

PULLING
TOGETHER



DEVELOPING
A
LOCAL LEARNING
COLLABORATIVE

PRESENTER:

Mathew Roosa, ACSW, LCSW-R

Dir. Of Planning and Quality Improvement,
Onondaga County Dept. of Mental Health

NIATx 200 Coach, STAR-SI Peer Mentor, Trainer, Consultant

- mroosa@ongov.net
- 315-445-5611

PULLING TOGETHER FOR COLLECTIVE SUCCESS



LEARNING OBJECTIVES:

1. Understand The link between quality/ process improvement (the NIATX Way) and Learning Collaboratives
2. Understand the parallels between Change Teams and Learning Collaboratives
3. Understand some key elements of a Learning Collaborative
4. Understand that Local learning Collaboratives are Very Do-able

Competitive & Collaborative Paradigms





EXAMPLES OF LEARNING COLLABORATIVES FROM ONONDAGA COUNTY

1. Evidence Based Practice in Chemical Dependency
2. Onondaga County Process Improvement Collaborative (ONPIC)
3. Onondaga County Training & Education Collaborative (ONTEC)
4. Person Centered Planning Leadership Learning Community

The Community

Onondaga County
Syracuse NY
500,000 residents



The Providers:

- Central New York Services
 - Crouse Chemical dependency
 - Syracuse Behavioral Health
 - Syracuse Community Health Center
- 85%

LEARNING COLLABORATIVE

A data driven network of change teams that works collectively to enhance performance.

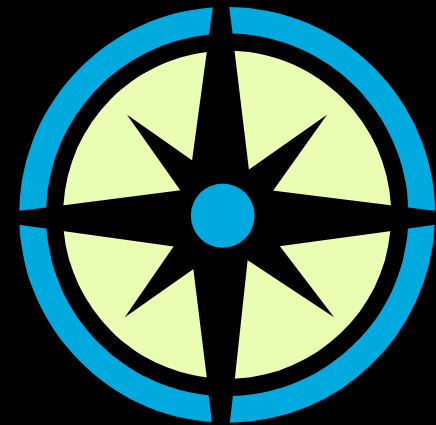
- Data
- Network
- Change Teams
- Collective
- Performance
- Process Improvement



