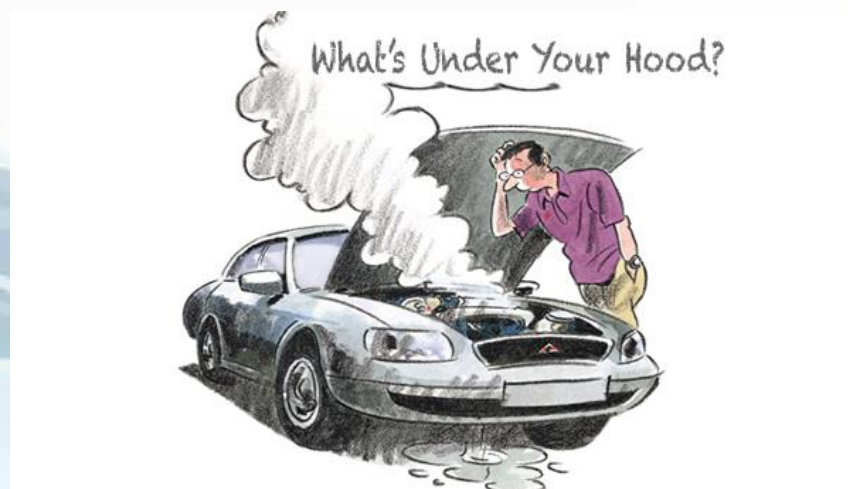


“Under the Hood”

Multi-stakeholder initiatives and Health Reform

Learning from the front lines— A Collective Impact Perspective



ICSI Institute for Clinical
Systems Improvement
Transforming health care, together

Coming together.....

Aligning Forces for Quality

Improving Health & Health Care in
Communities Across New Mexico

An initiative of the New Mexico Coalition for Healthcare Quality and the Robert Wood Johnson Foundation, with additional funding provided by HealthInsight New Mexico.



North Texas Specialty Physicians

Our passion is quality. Our motivation is you.

But in different ways, with different participants

ICSI Institute for Clinical
Systems Improvement
Transforming health care, together

The Question before us...

- Where and how can states/collaboratives support provider efforts to facilitate delivery and payment reforms?



Collective Impact
Collective Impact efforts typically have 5 conditions.



Definition of Collective Impact

“The commitment of a group of important actors from different sectors to a **common agenda** for solving a specific social problem.”

-- John Kania & Mark Kramer,
FSG Social Impact Advisors,
Stanford Social Innovation Review
Winter 2010

What is Collective Impact?

Decentralized...

Yet highly aligned approach...

That brings diverse sectors and organizations together...

To achieve a common set of results across the community...

5 Elements of Collective Impact

- Common agenda
- Shared measurement systems
- Mutually reinforcing activities
- Continuous communication
- Backbone support organization



– John Kania and Mark Kramer,
Winter 2011

Common Agenda

- Define the challenge to be addressed.
- Agree we need to work together to succeed
- Establish clear and shared goal(s) for change.
- Identify principles to guide joint work together.



