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Cross Sector Collaboration: Working with Hospitals

Writing Notes

Type Here.....

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LEGAL OR SAFETY CONCERNS

NO CLEAR DISCHARGE PLAN

CLIENTS MAY NOT BE THEIR OWN BEST HISTORIANS FOR A VARIETY OF REASONS

LACK OF STAFFING OR RESOURCES

FEAR OF LIABILITY

MENTAL HEALTH, SUBSTANCE USE OR BEHAVIORAL CHALLENGES

FEAR OF DISRUPTING EXISTING HOUSEMATES

COMPLEX MEDICAL NEEDS

Limited Access to Health Records

RIGID ADMISSION CRITERIA

Uncertainty Around Community Support If Things Go "Wrong"

Incomplete or Missing Client History

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Cross Sector Collaboration: Working with Hospitals

Case Examples

1 Case Example (Michael)

2 Case Example (Zak)

3 Case Example (SH)

4 Case Example (CC)

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Cross Sector Collaboration: Working with Hospitals

Reframing

- Based on our experiences (not research)
 - can be adapted for your own needs
 - what works for you is important
- Can other models help us understand
 - what thinking problems could be interfering
- Helpful frameworks
 - Principled negotiations
- Working together
 - What do you bring to the table
 - How to ask for what you need



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Cross Sector Collaboration: Working with Hospitals

Principled Negotiations

- Preparation is key
- Interest (not positions)
 - Explore openly – don't assume
 - Indicate that we all share the same interest (welfare of the person)
- Exploring all options
 - Don't jump to solutions
 - Wait and sit with multiple ideas – “hold them” and allow time to think
 - Don't discount ideas that have not been tried
- Standards of fairness (objective criteria)
- Communication
- Check in



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Cross Sector Collaboration: Working with Hospitals

Things to Consider

- Negativity bias
 - Filtering out positive
 - Feel like the negative is true
 - One thing is going badly, so that means everything will go badly
- How system issues can block innovation
 - What's the point – whole system is broken
 - Learned helplessness
 - Overwhelmed with complexity

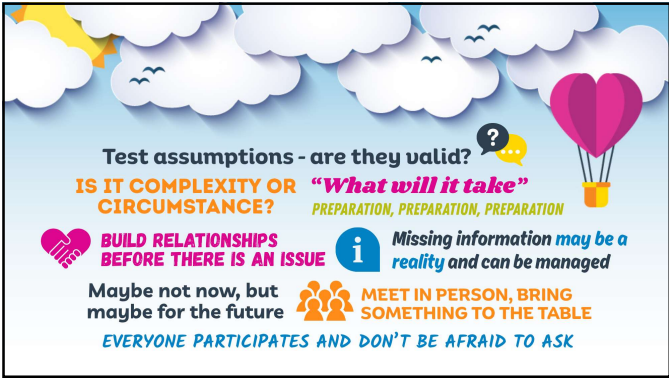


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Test assumptions - are they valid?

IS IT COMPLEXITY OR CIRCUMSTANCE? **"What will it take"**
PREPARATION, PREPARATION, PREPARATION

 **BUILD RELATIONSHIPS BEFORE THERE IS AN ISSUE**

 **Missing information may be a reality and can be managed**

Maybe not now, but maybe for the future  **MEET IN PERSON, BRING SOMETHING TO THE TABLE**

EVERYONE PARTICIPATES AND DON'T BE AFRAID TO ASK

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Questions

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