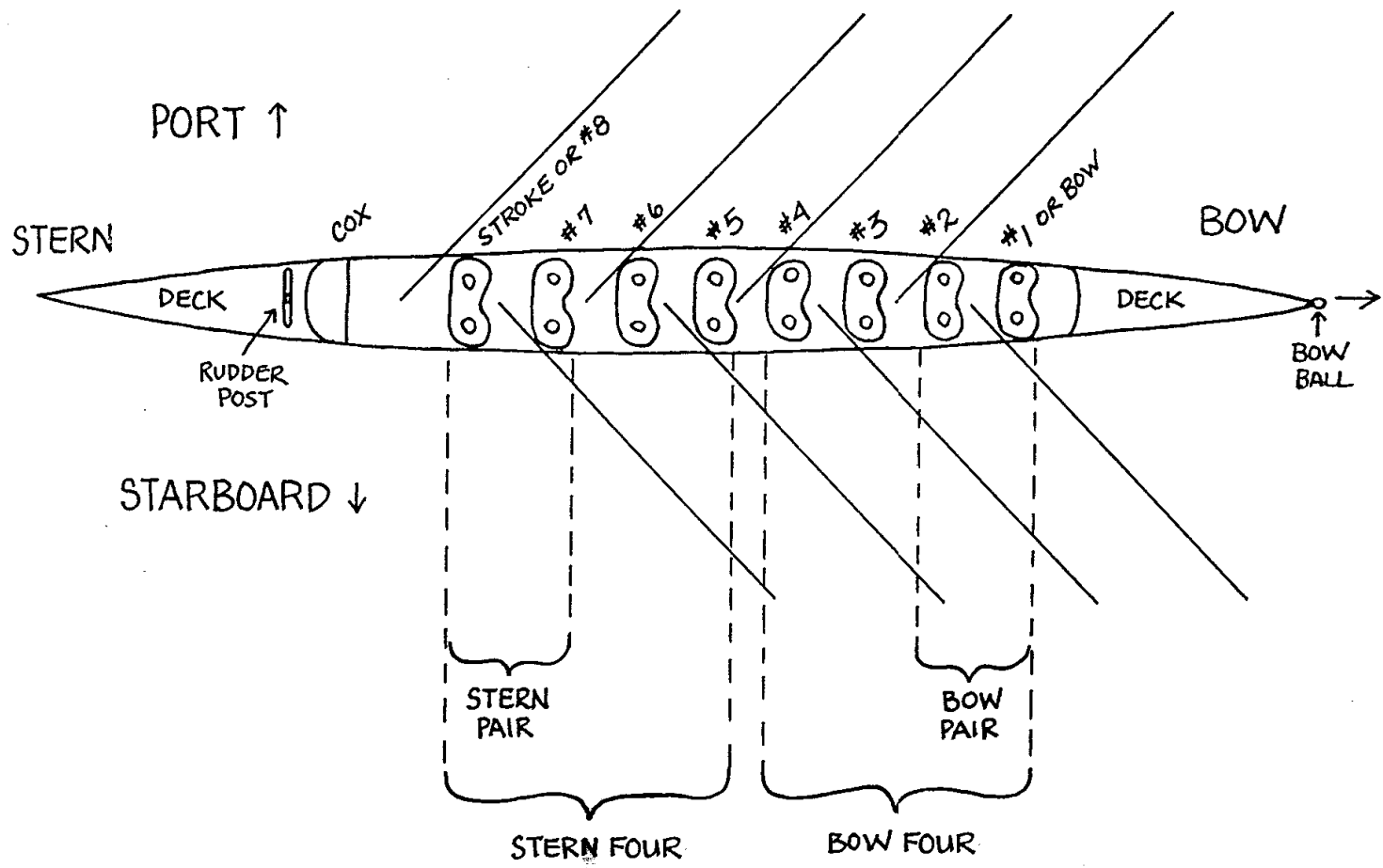
PROCESS IMPROVEMENT: UNIFIER OF THE LEARNING COLLABORATIVE

Pulling together across diverse organizations:

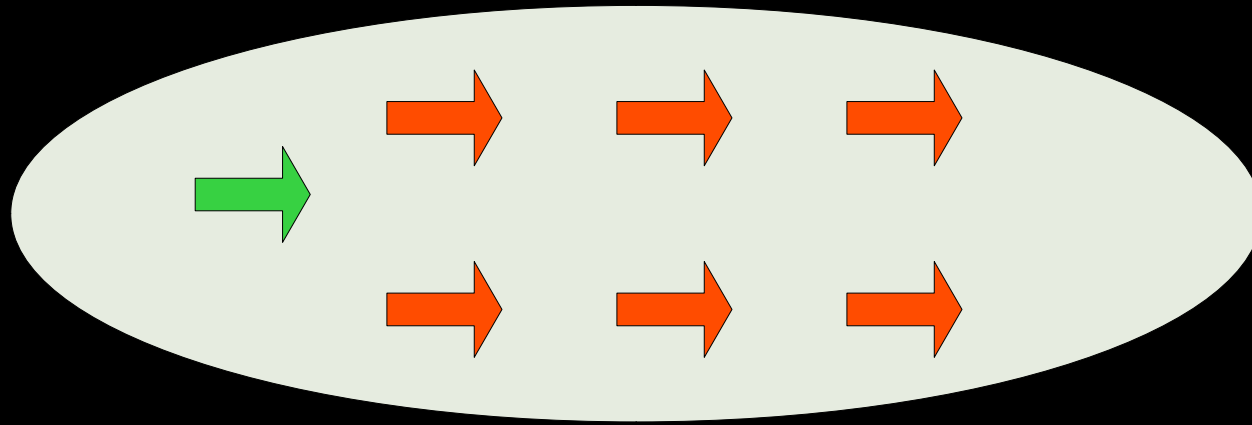
- MH/CD/DD
- Hospital/University/Agency
- For profit/NFP/Gov.
- Adult/children
- IP/OP/Res./Case Mngmt/Educ./Advocacy



