jive work better together®

Connecting Clinicians Across the Care Continuum

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Directory of Healthcare
Jive Software

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#Jivecast
@JiveSoftware

Healthcare Fragmentation

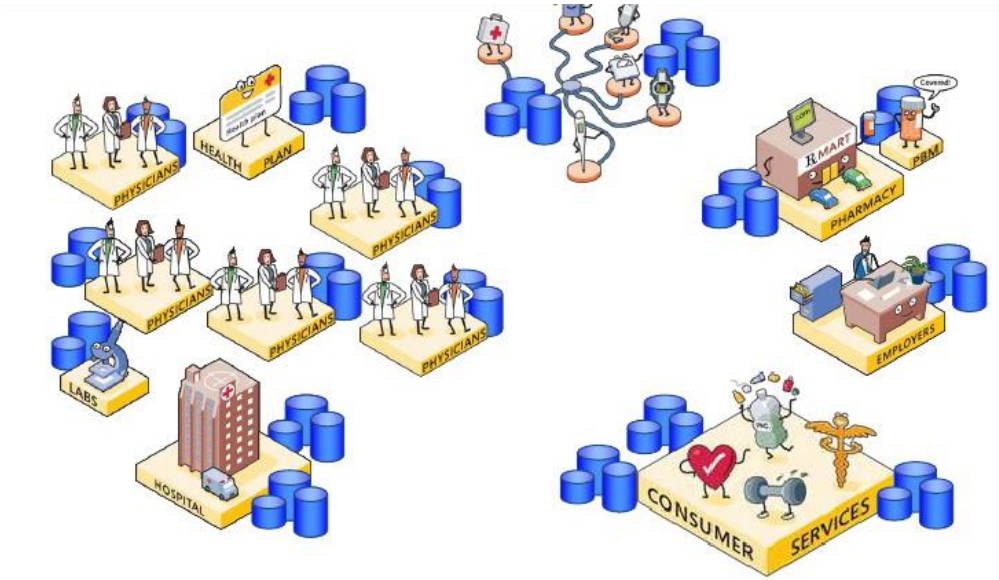
“Close coordination is problematic in the U.S. healthcare system because the financing and delivery of care is distributed across a variety of distinct and often competing entities, each with its own objectives, obligations, and capabilities. These fragmented organizational structures lead to disrupted relationships, poor information flows, and misaligned incentives that combine to degrade care quality and increase costs”

Organizational Fragmentation and Care Quality in the U.S. Healthcare System

- Journal of Economic Perspectives

Causes of Healthcare Fragmentation

- Siloed data systems
  - Multiple EHR’s, clinical and reporting systems



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Causes of Healthcare Fragmentation

- Siloed data systems
  - Multiple EHR's, clinical and reporting systems
- Outdated communication processes
  - Email, fax, memos, flyers

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- Fragmented communications tools
  - Email, secure texting, LMS, CRM, intranets

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Causes of Healthcare Fragmentation

- Siloed data systems
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- Outdated communication processes
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- Fragmented communications tools
  - Email, secure texting, LMS, CRM, intranets
- Dispersed staff
  - Staff and Non-staff physicians

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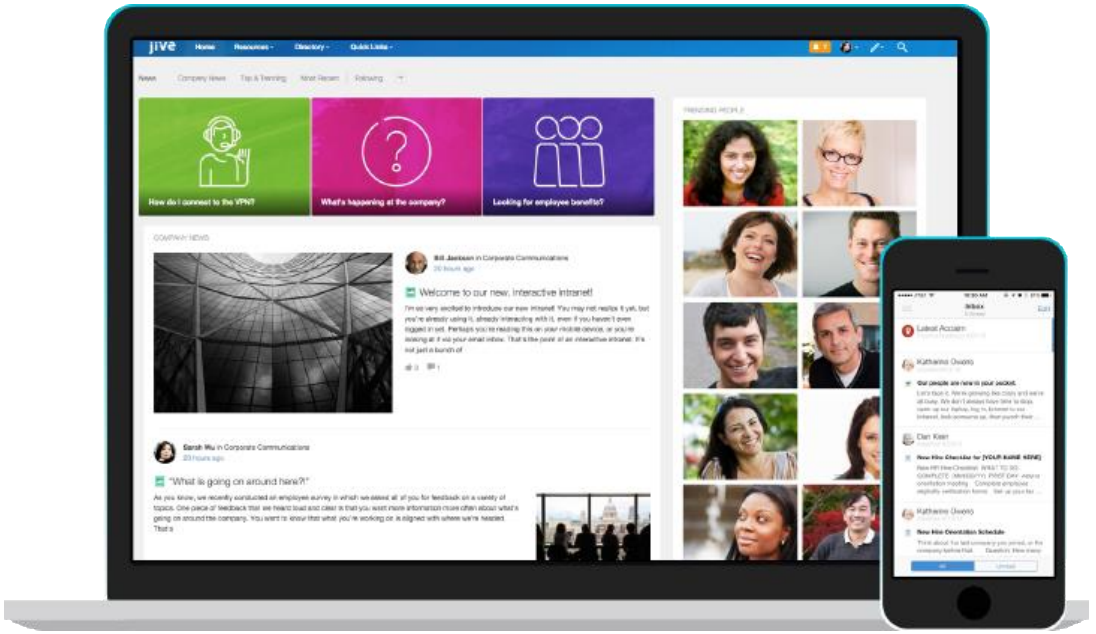
Jive Software

- Jive connects all staff (clinical and non-clinical), information and systems into **a single digital workplace**.

- Jive delivers a **secure, HIPAA compliant, out of the box platform**, empowering new ways of working. Allowing you to reduce fragmentation and better coordinate across the care continuum.



