

# Relational Coordination in the VA

Is your workplace like this?

**PATIENT:** Why hasn't anyone told me when I'll be discharged?

**PROVIDER:** Why hasn't this patient been discharged yet?

Or is it like this?

**PROVIDER:** I'm really happy to be a part of this team.

**CAREGIVER:** My mom's care team has been so coordinated!

## Performance Outcomes of Relational Coordination



Quality



Worker Engagement



Financial



Patient Engagement



Safety



Learning and Innovation

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