SECTIONS OF THE BOAT



THE CHANGE TEAM:

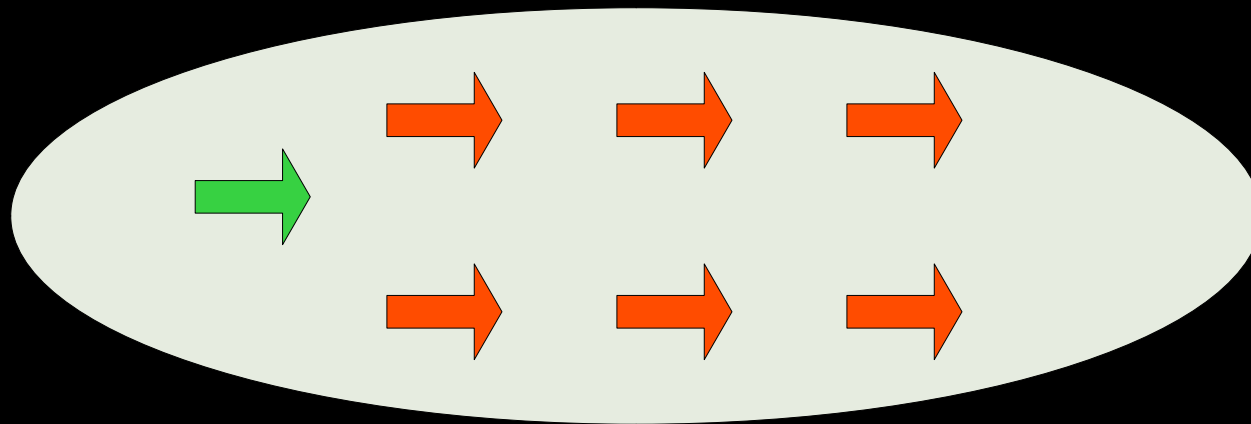


Keys to a strong change team



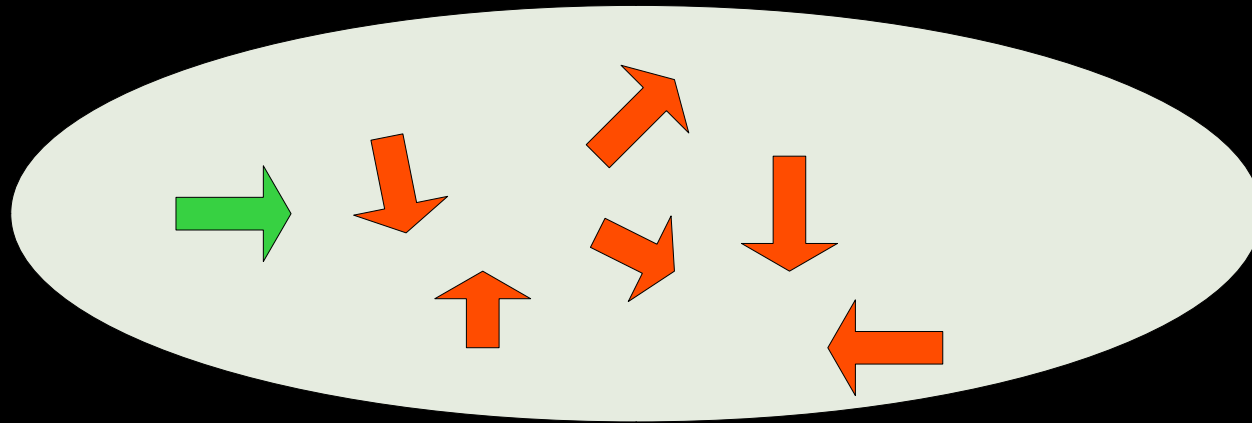
- Strong change leader
- Key stake holders: (All of the people you need, not a standing comm.)
- Diverse Team
- Inclusive Process (bottom up vs. top down)
- Executive sponsorship (don't just Green-light, Prioritize.
- Celebrate/ acknowledge
- Data Coordinator

