



Measuring & Sustaining Medical Neighborhood Relationships

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Objectives

Briefly review the role of medical neighborhood relationships in the Quadruple Aim.

Brainstorm how to measure the effectiveness of medical neighborhood relationships.

Brainstorm how to sustain positive working relationships within the medical neighborhood.



Neighbors...


<https://www.youtube.com/watch?v=kcD0WHKZ6hc>



Care Compact vs. HOA Agreements



**How to measure success of
medical neighborhood
relationships?**



Care Compact Topics

- Access
- Services
- Referral Process
- Contact Information
- & more!

How do we measure success of relationships?



Care Compact Element Planner

Care Compact Element Planner

Awesome Primary Care Clinic & The Best Specialty Clinic

Date Created: June 28, 2018

Care Compact Element		Why is this element important to our practice?	Why is this element important to our patient?	How do we measure the success? How do we know it's working?	How do we sustain it?
Access: No Show Policy					
Primary Care Expectations	Specialty Care Expectations				
Communicate with patients who 'no-show' with specialists.	Notifies PCP of first visit 'no-shows' or other actions that place patient in jeopardy				



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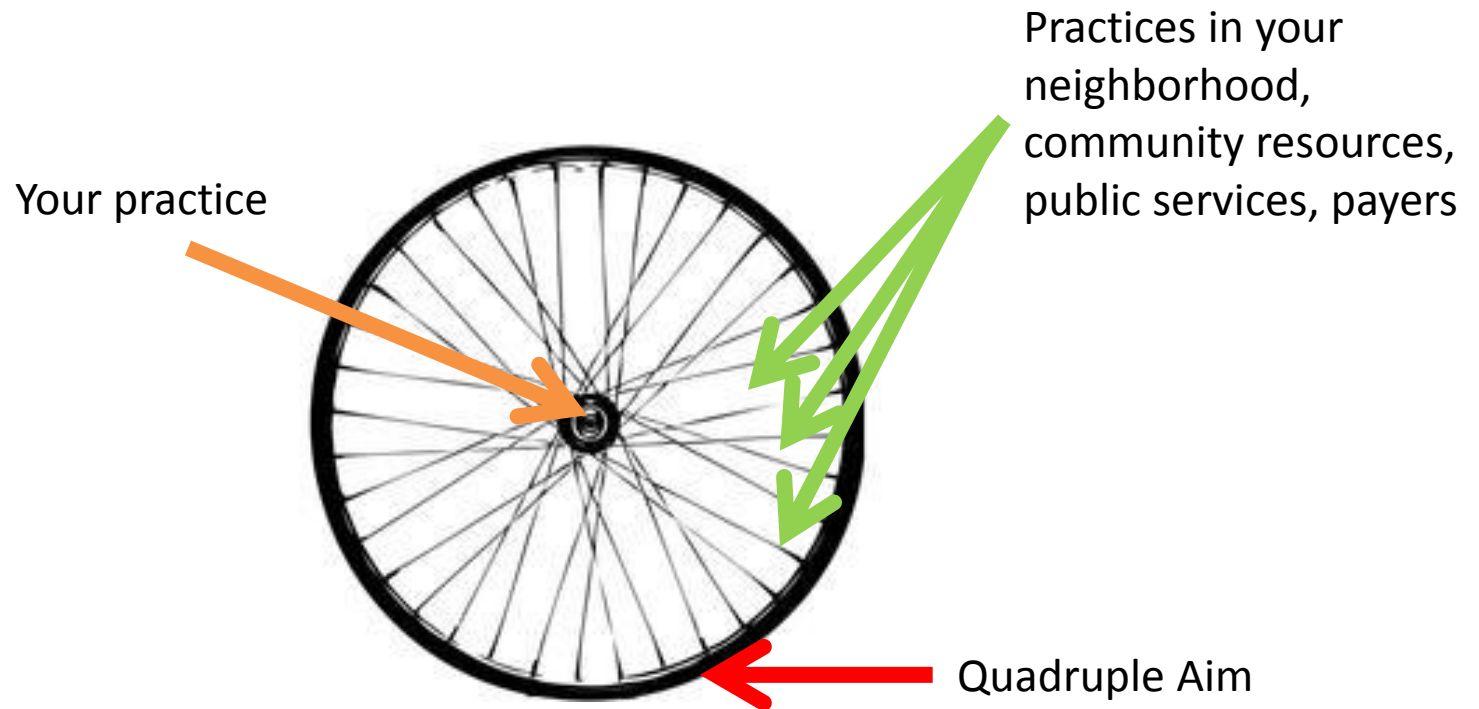
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Care Coordination: Transitions of Care					
Primary Care Expectations	Specialty Care Expectations				
Informs patient of need, purpose, expectations and goals of the specialty visit.	Informs patient of need, purpose, expectations and goals of hospitalization or other transfers.				
Collaborative Care Management: Appropriate Referrals					
Primary Care Expectations	Specialty Care Expectations				
Manages the medical problem to the extent of the PCP's scope of practice, abilities and skills.	Provides useful and necessary education/guidelines/protocols to PCP				



Sustainability of Medical Neighborhood Relationships

A stylized, semi-circular graphic of a mountain range in shades of brown and tan, positioned behind the title text. The mountains are depicted with simple geometric shapes and lines, creating a layered effect. The entire scene is set against a solid dark brown background.

Center of the Wheel



How do we sustain relationships?

1. Pay attention to people.
2. Communicate openly.
3. Appreciate each other.
4. Challenge each other to do better.
5. Back each other when things get tough.



Sustainability of Relationships

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Leaving in Actions

1. Who are our care compacts with?
2. What elements do we want to measure in our care compacts?
3. How can we sustain relationships with our medical neighbors?



Q & A



Contact Information

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