A12  Shared Management Structure

June 4, 2014, 10:30 am - 12:00 pm

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Garden 4
Introduction

- Review of Learning Objectives
  - Strategies for cross-system collaboration
  - Sharing information (benefits and challenges)
  - Developing partnerships
- What would YOU like to get out of this presentation?

Background and History

- Settlement Agreement
- Implementation Plan
- Joint Management Task Force
Benefits of Shared Management

- Shared Accountability
- Early Collaboration
- Information and Data Sharing

How to Stop Collaboration
(With apologies to Steven Covey)

- Find Someone to blame
  (This thing is probably their fault.)
- Avoid setting goals
  (They’ll just change anyway.)
- Stay in crisis mode
  (That way you’ll always look busy.)
- Think win/lose
  (It’s a dog eat dog world.)
- Seek first to be understood
  (Although no one really does)
- Seek quick compromises
  (That way you can move on to the next crisis.)
- Fear change & put off improvement
  (The next fad is right around the corner.)

Strategies for Collaboration

- Shared vision/commitment throughout system of care
- Identify champions, cross system contacts and leads
- Develop multiple avenues of communication with a wide array of partners
- Co-location
- Assure communication occurs within and across partnerships
More Strategies

- Maintain a balance of scheduled and flexible meetings able to respond to an array of needs
- Come together for strategic planning, initiative planning, problem solving, resource support, cross training and education
- Track and evaluate outcomes
- Make modifications and celebrate milestones

Information Sharing Benefits

- Families are linked to services quickly with better outcomes
- Challenges are identified and resolved early
- Less resource duplication
- Increased support when requesting BOS approval
- Reduction in complaints and litigation

Information Sharing Challenges

- Challenges
  - Confidentiality/HIPAA/legal mandates
  - Data base silos
  - Fiscal restrictions

- Information Sharing Strategies
  - Memorandum of Understanding (MOU)
  - Miscellaneous Orders
Developing Partnerships

- Who Should Be at the Table?

- Transitions
  - Change is always difficult

- Rebuilding of Relationships
  - Constant process

Lessons Learned

Creating a Shared Management Structure is an evolving process that requires time, commitment and adaptability.

- Egos should be left at the door.
- Value differences and learn from each other.
- Opportunities are often disguised as challenges.
- Learn to compromise.
- View it as a work in progress.
- Expect the unexpected.

Next Steps

- Where We’re Going
- Future Activities
- Aspirations
Questions and Answers

- Questions
- County Success Stories

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