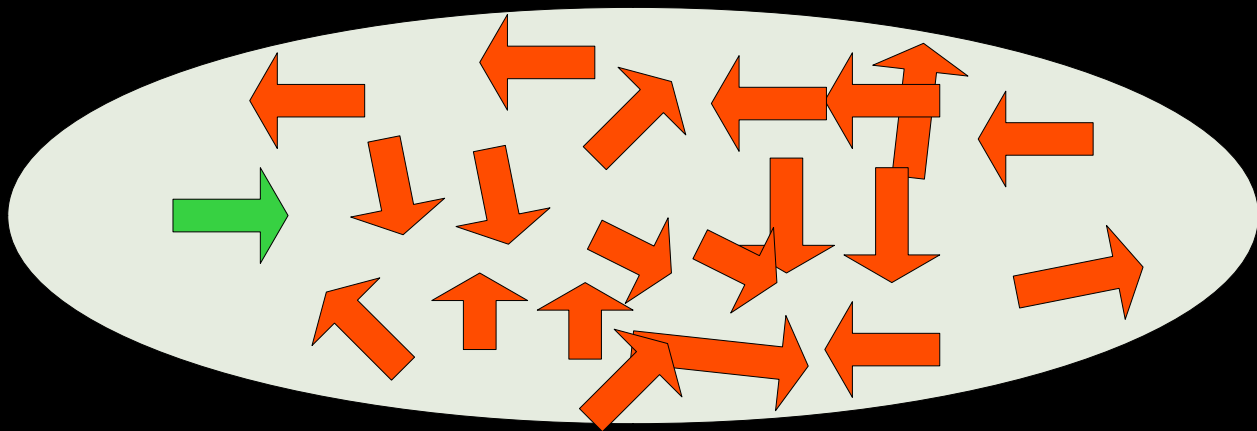
THE CHANGE TEAM: PULLING TOGETHER THE **CHANGE LEADER'S** ROLE

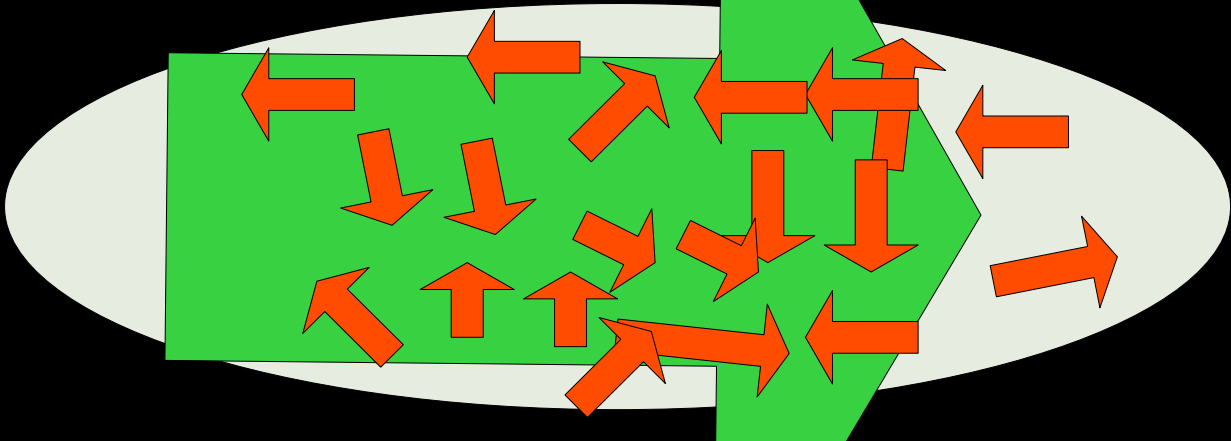


The **role of a coxswain** within a crew is to:

