Collaborative in development through the HRSA grant
- In spring of 2015: Re-administered PARTNERS tool
  - Recognized the need to improve and increase organizations based on Partners Mapping
- Most successful outcomes:
  - Improved the process to coordinate services for children/families
  - Improved referral systems
  - Increased the number and use of strategic partnerships
  - Increased public awareness of services and how to obtain them

# Collaborative Organizational Structure



# The Concept of Network Weaving

1. Know the network

2. Knit the network

- Network Map Analysis
  - Knowing where the connections are, and are not
- Five general patterns observed in effective networks
- If you leave networks to grow without a plan and left unmanaged, networks follow two simple steps:
  - *Birds of a feather flock together*
  - *Those close by, form a tie*
- Manage your network by Knitting the Net through Network Weaving in the following phases:
  1. Scattered Fragments
  2. Single Hub-and-Spoke
  3. Multi- Hub Small-World Network
  4. Core Periphery

# Levels of Network Building

## Ricchiuto's Pyramid

**Level 7:** Introducing A to B in person and offering a collaboration opportunity to get A and B off to a successful partnership

**Level 6:** Introducing A to B in person and following up with A and B to nurture connection

**Level 5:** Introducing A to B in person

**Level 4:** Introducing A to B in a conference call

**Level 3:** Introducing A to B in an email

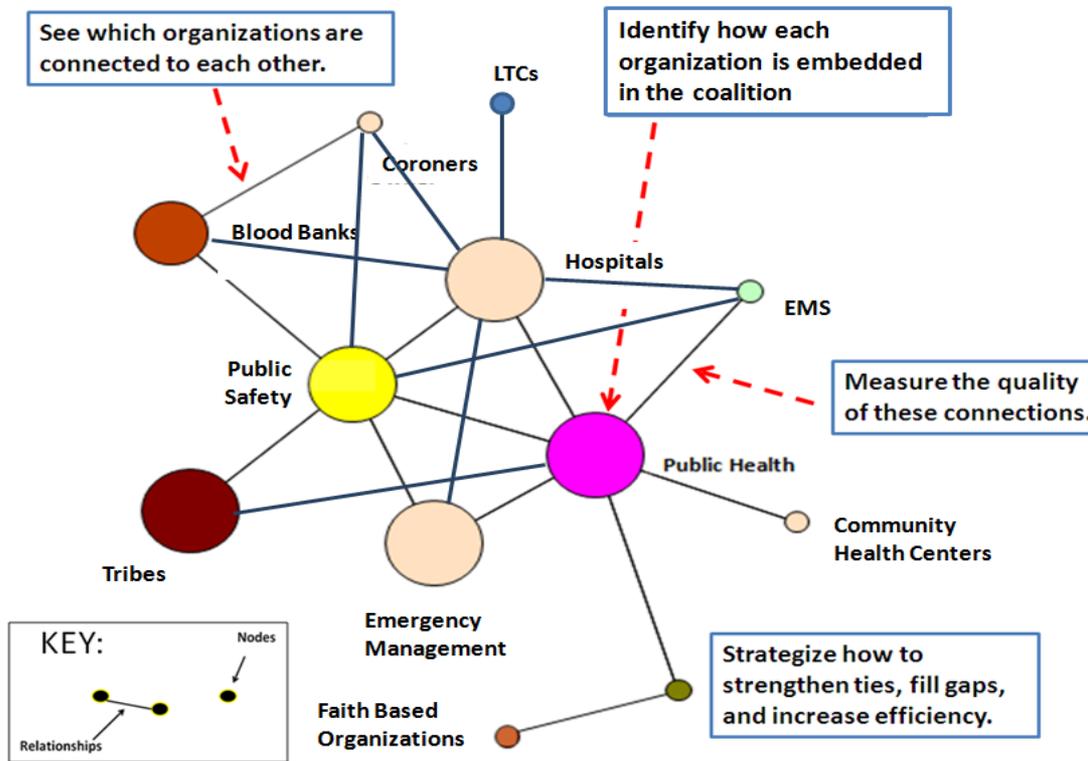
**Level 2:** Suggesting A talk to B and calling B to look for a contact

**Level 1:** Suggesting to A that A should talk to B

# Partners Tool Overview

Program to Analyze, Record, and Track Networks to Enhance Relationships

The map below is an example of a PARTNER network map. PARTNER was used in this collaborative to collect data and inform a quality improvement process.