HIPAA COMPLIANT

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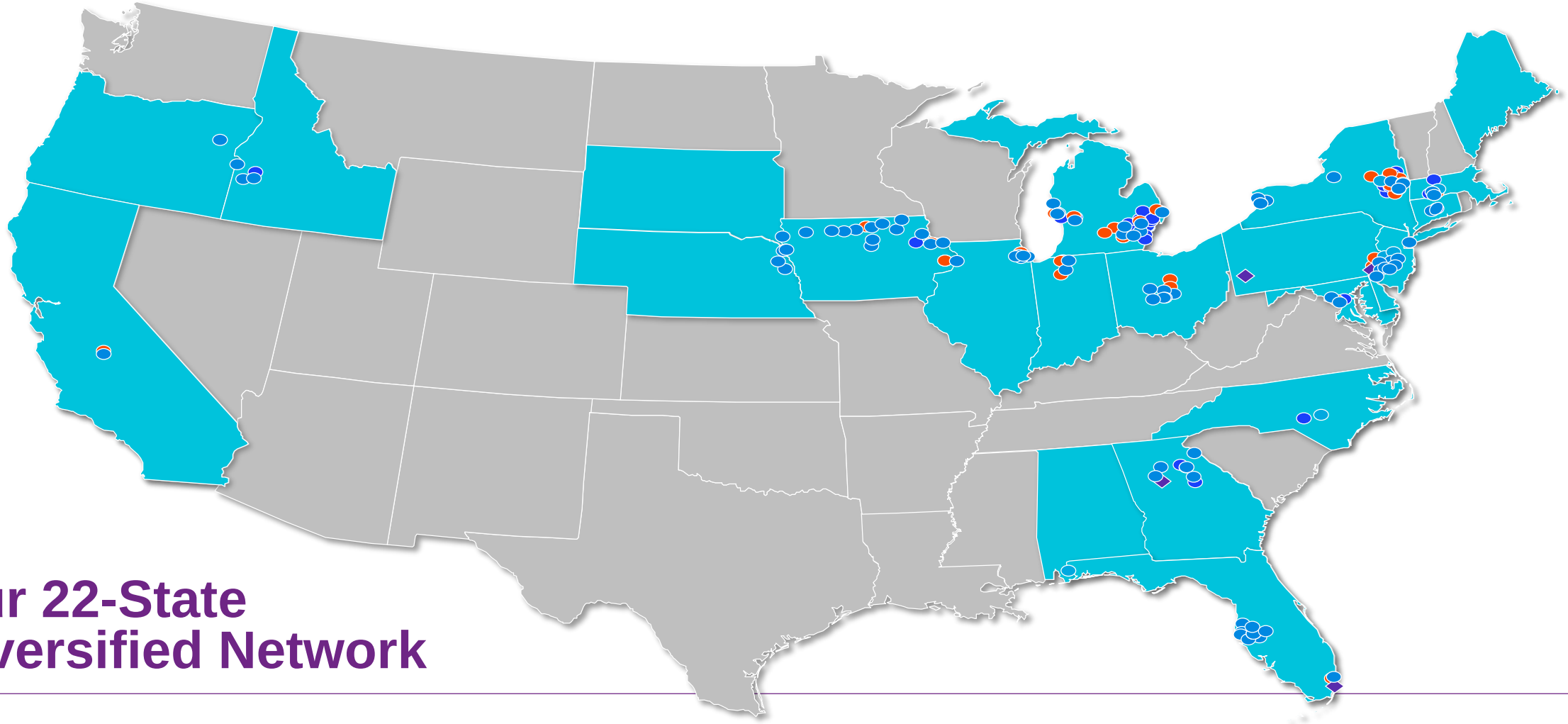
Introducing **Amy Castillo** from Trinity Health



Our 22-State Diversified Network

- 93 Hospitals* in 20 Regional Health Ministries**
- 4 Mission Health Ministries
- 3 National Health Ministries***
- 5,300 Employed Physicians
- 120 Continuing Care Facilities
- 14 PACE Center Locations
- 47 Home Care & Hospice Locations Serving 116 Counties
- 23,900 Affiliated Physicians

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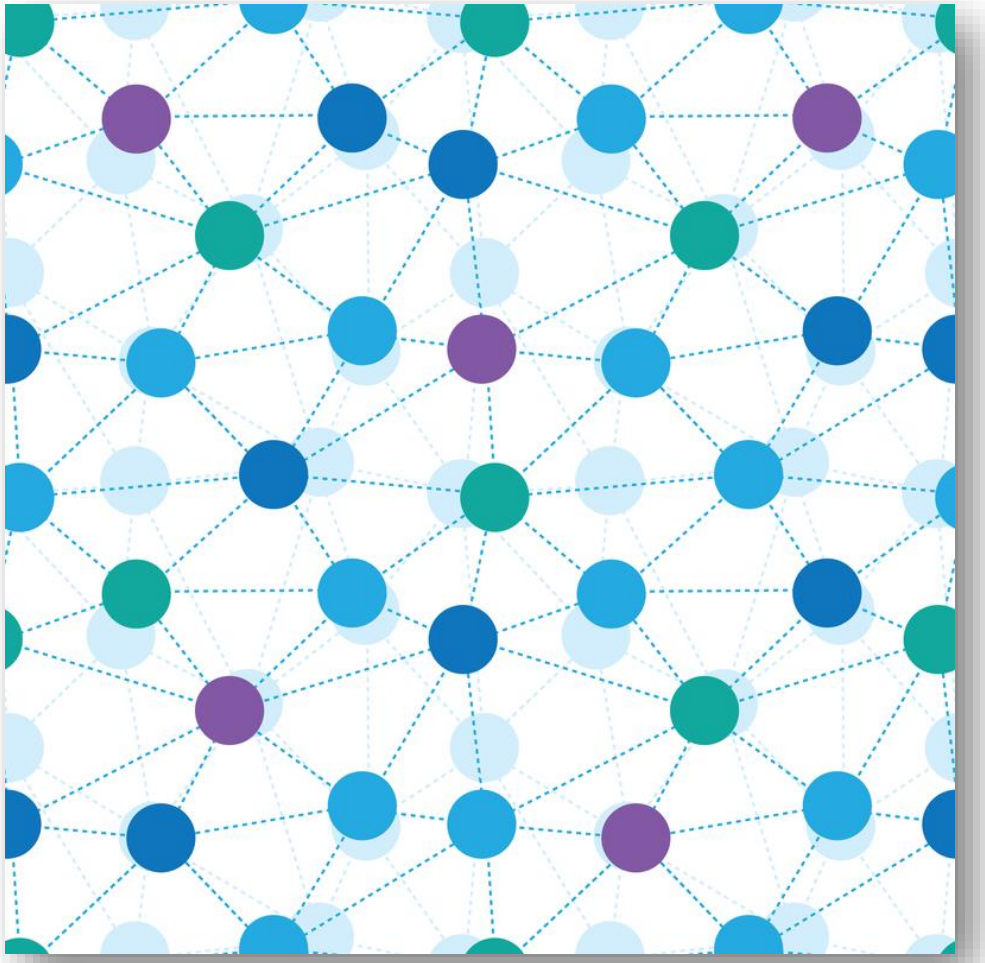
Connecting the Dots (and People)

Today's two key use cases:

- Connecting Communities
- Virtual Summits



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Polling Question

What is your biggest communication challenge with clinicians in your health care system?