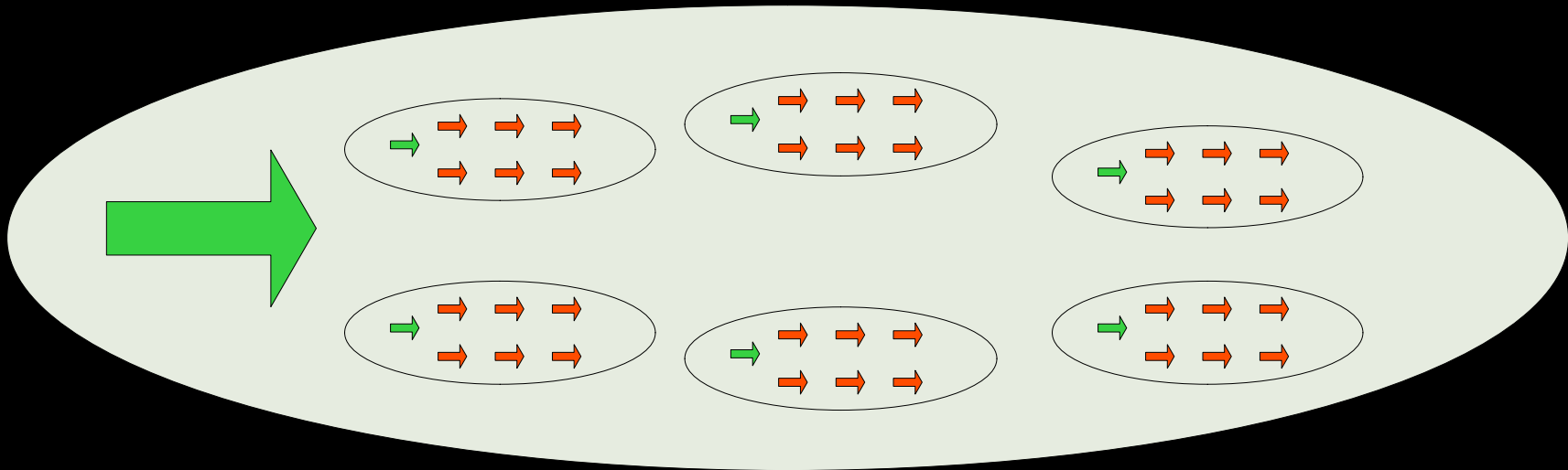
- Be in command of the boat
- Steer the boat
- Coach the crew
- Provide motivation and encouragement to the crew
- Inform the crew of where they are in relation to other crews and the finish line
- Make any necessary tactical decisions
- Keep the boat and rowers safe at all times