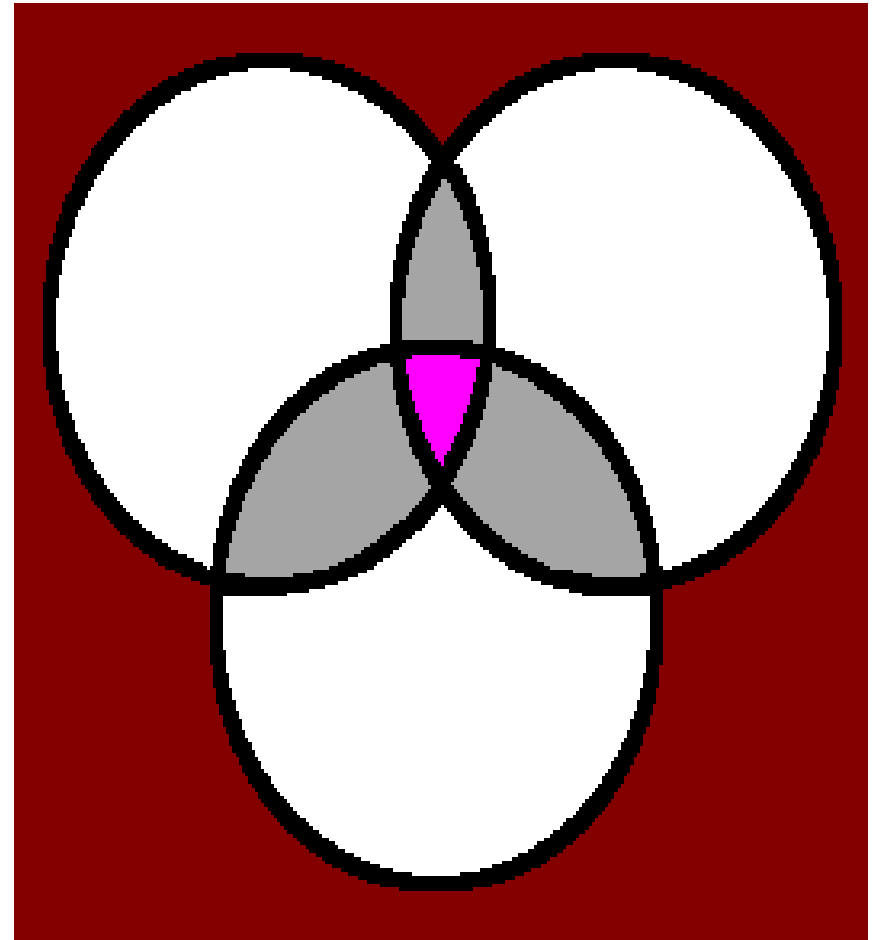
Shared Measurement

- Identify key measures that capture critical outcomes.
- Establish systems for gathering and analyzing measures.
- Need to share data



Mutually Reinforcing Activities

- Agreement on key outcomes.
- Different activities yet coordinated
- Complementary – sometimes “joined up” - strategies to achieve outcomes.



Continuous Communication

- Create formal and informal approaches for keeping people informed
- Communication is open and reflect a diversity of styles
- Difficult issues are surfaced, discussed and addressed
- Helps support motivation



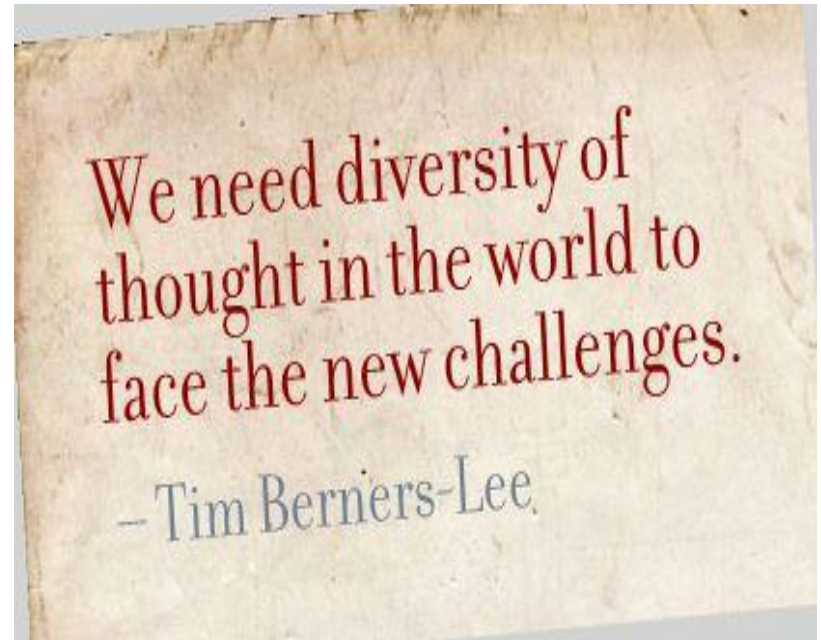
Backbone Organization(s)

- Guide vision & strategy
- Bring parties together, provide technical assistance
- Perceived as “neutral” by involved participants
- Build public will
- Mobilize funding



Framing today's discussion.....

- Different perspectives
- Different goals
- Different partners
- Different locations
- Different cultures
- Different areas of focus



Questions for discussion -- assessing Collective Impact role

- Was there a clear understood goal, and what would the value be in having that?
- How is the effort being measured?
- Describe methods for coordinated work
- What is the communication plan?
- Who supported the effort? (Was there a “backbone organization”?)

Finding the common themes

- What did we hear?
- From the different viewpoints provided, what could be done differently?
- Were there common issues we could work on irrespective of our perspective?
- Where do we go from here?