Developed by Dr. Danielle Varda at the University of Colorado Denver with support from the Robert Wood Johnson Foundation

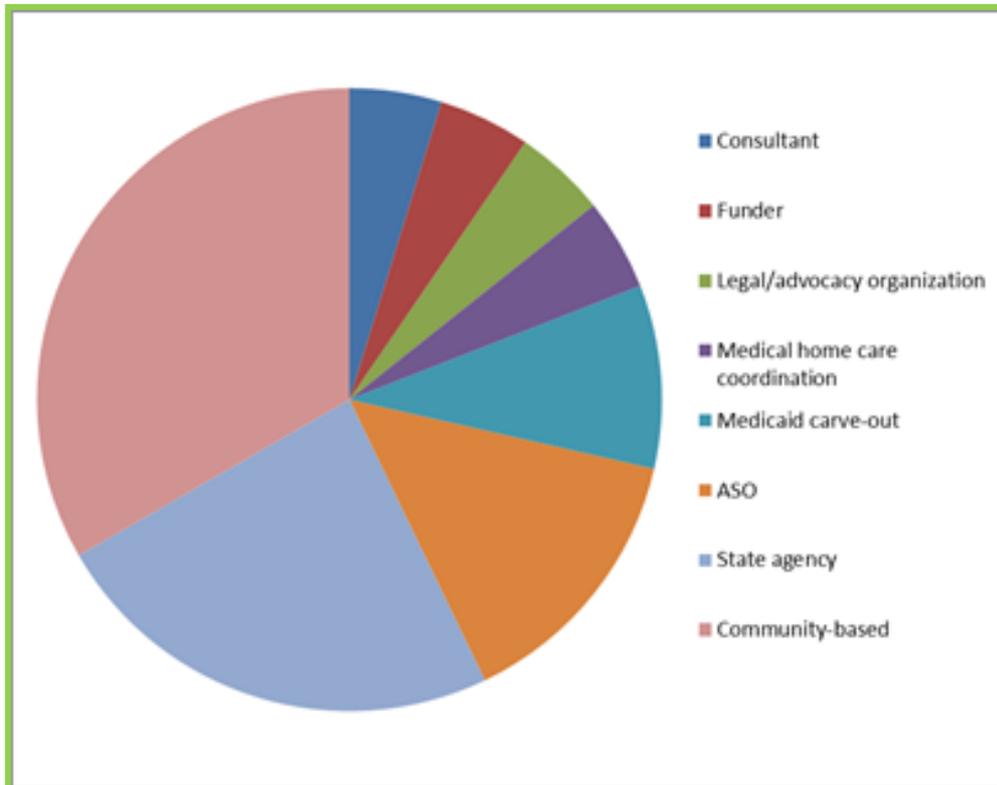
# Partners Results for NCCCC

The North Central Care Coordination Collaborative participated in the PARTNER Social Network Analysis survey in May of 2015

Eighteen of the twenty NCCCC agencies responded (90% response rate)

This profile is based on those responses and is intended to provide data that can help build and strengthen the collaborative network

The pie chart shows the makeup of the organizations included in the survey.

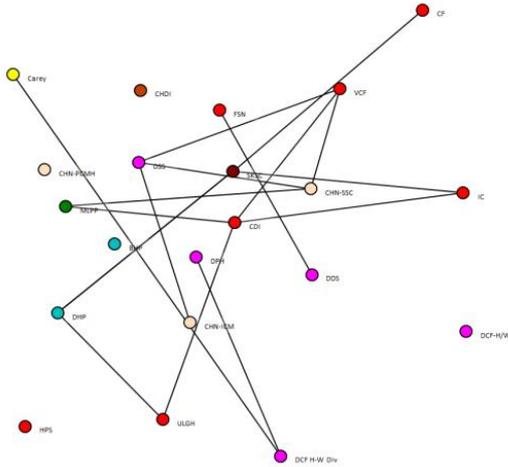


33.3% Community-based  
23.8% State agency  
14.3% ASO  
9.5% Medicaid carve-out  
4.8% Medical home care coordination,  
Legal/advocacy organization, Funder or Consultant

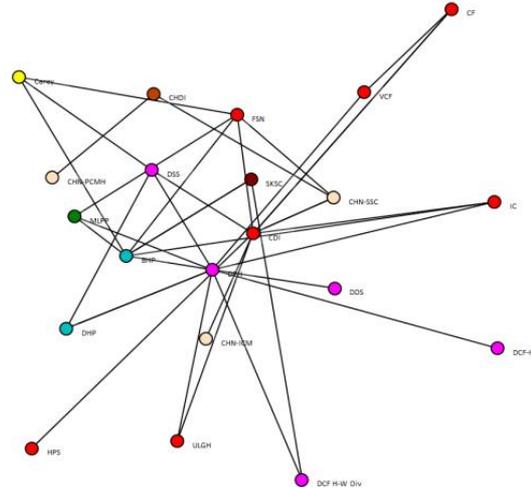
- Does the collaborative have all the essential partners at the table?
- If not, which partners are missing and what can be done to recruit them?
- Are any areas where additional/ fewer partners would help to strengthen the collaborative?