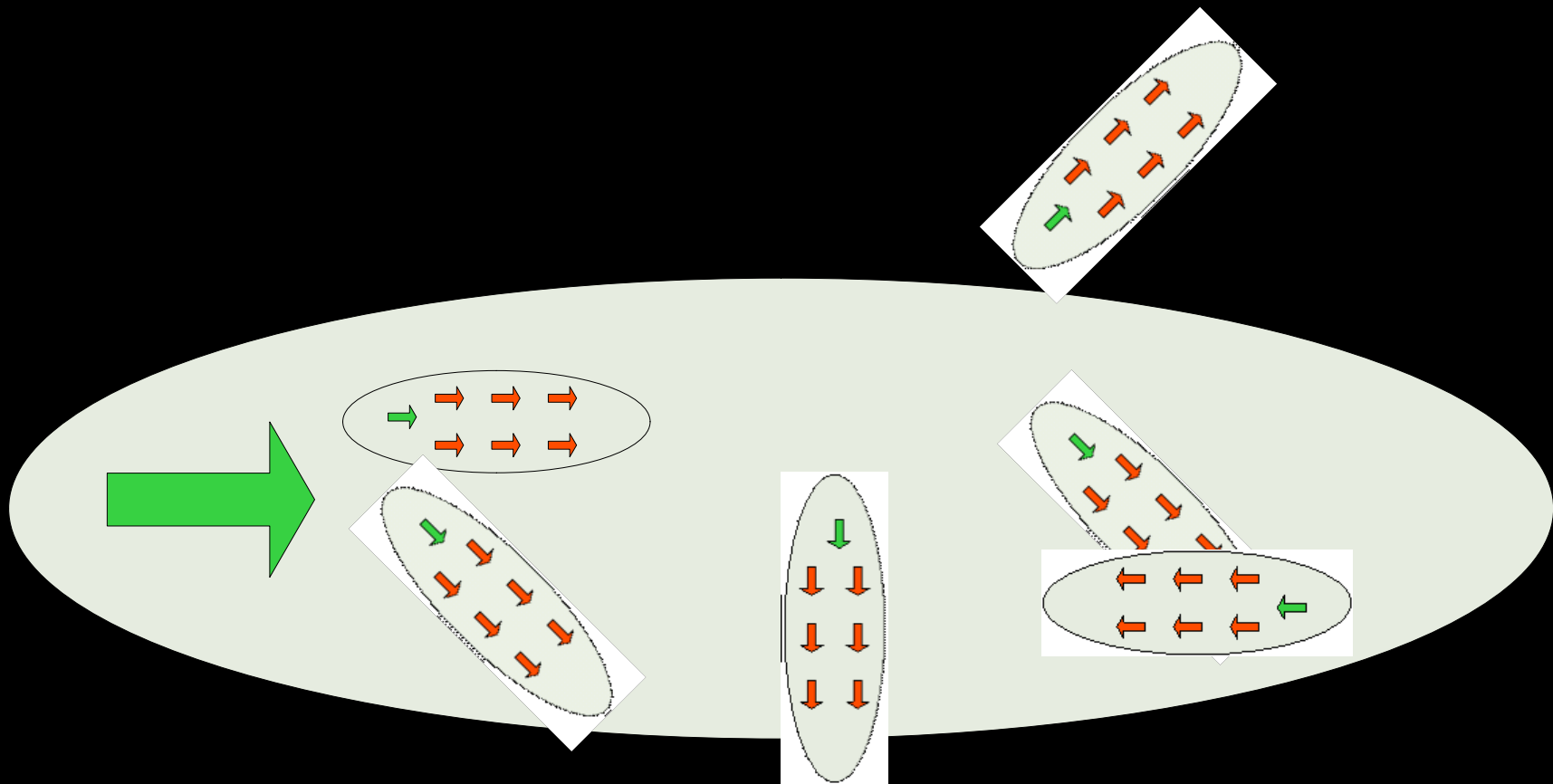




THE LEARNING COLLABORATIVE: A GROUP OF CHANGE TEAMS PULLING TOGETHER



A COLLABORATIVE IN NAME ONLY



Keys to a strong Learning Collab



- Strong change leader ✓
- Key stake holders: (All of the people you need, not a standing comm.) ✓
- Diverse Team ✓
- Inclusive Process (bottom up vs. top down) ✓
- Executive sponsorship (don't just Green-light, Prioritize.) ✓
- Celebrate/ acknowledge ✓
- Data Coordinator ✓

How do you pull Together???



THE CULTURE OF LEARNING COLLABORATIVES

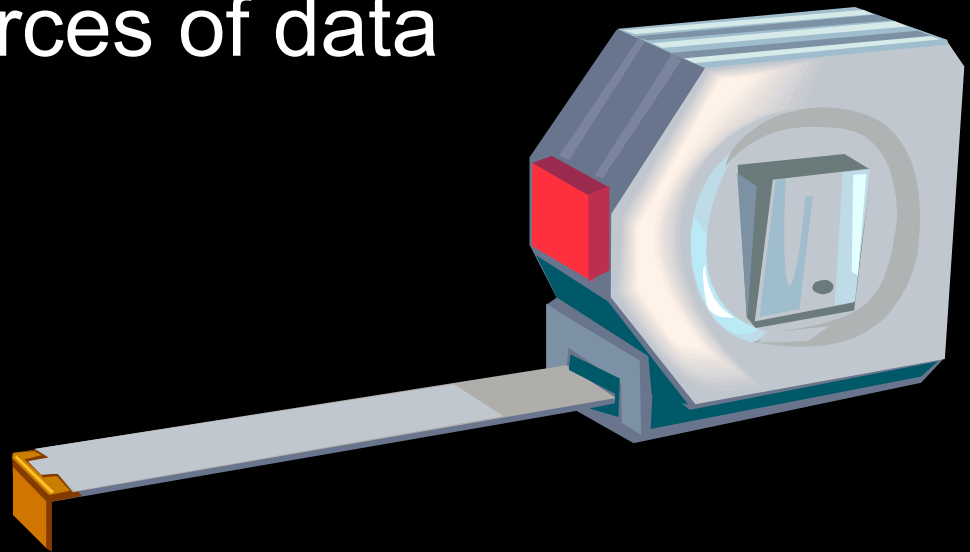
- Data Driven
- Dialogue and Discussion
- Transparency
- Celebrate