- Geography – locations spread out among many states
- Time - Different shifts and time zones
- Frequency - Only meet once-a-month on a conference call
- Engagement - Clinicians are not engaged in the conversation

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Connecting Communities

Challenge – Connecting Clinicians

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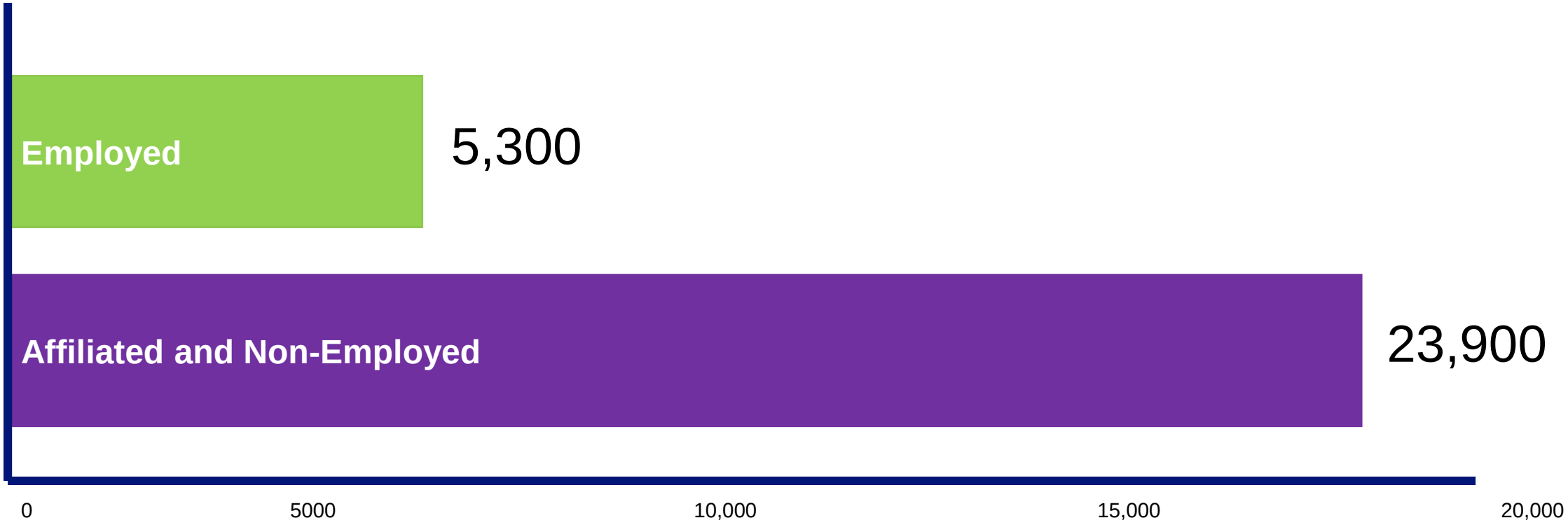
Our Providers



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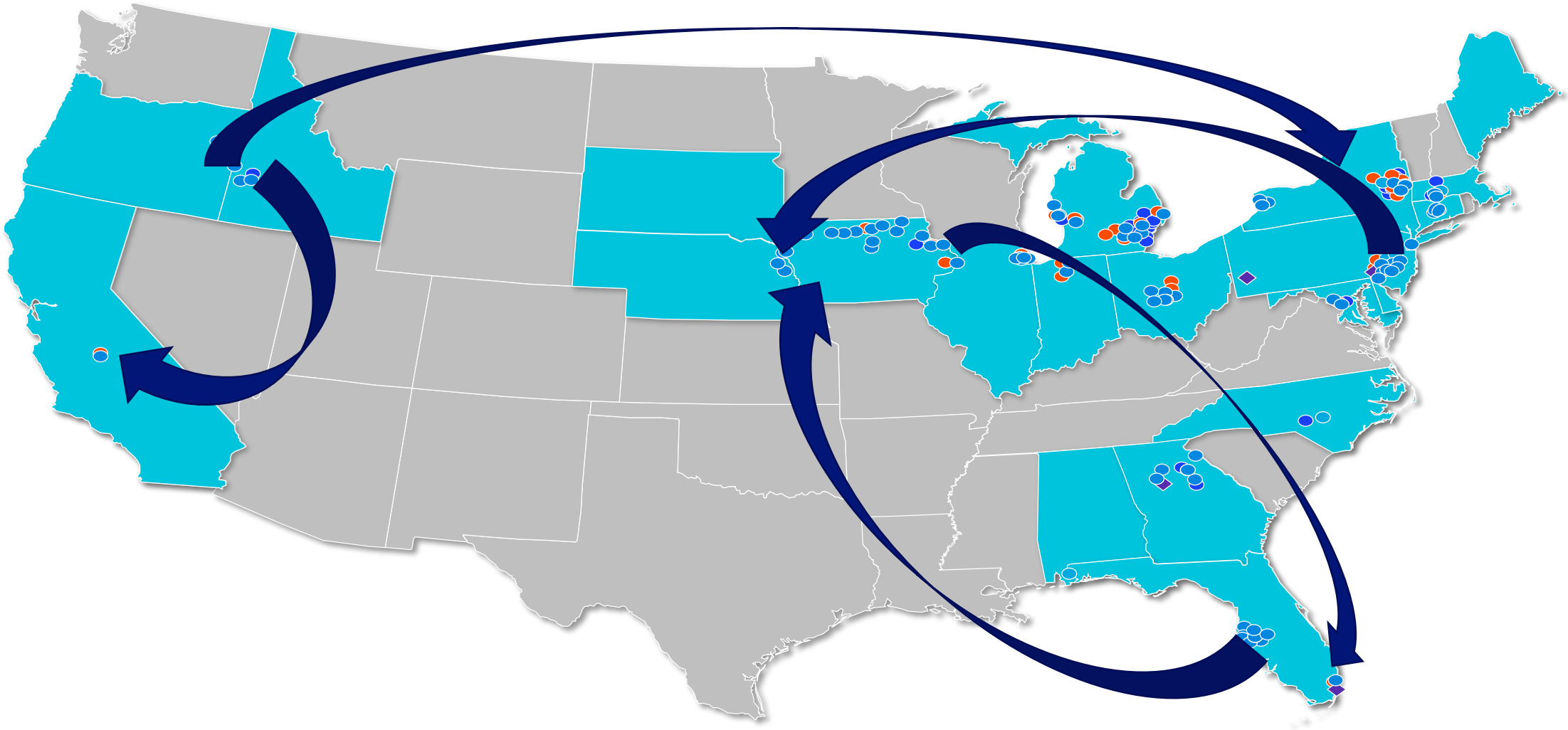
Our Providers