# Network Maps - Relationship Activities

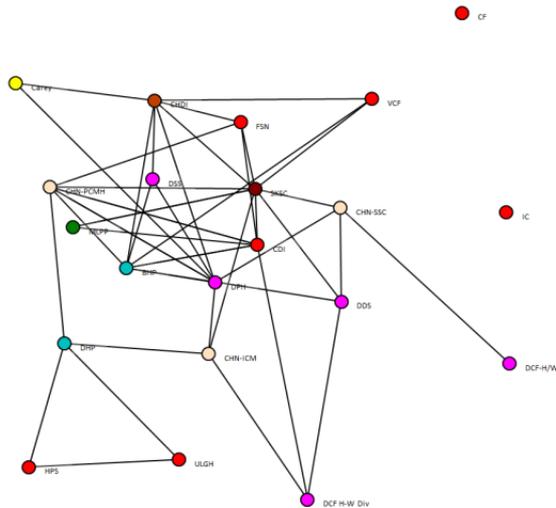
## Awareness Only (13%)



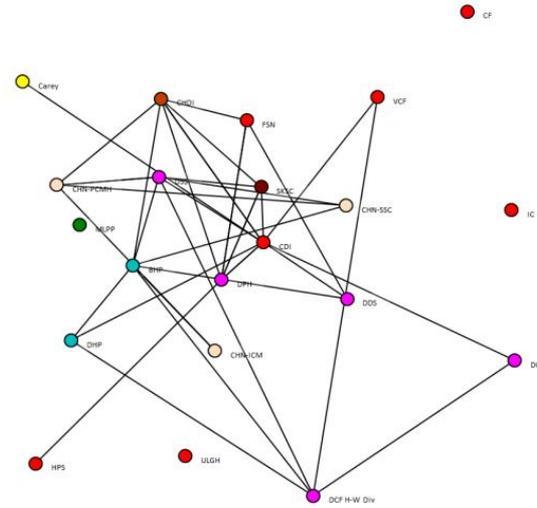
## Cooperative Only (27%)