THE CULTURE OF LEARNING COLLABORATIVES

- **Data Driven**
- Dialogue and Discussion
- Transparency
- Celebrate

Measurement

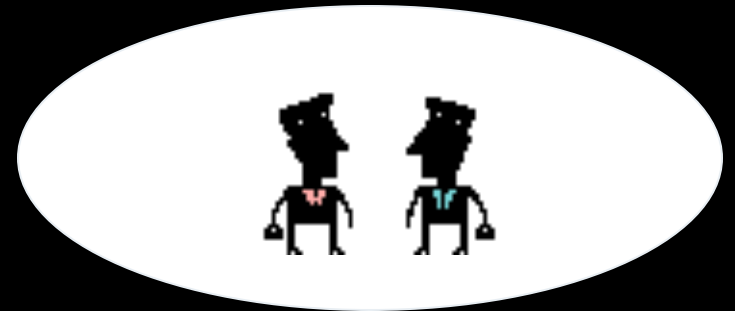
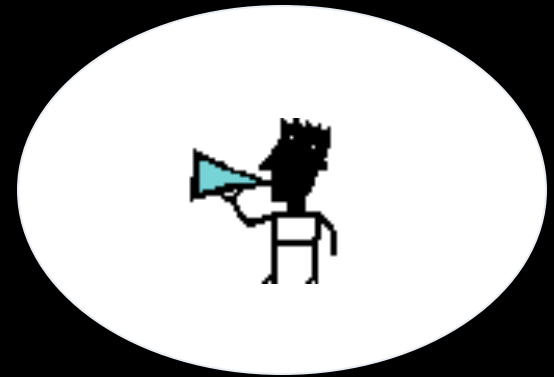
- Baseline Data
- Keep it simple/manageable
- Sustainability
- Use existing sources of data
 - Hard & Soft
- Real time data



THE CULTURE OF LEARNING COLLABORATIVES

- Data Driven
- Dialogue and Discussion
- Transparency
- Celebrate

Dialogue Vs. Discussion



David Bohm: On Dialogue (Peter Senge 5th Discipline)





“Discussion”

- Same root as “Percussion”
- Batting ideas around,
- polarities



Right-----wrong

This----that

Yes-----no

Do----don't

Go-----stop

In-----out

“Dialogue”

- Not 2
- Logos= “the Word”
- Dia= “Through”
- Stream of meaning
- Suspending judgment



- **Q:** Is a Dialogue always better than a Discussion?
- **A:** It Depends on what you are trying to achieve.
- Example: Stop the Bleeding Vs. Strategic Planning

THE CULTURE OF LEARNING COLLABORATIVES

- Data Driven
- Dialogue and Discussion
- **Transparency**
- Celebrate

Transparency



Transparency at Toyota

- “Make problems visible”
- “Mutual ownership of problems”



Transparency Challenge

- Something you do well.
- Something your organization does well.
- Something you do poorly.
- Something your org. does poorly

A challenge for a LOCAL Learning Collab.

THE CULTURE OF LEARNING COLLABORATIVES

- Data Driven
- Dialogue and Discussion
- Transparency vs. Competition
- Celebrate

**Make sure
it's fun!**



Motivate the Collaborative members

- Record and celebrate success (need data)



- Acknowledge performance of team members, and whole change teams



- Pay them



PULLING
TOGETHER



*Thank
You!*