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Our Opportunity

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JIVE RESOURCES

Profile and Avatar
Notifications
Ask a Question
Posting a Comment
Uploading a File
Other Jive Resources

CATEGORIES

Integrated Care Coordination Work

Scorecards

Tools

WELCOME TO THE INTEGRATED CARE COORDINATION SITE

Click the video on the right to hear more about this Jive site.
This site is designed to be the one stop shop for leaders working across the continuum of care to access content, share best practices and collaborate with your peers. You can access multiple sites from this site by clicking on the puzzle pieces below related to care coordination work.

We hope you discover a lot of new information and peers here. Please let us know how we can continue to improve and evolve this space to best support your work.

Three things you can do to get started on this site include:
1. Set Notifications
2. Check out contents in the Categories folders to the left
3. Ask any questions you have about this site
4. Click on the puzzle pieces below that are relevant to your work and ask to join these groups.

FEEDBACK ABOUT THIS SITE

Do you have feedback about how to improve this group? Contact Linda Keenan at Linda.Keenan@trinity-health.org

SEARCH WIDGET

Search

Search

ASK INTEGRATED CARE COORDINATION

Type your question

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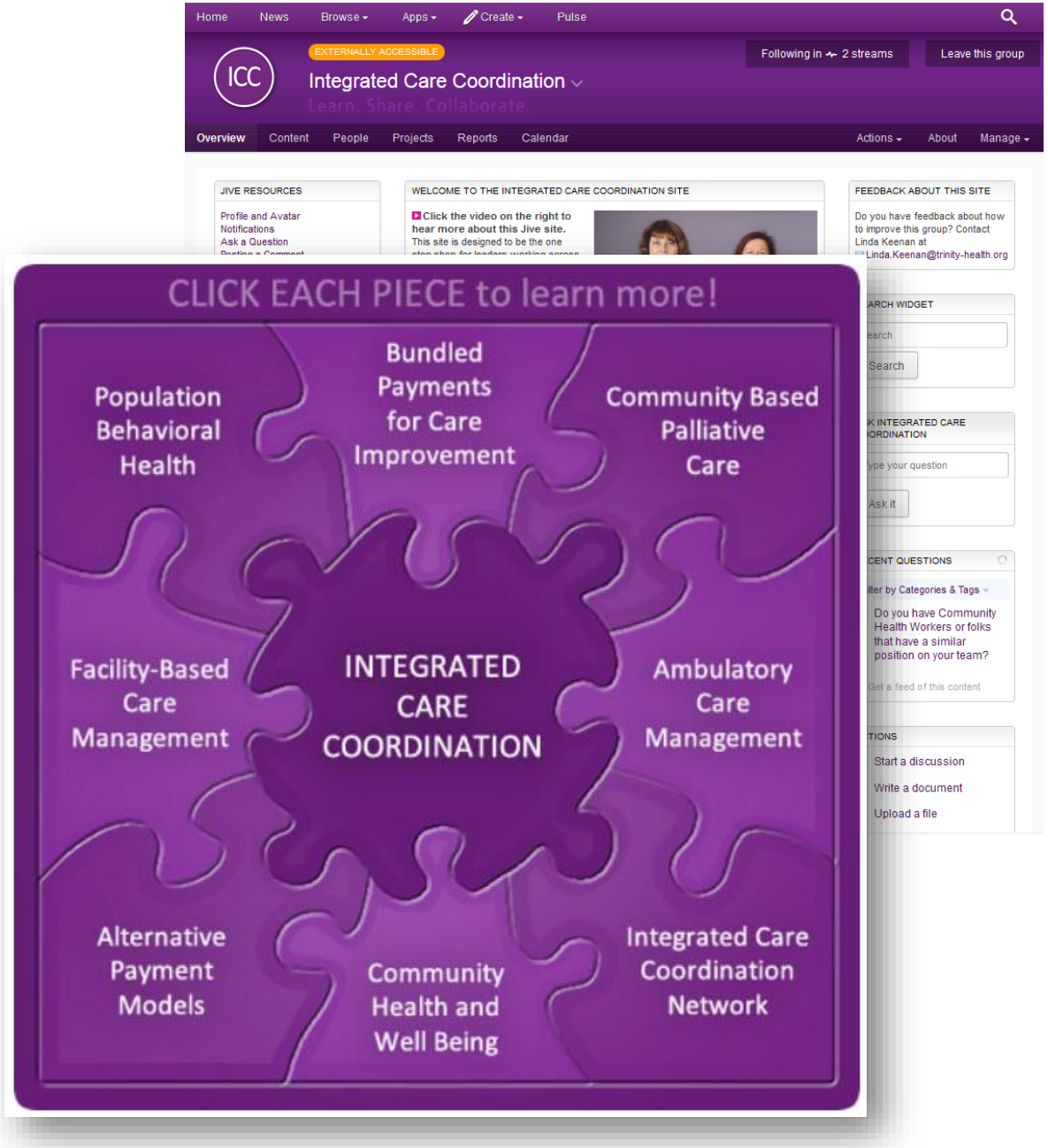
Our Jive Solution

- Nine Separate Communities
  - Home Page and 8 Communities
  - All externally accessible
  - All private and secure
- Clickable Puzzle Image Map
  - One-click access
  - Created paths to discovery



