

*Relational Coordination to Improve
Inter-Team Dynamics in Two
Pathways for Community-Based
Care*

Rachel Fleming



@CLIC_Cumbria #CLIC

Developing a positive transformation in health and social care





We are here!

CLIC

Parent Collaborative

Late Final News & Star
www.newsandstar.co.uk
DIRTY WARDS INTIMIDATED
STAFF SURGICAL MISTAKES
POOR CONTROL OF INFECTION
WEAK MANAGEMENT LACK OF
COMMUNICATION IMPENDING
MATERNITY CRISIS FOOD
STORED WITH DRUGS NOT
ENOUGH NURSES BULLYING
ALLEGATIONS
THE CRITICAL LIST
DAMNING HOSPITALS REPORT AND ITS FALLOUT: PAGES 2-5

THE WHITEHAVEN NEWS
THURSDAY SEPTEMBER 12, 2013
LORD'S A-LEAPING!
RE-LIVE CLEATOR CRICKET CLUB'S BIG DAY WITH OUR THREE PAGES OF SPECIAL COVERAGE
SAVE OUR SERVICES!
Nuclear war back on a...

Late Final News & Star
www.newsandstar.co.uk
Radio One takeover
My parents fled civil war
HOSPITALS TAKEOVER DELAY
Suspect released
Cat brings kittens half mile to refuge
'Significant in trust'

Late Final News & Star
www.newsandstar.co.uk
Blines' debt to Fergie
Ice cream legend dies
STAR TREK
DAMNING REPORT ON CUMBERLAND INFIRMARY
'Relatives are upset because patients are in wet beds ...but I can't get to them'
STAFF AND RELATIVES REVEAL SHOCKING STATE OF NHS

Late Final News & Star
www.newsandstar.co.uk
Monday, September 2, 2013 55p
WIN £1,000
SUPER SEPTEMBER £5,000 GIVEAWAY
INSIDE TODAY
WASP ALERT
CALL-OUTS DOUBLE TO PEST TEAMS
TROY THE COLOSSUS SAVED US - ABBOTT
NEW PROBE IN CANCER SCREENING
Inquiry prompted by checks incident
Pulling Power
HARRABY
FUN DAY

Late Final News & Star
www.newsandstar.co.uk
Heroes answer world record festival call
Want to give money back now Willey?
DEATH OF BABY AT HOSPITAL
Tragedy among latest of serious incidents to hit NHS in Cumbria
NHS Direct to leave 111

Would you want to be ill and here?
After seven hospital deaths linked to c-difficile, health chiefs admit figures of the superbug are too high. Meanwhile, relatives of patients tell how they were left in unsanitary conditions and without water. Emily Parsons reports...
THE CUMBERLAND INFIRMARY



Our response to the challenges?

Building a fully Integrated Health and Care System in North Cumbria

*A population health system based on real integration and partnerships—
one team, one budget, serving our
population of 327,000*

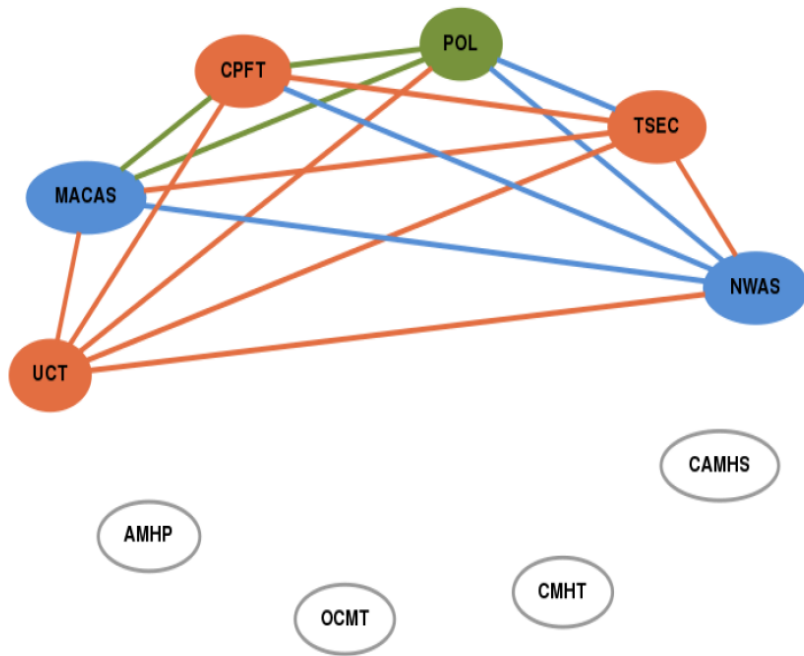


What we did

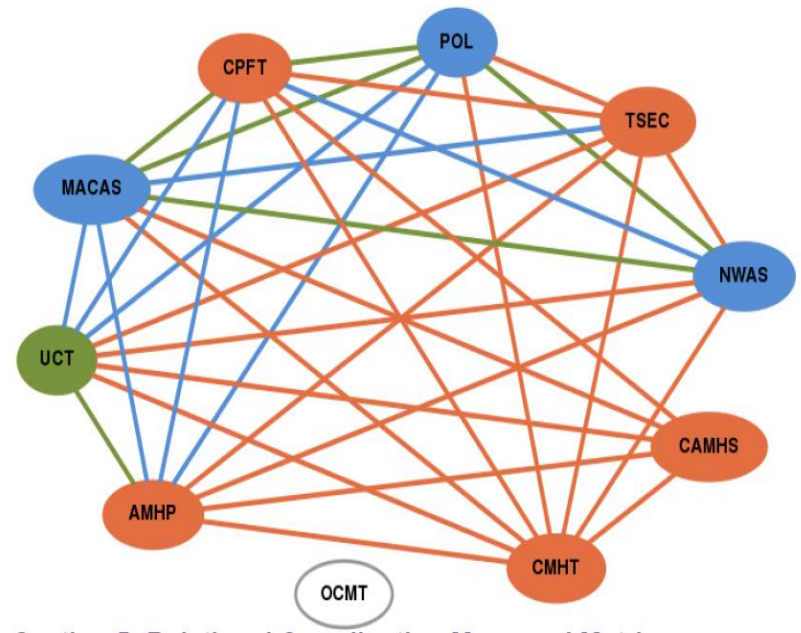


Our results

Initial survey



Follow up survey



What next



Engagement +++



Simplify to 2 scores

Ok or needs improvement



How would you describe your improved state ?



Improvement work to achieve end state



Connect with another team





Cumbria Learning and Improvement Collaborative

4 Wavell Drive, Rosehill Industrial Estate, Carlisle, CA1 2SE

tel: 01768 245480

email: info@theclic.org.uk

web: www.theclic.org.uk

Just do it!