## Coordinated Only (32%)



## Integrated Only (27%)

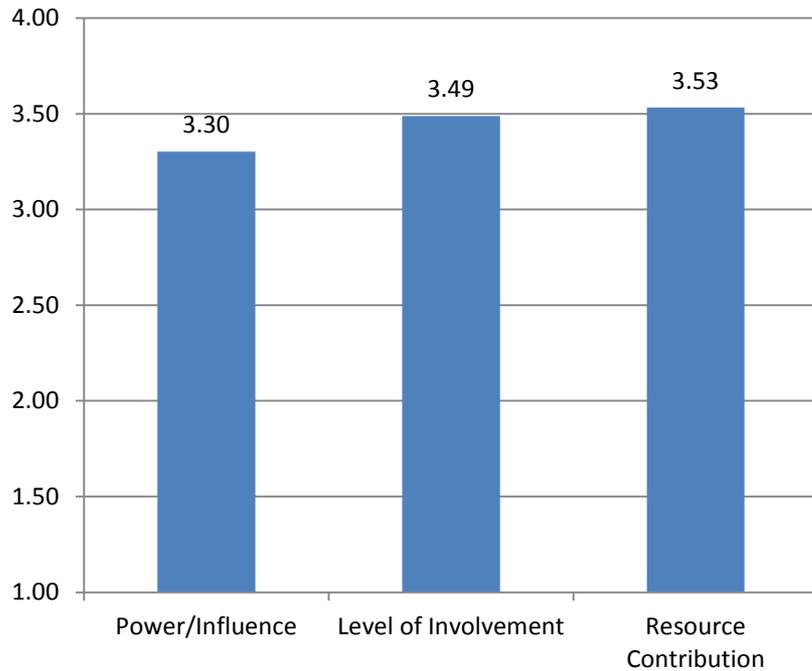


### Group Key

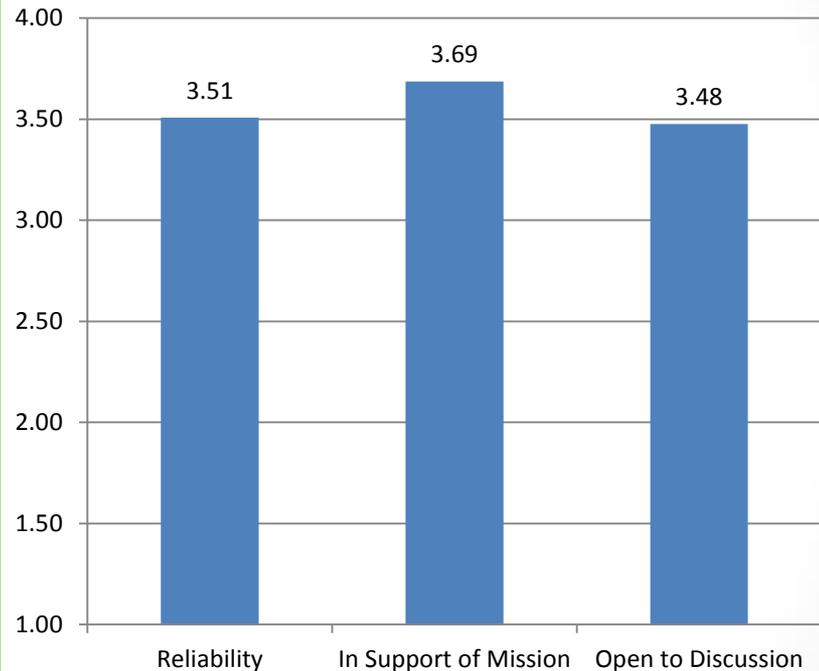
- Community-based
- State agency
- Legal/advocacy organization
- Consultant
- Funder
- ASO
- Medicaid carve-out
- Medical home care coordination

# Value and Trust Measures

## Average perceptions of value



## Average perceptions of trust



(1-not at all; 2-a small amount; 3-a fair amount; 4-a great deal)



# QI Questions to Consider

## Quality Improvement Questions to Consider

	Action:	
<b>Does the collaborative have all of the essential partners at the table?</b>		
