

ABSTRACT: 2014 ELAM Institutional Action Project Poster Symposium

Project Title: Healthcare Institution Relationships: Choosing Partners Wisely

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Collaborators: Jefferson and Nemours leadership

Background, Challenge or Opportunity: Healthcare institutions are leveraging the formation of partner relationships in order to be successful in the current turbulent and uncertain economic environment. Financial evaluations are of the utmost necessity. Success or failure may, however, hinge on other important factors.

Purpose/Objectives: The purpose of this project is to produce a checklist tool for standard work in the evaluation of potential partner relationships. The value of this checklist is to provide:

1. An efficient evaluation tool with reproducible results
2. Prevention of the omission of consideration of details critical to the success or failure of a potential partnership
3. Consistency of evaluation even in the face of changing team members or leadership.

Methods/Approach: Interviews with institutional leaders were conducted concerning strategy for forming partner relationships. The absence of a checklist for standard work for the evaluation of potential partner relationships was common. A literature search was conducted researching methods for evaluating healthcare institution relationships. Using examples from the literature, as well as current institutional priorities, a checklist was compiled. Diagrams demonstrating Nemours clinical care relationships as examples of entity relationships diagrams and social networking were created.

Outcomes and Evaluation Strategy: The checklist and diagrams will be shared with institutional leaders and tested for utility in evaluating possible healthcare institution relationships. A future project will be the creation of a checklist tool for standard work to ensure the maintenance of favorable partner relationships which can all too easily wither without the proper attention.



Healthcare Institution Relationships: Choosing Partners Wisely

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BACKGROUND

Healthcare institutions are leveraging the formation of partner relationships to be successful in the current turbulent and uncertain economic environment. Financial evaluations are of the utmost necessity. Success or failure may, however, hinge on other important factors.

PURPOSE

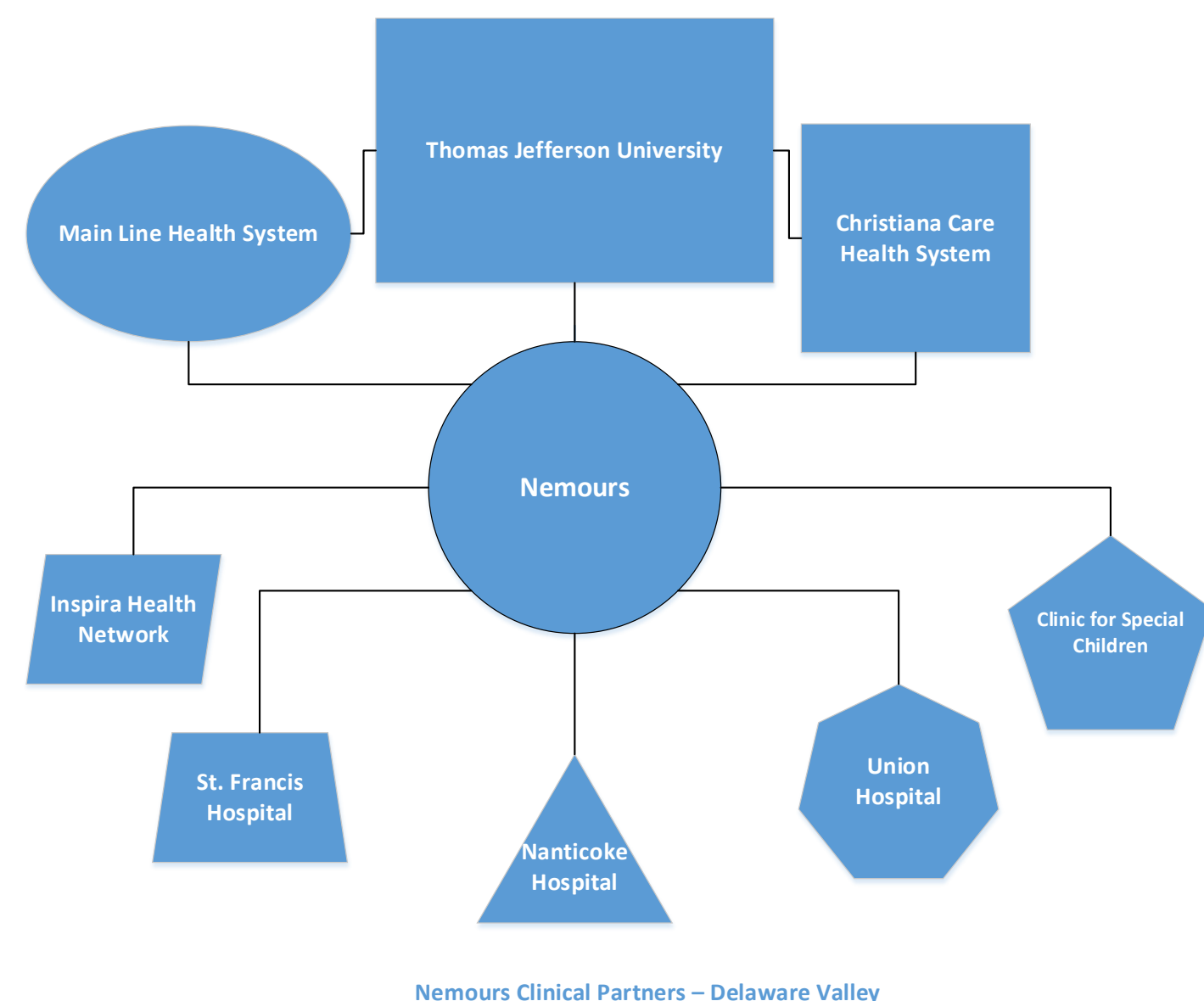
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1. An efficient evaluation tool with reproducible results.
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METHODS