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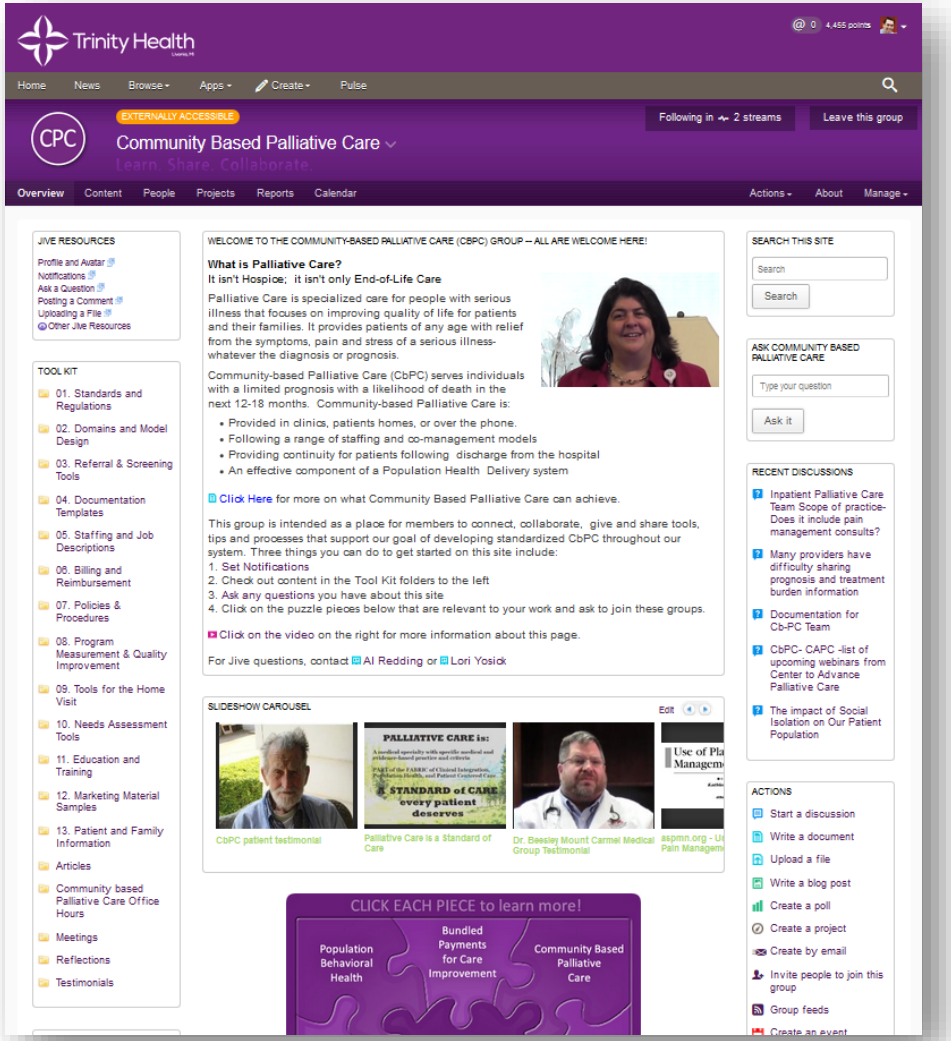
Community Based Palliative Care Group

- New provider roles
- New model with traditionally local, organic growth
- Leader drove engagement
  - Stopped email distributions
  - Posted only on Jive
  - Redirected 1:1 communications to Jive
  - Publicly recognized members for participating!



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Virtual Summit

Business Challenges and Solution

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Problem

- Limited group of colleagues allowed to participate

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What is the Virtual Summit Model?

- Pre-event, synchronous, and post-event communication, collaboration, and content sharing in Jive
- Pre-event enrollment, connection and collaboration, and distribution of materials through the Jive Community
- Synchronous interactive table-top exercises that local teams discussed in small groups and reported back in Jive
- Use of interactive polling to gather direct and dynamic audience feedback during the learning session
- Use of WebEx for the capture and packaging of the live presentation

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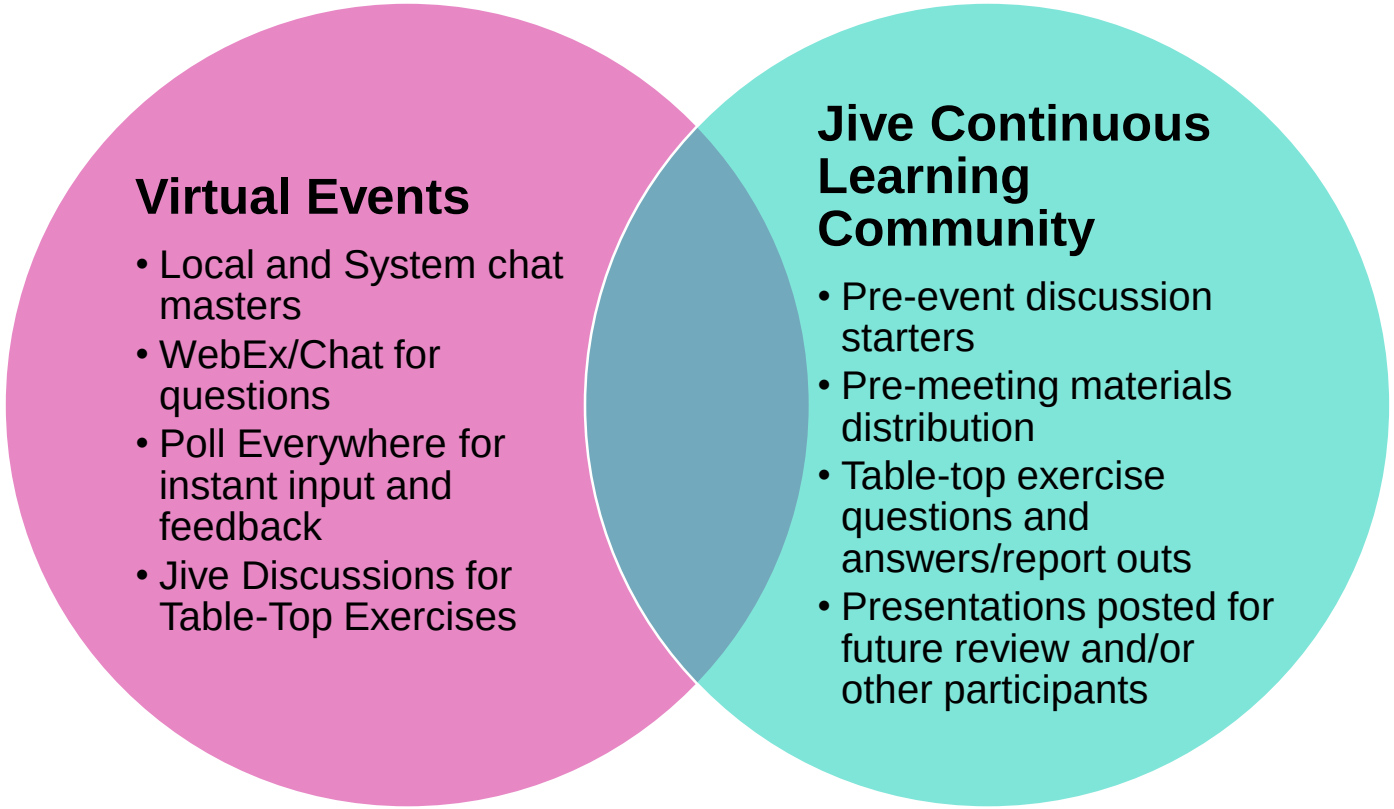
CLD Solution: Continuous Classroom