<b>Are there any areas where additional/fewer partners would help to strengthen the collaborative?</b>		
<b>Are there any resources that are overrepresented and underrepresented?</b>		
<b>What new members could be added that could provide these resources?</b>		
<b>In regards to time, does the collaborative have a lot of member turnover within the partner organizations?</b>		



# QI Questions to Consider

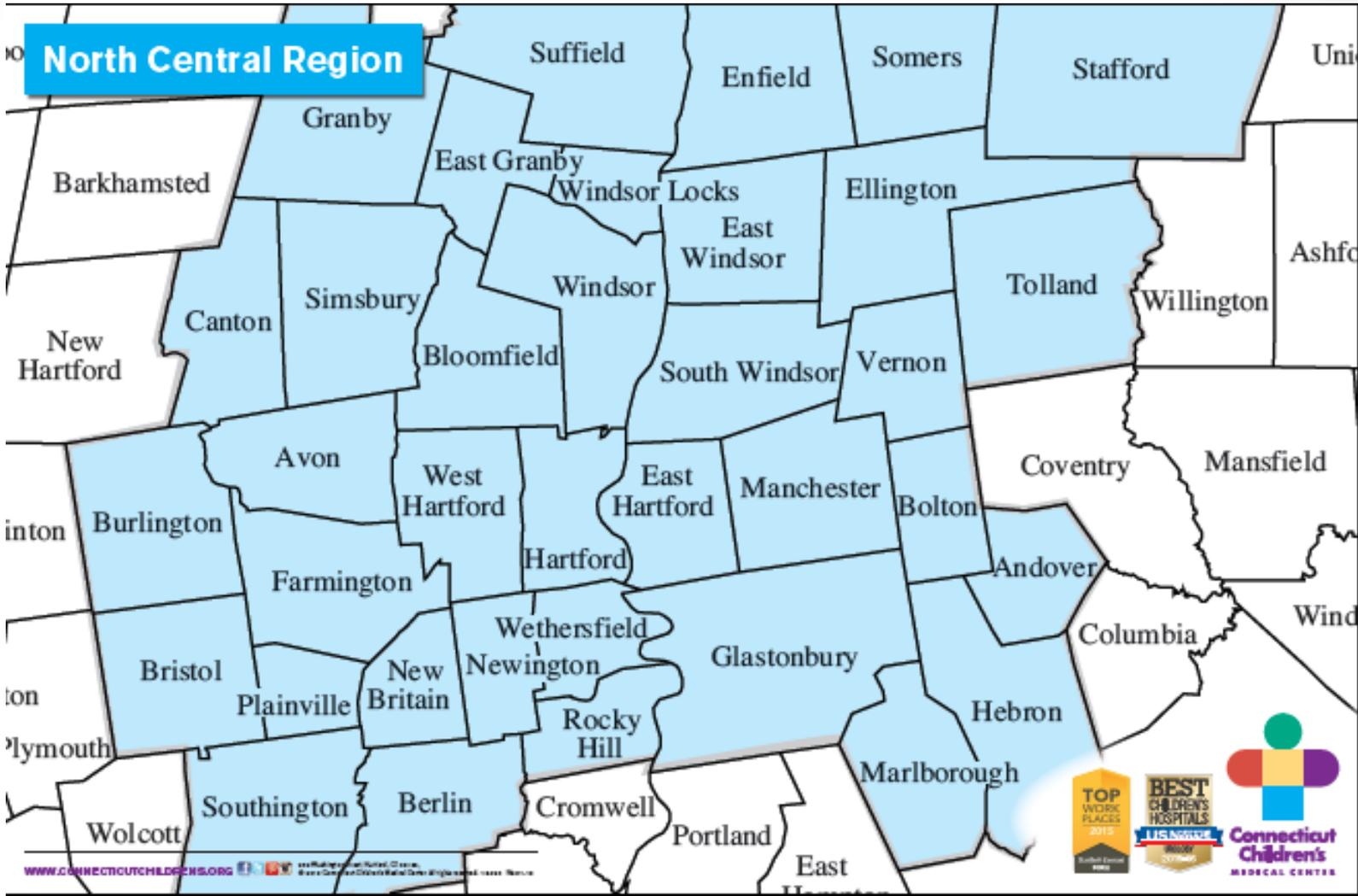
Perceptions of Success	
	Action:
<b>What are the indicators of success and how can you know that your group is successful?</b>	