Interviews with institutional leaders were conducted concerning strategy for forming partner relationships. The absence of a checklist for standard work for the evaluation of potential partner relationships was common. A literature search was conducted researching methods for evaluating healthcare institution relationships.

OUTCOMES / RESULTS



Nemours Institutional Relationships for Clinical Care – Delaware Valley

Institution	Department	Physician Staffing	Subspecialist Support	Research/Scholarship
Jefferson	x	x	x	x
Christiana Care			x	x
Main Line Health		x	x	
Inspira		x	x	
St. Francis		x	x	
Union Hospital		x		
Nanticoke Hospital		x		
Clinic for Special Children			x	

OUTCOMES / RESULTS

Healthcare Institution Relationships: Choosing Partners Wisely Checklist

- () Culture
 - __ Aligned
 - __ Complementary
 - __ Conflicting
- () Values
 - __ Aligned
 - __ Complementary
 - __ Conflicting
- () Commitment to Collaboration
 - __ Leadership engagement
 - __ Individual identified as point person for relationship
 - __ Willingness to commit to timetable
- () Commitment to Continuous Improvement
 - __ Organizational engagement
 - __ Associate engagement
- () Commitment to Safety and Quality
 - __ Identified goals/balanced scorecard
 - __ Regulatory accreditations
- () Reimbursement Issues
 - __ Payor mix
 - __ Requirements for participation in local reimbursement entities
 - __ Ability to care for patients at home institution for tertiary or quaternary care when necessary
- () Clinical Service Line Impact
 - __ Competing
 - __ Complementary
 - __ Existing relationships with other healthcare entities
 - __ Opportunity to improve coordination of care for patient population
 - __ Current market penetration
- () Medical Staff Resources
 - __ Travel requirements
 - __ Call responsibilities
 - __ Mandatory education requirements
 - __ IT issues: EHR, remote access, interface compatibility
- () Community Impact
 - __ Needs assessment
 - __ Communication with local care providers
 - __ Communication with patients and families

DISCUSSION

Continuous improvement and forming partnerships are two of the most common methods of coping with the challenges of the current economic environment for healthcare institutions. The impact of the project is the combination of the two to provide a reliable method of evaluation of factors that need to be vetted and reconciled for their impact prior to the finalization of a new partner relationship.

SUMMARY

The checklist and diagrams will be tested for utility in evaluating possible healthcare institution relationships. A future project will be the creation of a checklist tool for standard work to ensure the maintenance of favorable partner relationships which can all too easily wither, without the proper attention.