- Initial two day “Clinical Leadership Development” virtual learning summit, followed by monthly virtual learning sessions
- Engaged **over 400 clinical leaders** across Trinity Health in first ever CLD “Bootcamp” event and monthly participant averages about 100-150 participants
- First time that we used a “continuous” classroom environment virtually to support a live large-scale event



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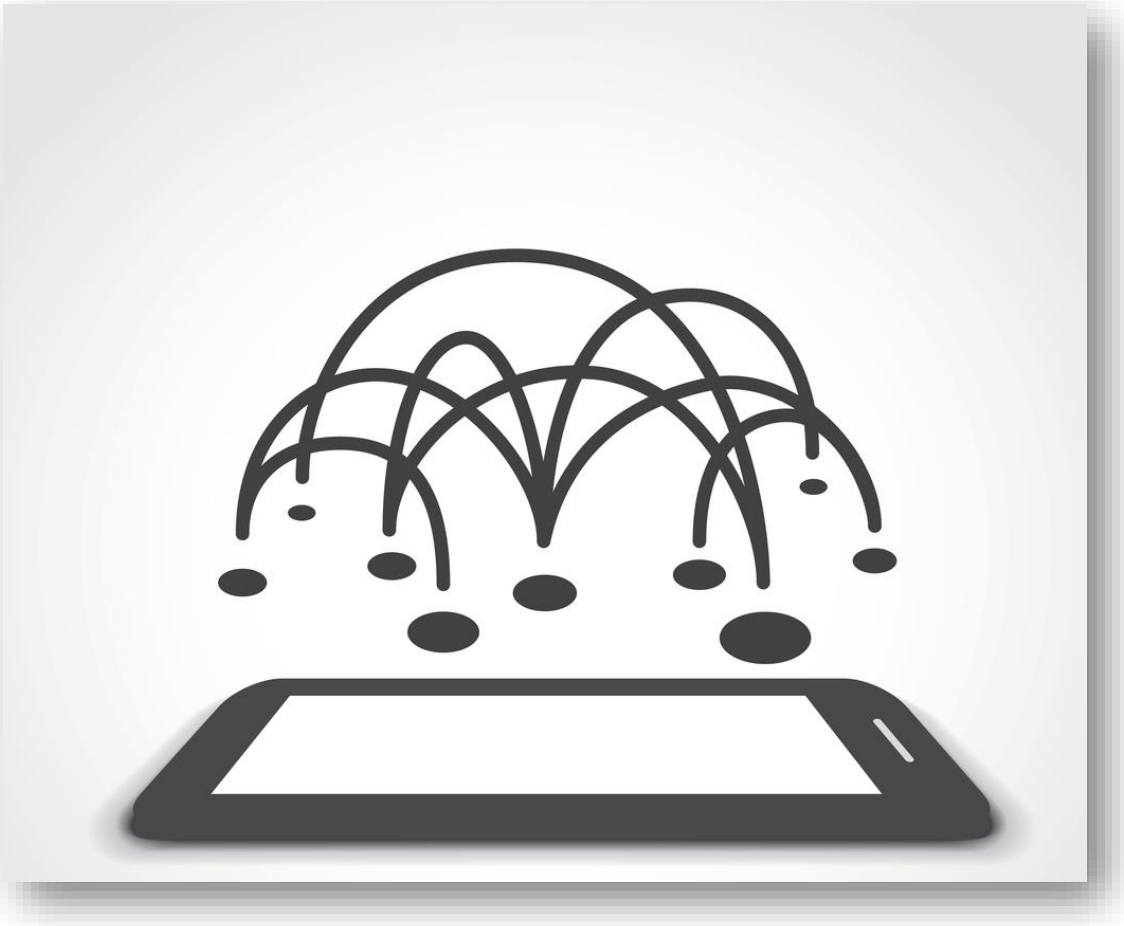
Benefits

- Reduced expenses significantly – we have saved approximately $250,000 for the 5 summits we have completed so far
- Provided national access to significantly larger audience for learning and collaboration
  - We were able to increase participation by 150%, more than 3 times the number of people that we could invite to an in-person summit
- Reduced time and expenses for presenters and clinicians that could join virtual sessions
- Poll Everywhere and Jive discussions used for engagement and knowledge checks during the event
- Recorded presentations provided on-demand continuous learning videos available in Jive for CME and asynchronous collaboration



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EXTERNALLY ACCESSIBLE

Clinical Leadership Development

Following in 1 stream | Leave this group

Overview | Content | People | Projects | Reports | Calendar | Actions | About | Manage

UPCOMING EVENTS

- April CLD Learning
  4/17/17 12:00 PM
- June CLD Learning
  6/19/17 12:00 PM
- August CLD Learning
  8/21/17 12:00 PM
- October CLD Learning
  10/16/17 12:00 PM
- December CLD Learning
  12/18/17 12:00 PM

FIND CONTENT

- ACOs: MMSP to Next Generation ACOs
- Advocacy
- BPCI
- Building, Leading and

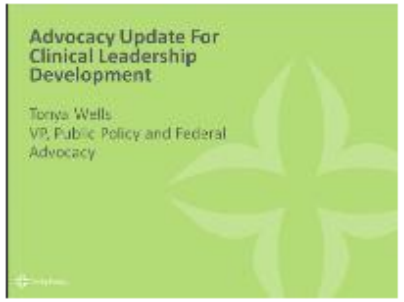
CLINICAL LEADERSHIP DEVELOPMENT: WHAT DO I DO HERE?