# CT's Experience in Engaging Members to Sustain the Collaborative

- Utilizing Partners maps- started identifying who's NOT at the table
  - Trends in families served and the agencies that can support those needs ( Autism/ABA Support Agencies, Mental health Enhanced Care Clinics)
  - Assessing partner connections through formal and informal data collection. Ensuring follow-up to add strength.
- Assessed Membership- how connected Members are to Collaborative (attendance, survey responses)
- Breaking Members into groups- who are Active Members, Friends of the Collaborative and who are potential members?
  - Not all Members Need/Want the same level of communication
- Developed a Membership Directory (web-based in 2016)
- Technology Development!

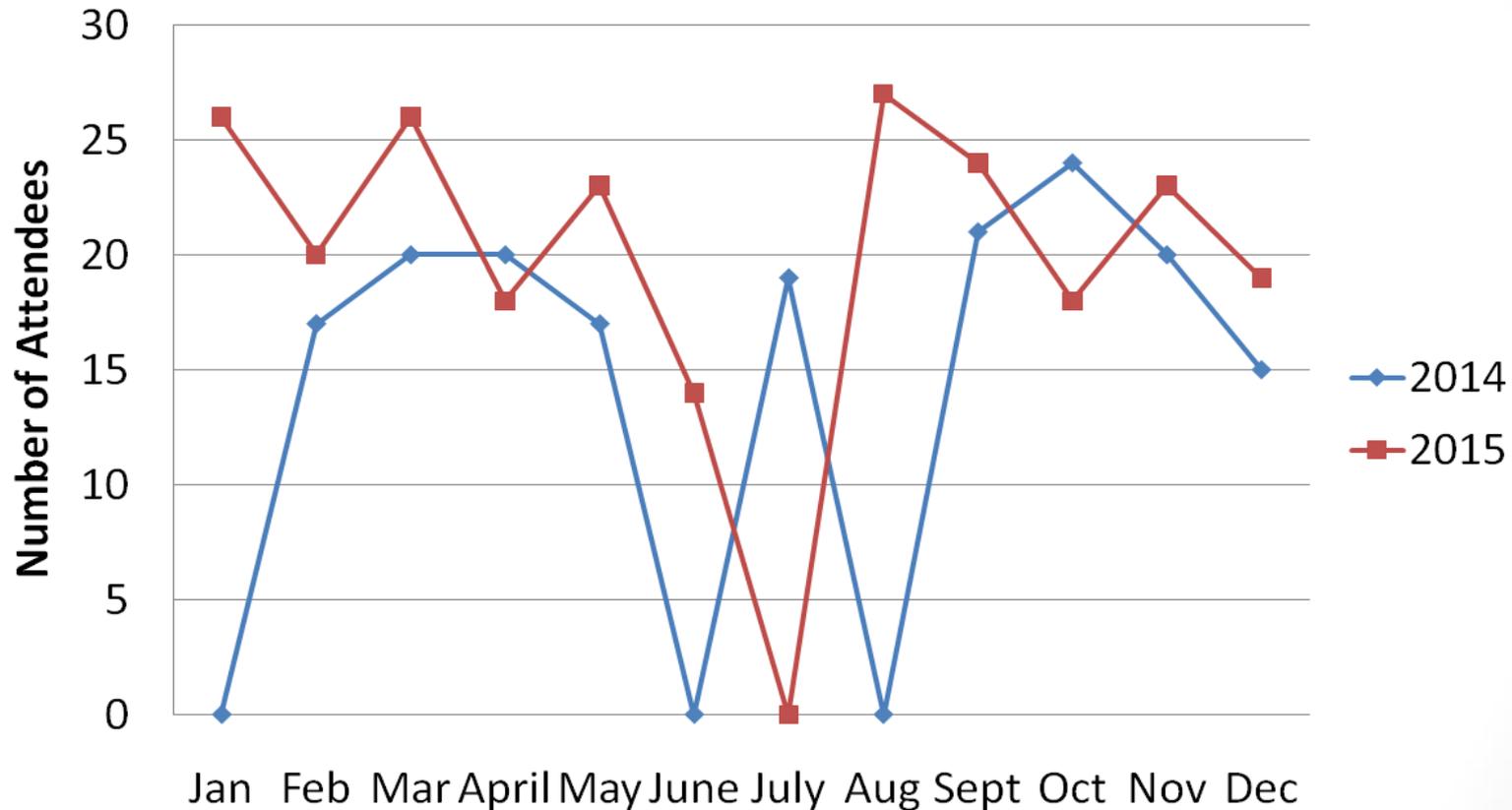
**Work Smarter, Not Harder**

# North Central Region



# North Central Care Coordination Collaborative

## Attendance



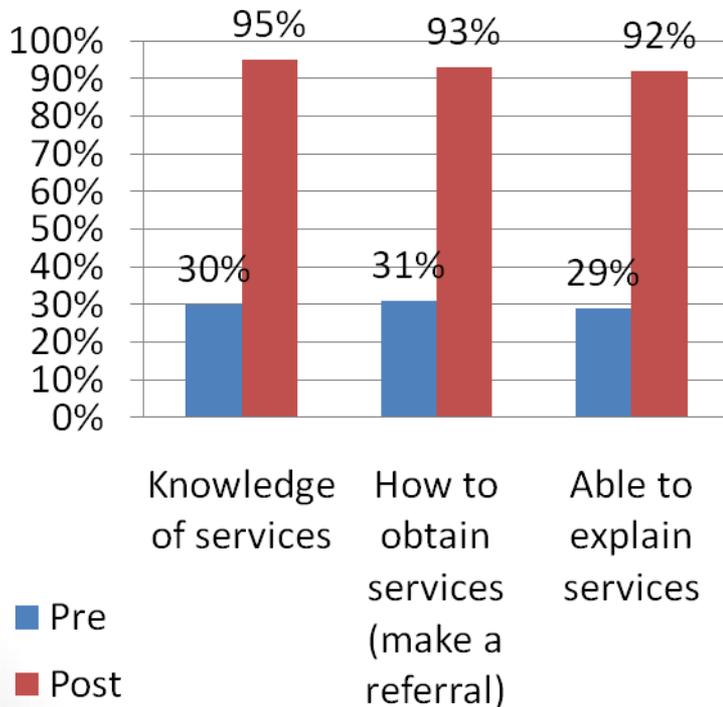
**Zero attendance indicates:** no data available/no meeting held

