
CONFERENCE ABSTRACT**From transactional client relations to transformational integrated partnerships to deliver maximum value to the patient: A discussion on key success factors and outcomes**

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Shelby Fisch¹, Amir Soheili

1: SE Health, Canada

Introduction

The shift towards Ontario Health Teams and the changing healthcare landscape has created a necessity for organizations across the continuum of the patient journey to work together for optimal patient outcomes. Since January 2013, SE Health rehab services have been contracted out to Mackenzie Health for all its hospital programs. Success of this partnership is leading the way to expanding fully integrated care for patients undergoing total hip and knee replacements, ALC management and transitions across the system.

Aims Objectives Theory or Methods

Changing the mindset from a transactional relationship to a strategic partnership requires organizations to focus on joint outcomes with a solutions-oriented approach. This collaboration leads to innovation in the health space and creates value for healthcare through enhancements for patients and staff, financial gains and improved outcomes. Together we created a partnership agreement utilizing a robust engagement process inclusive of senior leadership, management, front line clinicians and patient and family advisors. The result was a shared accountability model with a joint focus on partnership goals, involving shared risk and performance incentives.

Highlights or Results or Key Findings

This outstanding partnership model has led to optimized clinical, financial and organizational outcomes. Results include: 38% increase in patient rehab minutes; 26% increase in FIM efficiency; 16% increase Case Mix Index CCC program; 19% decrease LOS in Total Joint Replacements; 94% patient satisfaction; and, enhanced communication across team members and management. Through this innovative partnership, we learned that key success factors include: Alignment of vision and values: Experiences and Innovation; Engagement with leadership, clinicians and patients; Communication and Collaboration; Transparency and trust; Joint accountability on performance. Successful partnerships must be created with a fundamental alignment towards a shared, long-term vision focused on clinical and system outcomes.

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Conclusions

In the evolving health care landscape, it's vital that organizations continue to push boundaries and break down silos to innovate and achieve desirable results. We have been at the forefront of creating partnership solutions; removing system barriers; and, working with a shared vision to enhance care and organizational outcomes.

Implications for applicability/transferability sustainability and limitations

Our goal is to help leaders and organizations to focus on transforming partnerships towards outcomes. We will share tools and methods to help build collaborative and amenable care relationships that result in a long-term, shared investment in innovation and the attainment of clinical and system outcomes.