Welcome to the Clinical Leadership Development community!
This community will allow you to learn, share and collaborate with physicians and clinicians across the system as we transform our healthcare delivery system. This learning community will feature:

- Information about Clinical Leadership Development
- Presentations for each of the learning sessions
- Recordings of the previous sessions
- Discussion forums to ask questions of speakers and other physicians/clinicians about this content
- CME information

FEBRUARY CLD LEARNING

Edit



Advocacy Update - February 20, 2017

BPCI Physician Champions and Engagement

ASK THE COMMUNITY

Type your question

Ask it

DISCUSSION FORUM

Filter by Categories & Tags

- Advocacy: What are you most concerned about with what you are hearing about what is going on in Washington, D.C. , related to Healthcare?
- Re: Table Top Exercise 2: What steps would the organization need to take to make changes to the scope and focus of key physician leader roles?
- Re: Table Top Exercise 1: Joint Replacement

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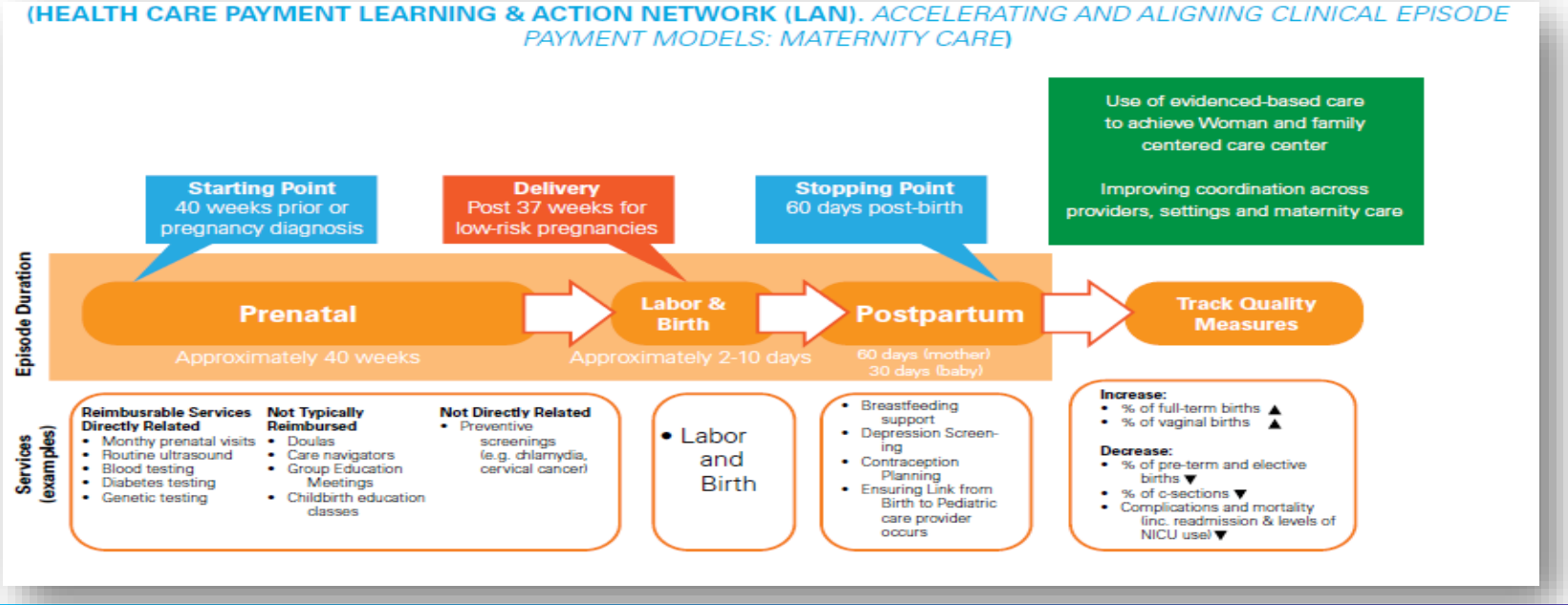
PPSI OB Summit

Problem

- The Perinatal Patient Safety Initiative has always had an annual in-person conference, and budget was eliminated
- History of large in-person events was the model for how these perinatal leaders came together to share research and critical healthcare changes
- Significant need to educate and collaborate on a dozen clinical initiatives supporting the perinatal care continuum
- Significant impact to building relationships and network with teams across across 93 hospitals (over half of the hospitals were new in the last two years)



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EXTERNALLY ACCESSIBLE

PPSI OB Summit
perinatal patient safety

Following in 1 stream | Leave this group

Overview | Content | People | Projects | Reports | Calendar | Actions | About | Manage

FIND CONTENT

- 1. Transforming the Perinatal Continuum to People Centered Care
- 2. The Alliance for Innovation in Maternal Health(AIM): A National Program for Safe Maternal Care
- 3. Journey to Perinatal Certification
- 4.March of Dimes Preterm Labor Assessment Toolkit and Trinity Health Pilot Data
- 5. Implementing Gas & Air
- 6. Preserving Experience of Care While Promoting Rooming-in
- 7. Zika Combat Readiness: What to Expect
- 8. Virtual Posters
- 9. CME Information
- Resources

WELCOME TO THE PPSI OB SUMMIT COMMUNITY!

This community will allow you to learn, share and collaborate with other physicians and clinicians across the system as we transform our perinatal healthcare delivery system. This learning community will feature:

- Information about the program
- Presentations for each of the sessions
- Recordings of the previous sessions
- Articles that support the concepts
- Discussion forums to ask questions of speakers and other physicians/clinicians about this content
- CME information

Click on the image of Dr. Jerry Girardi, MD for an introduction to this community.

Before the session on May 5, 2016, please review the Life in the Womb video reflection and respond to the discussion question below:

Life in the Womb (in 4 Minutes)

What are your biggest challenges in delivering perinatal care at your Ministry?

If you have questions about this program, please reach out to Suzanne Christie to learn more.

PPSI OB SUMMIT VIDEOS NOW AVAILABLE

The PPSI OB Summit Videos are now available for your review, in case you missed the live presentation.