# Survey Results

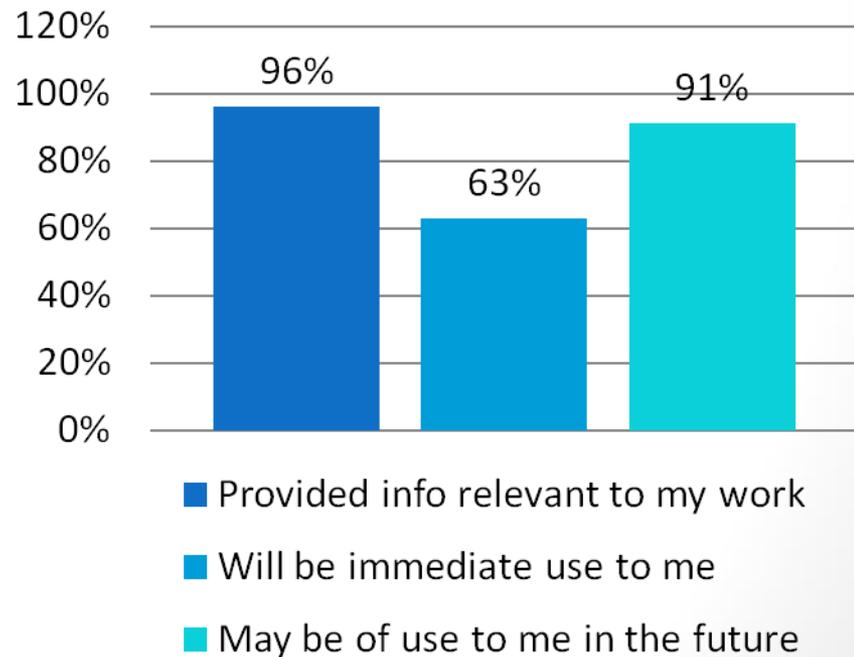
12 surveys / 204 Responses

- A collected impact and survey results for in-service trainings, presentations, and case presentations

### Degree of Understanding Good/Excellent

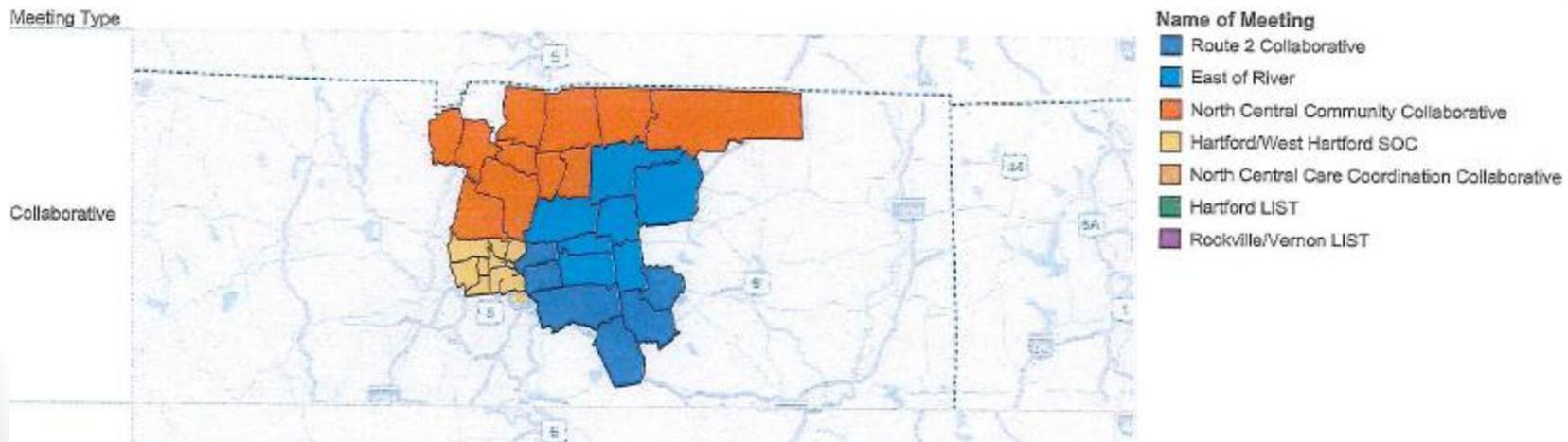


### Agreement Responses Agree/Strongly Agree



# Existing Collaboratives: System of Care (DCF)

- Let's Not Re-invent the Wheel!
- Regional Community Collaboratives developed to address child and community mental health “Grassroots Level”
- Family Involvement
- Building the bridge





# Sustaining Your Collaborative through Goal Development

How is your Collaborative building a stronger care coordination system?

How are Partnerships strengthening our care coordination system?

What has your Collaborative achieved as a Community?

How has our Care Coordination system improved?

How are resources being exchanged and disseminated?

What are the Quality of Relationships among Partners in the Collaborative?

# January 2016 Meeting

- Looking to enhance relationships and **build ownership**
- Brainstorming Exercise (Strengths, Areas of Improvement, Goals for 2016)
- Changing with the times: updated mission statement, website development, increased/shared case reviews
- Personal Network Sheet
- Measuring dissemination information
- Responding with Heart by utilizing technology
- Networking “Café”

# Brainstorming Session

## **STRENGTHS**

What does the Care Coordination Collaborative do well?

What resources from the Care Coordination Collaborative can you draw on?

## **AREAS OF IMPROVEMENT:**

- What are ways to improve the Care Coordination Collaborative?
- What resources are missing?
- Why am I here?