The following videos are now available for CME Enduring Credit:

- The Alliance for Innovation in Maternal Health (AIM): A National Program for Safe Maternal Care
- Saint Francis Hospital: The Path to Perinatal Care Certification
- March of Dimes: Preterm Labor Assessment Toolkit
- Implementing Gas and Air
- Preserving Experience of Care While Promoting Rooming In
- Zika Combat Readiness: What to Expect

Please go to the (CME) Continuing Medical Education Live community to access at this link: Enduring Material Activities. If you

ASK THE COMMUNITY

Type your question

Ask it

DISCUSSION FORUM

Filter by Categories & Tags

- Re: Question 11: How did the anesthesia team feel about replacing epidurals?
- Re: Question 13: Why do we need to consent patients for nitrous oxide?
- Re: Question 12: When do you start to give it...and how many cm?
- Question 17: What hourly restrictions for visitation do you all have? Do any of you have 24 hour visitation?
- Question 16: What changes did you see in your HCAHPS scores?
- Question 15: Our hospital

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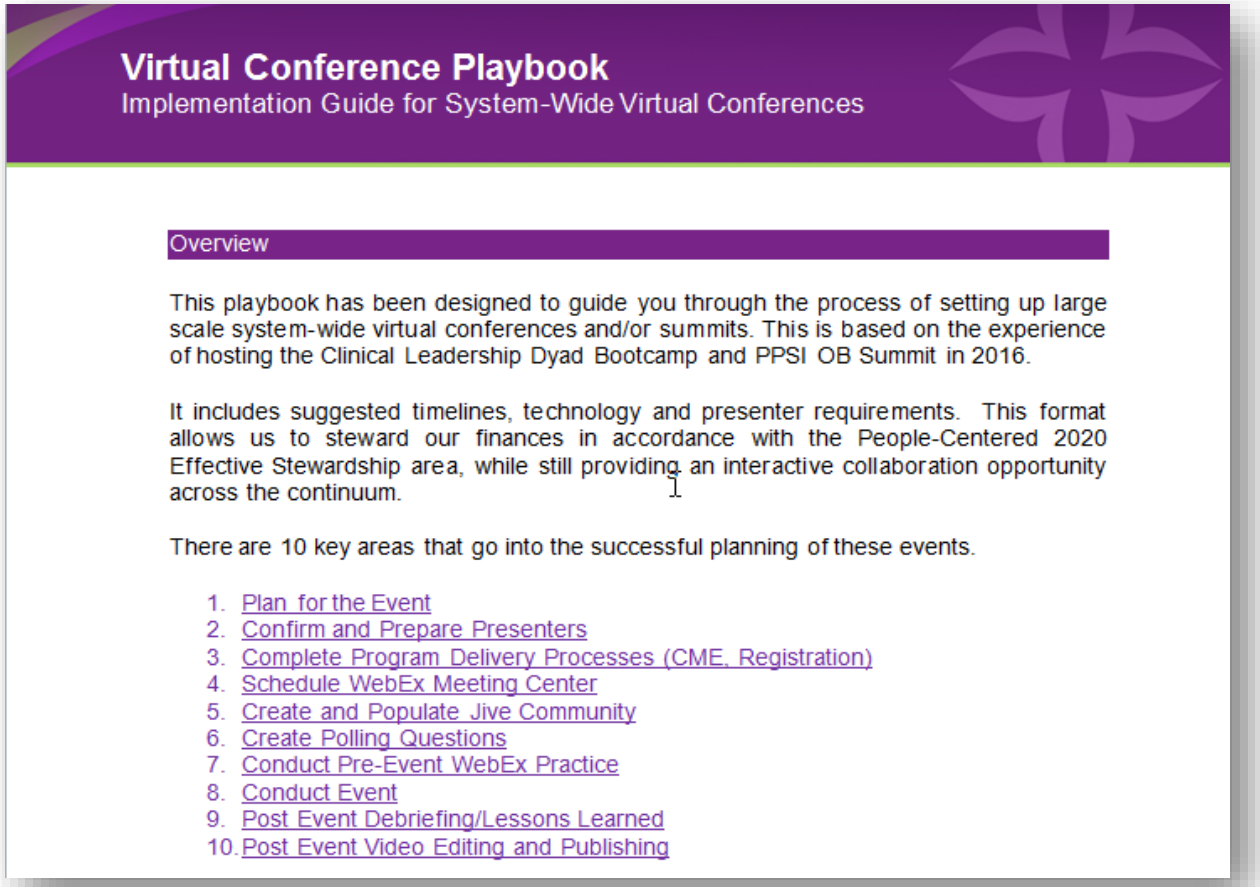
Virtual Conference Playbook



Virtual Conference Playbook
Implementation Guide for System-Wide Virtual Conferences

Overview

This playbook has been designed to guide you through the process of setting up large scale system-wide virtual conferences and/or summits. This is based on the experience of hosting the Clinical Leadership Dyad Bootcamp and PPSI OB Summit in 2016.

It includes suggested timelines, technology and presenter requirements. This format allows us to steward our finances in accordance with the People-Centered 2020 Effective Stewardship area, while still providing an interactive collaboration opportunity across the continuum.

There are 10 key areas that go into the successful planning of these events.

1. Plan for the Event
2. Confirm and Prepare Presenters
3. Complete Program Delivery Processes (CME, Registration)
4. Schedule WebEx Meeting Center
5. Create and Populate Jive Community
6. Create Polling Questions
7. Conduct Pre-Event WebEx Practice
8. Conduct Event
9. Post Event Debriefing/Lessons Learned
10. Post Event Video Editing and Publishing

Provided structure and process for planning virtual events

- Speaker preparation and practice
- Jive community development
- CME (Live and Enduring)
- Polling
- Video Editing and Publishing

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What did Jive help us do?

- Jive helped our members reduce time away from their patients and teams
- Jive helped us to standardize content and processes across our system for key populations
  - Created a place to find "single source of truth" documents, with the ability to collaborate and comment, eliminating version control and access challenges
  - Significantly reduced email volume for many teams, especially attachments
  - Leveraging content consistently – sharing evidence based practice instantly
- Jive allowed us to create multiple channels of communication and connections between peers across the system
- Jive Mobile helped colleagues stay connected and engaged to their communities anywhere.
- Jive inspired the "Virtual Summit" model to provide a continuous classroom learning experience supported by Jive social learning communities.

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Lessons Learned

- This type of social collaboration was new to many, especially more senior clinicians.
- It doesn’t fit many common preconceptions about what is “learning”
- Some business owners get it intuitively, and others need to be brought along to see the possibilities
- Helping leaders recognize the value of this approach and "letting go" of a traditional in-person or virtual didactic model – the paradigm shift to virtual collaboration and learning

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Becker's Hospital Review Annual Conference April 17 -19th, 2017

Booth 29 | 5:45PM ET | Chicago
Hyatt Regency Chicago

Questions

Jive is the leading provider of modern communication and collaboration solutions for business.
For more information, visit www.jivesoftware.com

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