## **OPPORTUNITIES FOR 2016**

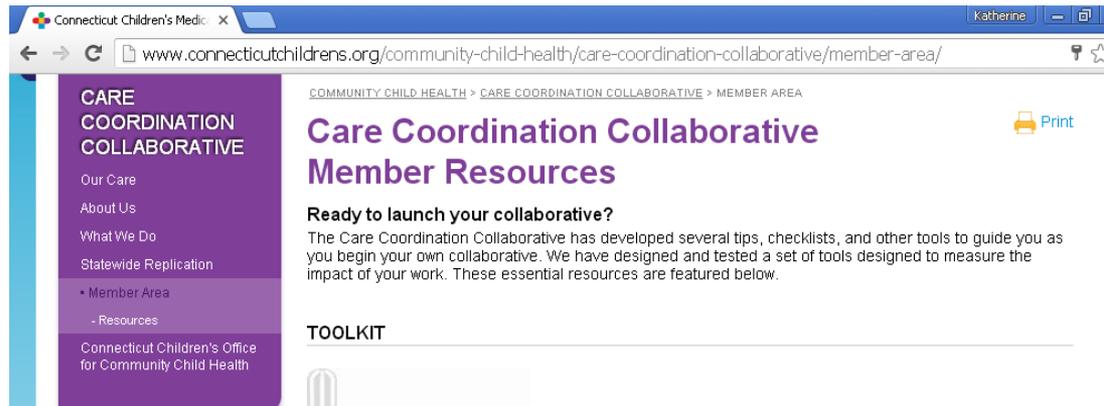
- Goals
- Personal Networking/sharing the mission
- How can I contribute?

In an effort to increase our community reach and expand the membership of our **North Central Care Coordination Collaborative**, we are asking for your support. We are looking to access your professional contacts- the people and agencies you look to when you need support with a case or a project. These might be programs within larger state organizations or small local agencies. We are looking for three email contacts for people that you believe could bring something new to the Care Coordination Collaborative- whether that be a special skill, or just their energy!

<b>Your Personal Networks</b>			
<b>Name: Role: Agency:</b>	<b>Know I am involved in NCCCC</b>	<b>Know mission</b>	<b>How I might connect (email/phone)</b>
1.	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	
2.	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	
3.	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	
4.	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	
5.	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	

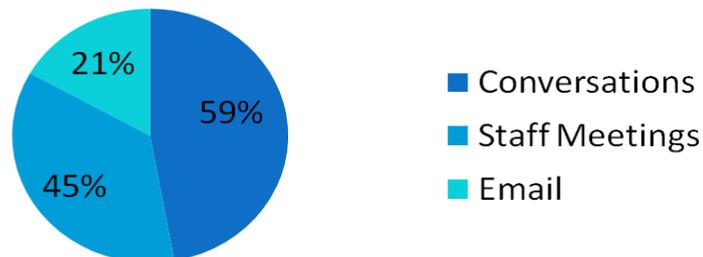
# Technology

- Website Development
  - Knowledge repository
  - Blogs, live case Q & A



- Disseminating information more effectively

**76 % Shared information from  
Collaborative Meetings with Others  
by:**



# \*Networking & Building Relationships\*

Bryan Flint Shelter Director, Cornerstone Foundation, Inc,  
Vernon, CT

“It’s obvious that no one can know everything about every subject. That’s why building mutually beneficial relationships and joining together on collaborative efforts are not only more efficient, but they are more effective. These days, both human and financial capital are being stretched as never before, while expecting better results. Therefore, we need to be even more resourceful. I value being able to connect with people who are specialists and experts in their fields in a safe and encouraging environment where we can share both our knowledge and our needs for assistance. For years our community was searching for a process to achieve similar results, and then we found the North Central Care Coordination Collaborative. The NCCCC has been skillfully assembled to include not just ‘theoretical experts,’ but frontline workers who know the ‘ins and outs’ of the extremely complex system of delivery, which we all need to navigate.”

**“In the NCCCC, I’ve come to realize that I don’t need to know everything you know, I just need to know you!”**

# We Want Your Feedback!

Please follow the link in your chat box  
and select today's webinar

# Questions and Comments

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# Thank you!

**7th Annual *Help Me Grow* National Forum**

Greenville, South Carolina

May 23-25, 2016

Registration deadline is April 25th, 2016.

**This Webinar was recorded, and will be archived on the**

***HMG* National website: [www.HelpMeGrowNational.org](http://www.HelpMeGrowNational.org)**

Affiliate Section of Website

“Care Coordination Collaborative (CCC)” Tab