



RELATIONAL COORDINATION ANALYTICS
MEASURE • CONNECT • TRANSFORM

Introducing Relational Coordination Measurement to Organizations

Presented by

Saleema Moore, PhD

Acting Chief Executive Officer

and

Michael Noce, MBA

Director, Business Development and Strategic Alignment

RELATIONAL COORDINATION INDEX
FREQUENT COMMUNICATION
TIMELY COMMUNICATION
ACCURATE COMMUNICATION
PROBLEM-SOLVING
SHARED GOALS
SHARED KNOWLEDGE
MUTUAL RESPECT

March 2016

Presenters



Saleema Moore, PhD

Acting Chief Executive Officer, Co-Founder

Dr. Moore plays an integral role in establishing and maintaining client and partner relationships, research and development of use of the relational coordination survey to enable positive organizational change and in managing the daily operations of RCA. Her expertise are in US health policy, network analysis, and change management.



Michael Noce, MBA

Business Development & Strategic Alignment

Mr. Noce's primary responsibilities include aligning RCA's core business functions and processes with strategic priorities and new opportunities. Mr. Noce brings to the RCA team a broad range of start-up, marketing, finance and business development experience.



Agenda

- 1) Overview of Relational Coordination Analytics (RCA) (15 mins)
 - About RCA
 - What we do
 - How we do it
- 2) Introducing RC Measurement to Organizations (35 mins)
 - Content
 - Plan for Diagnosing RC
- 3) Q&A (15 mins)
- 4) Wrapping-Up (3 mins)
 - Recording
 - Presentation
 - Contact
- 5) Available Resources

About Relational Coordination Analytics, Inc.



Empowering Organizations For Change

- Relational Coordination Analytics, Inc. (RCA) is a measurement and analytics company that provides relational diagnostics that engage and empower teams to improve performance in organizations using the RC Survey 2.0.
- Our diagnostic tool identifies concrete, actionable opportunities to improve and strengthen how teams work together in the context of their daily work.
- We make the relationships that drive performance visible.

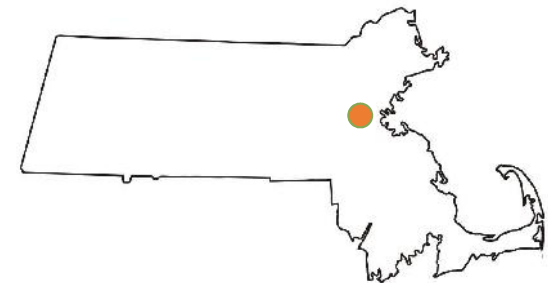


Relational Coordination Analytics, Inc.

Founded in 2013

Located in Cambridge, MA

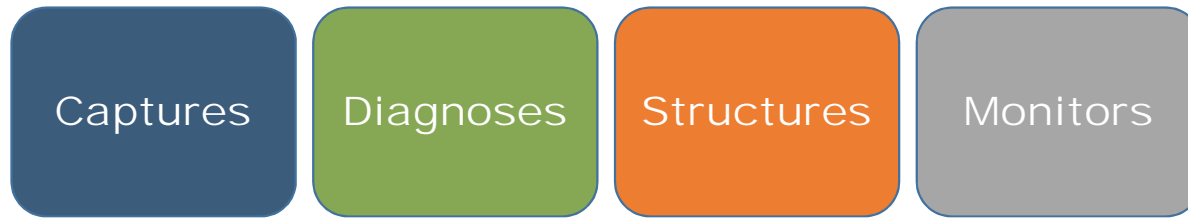
Website: www.rcanalytic.com





The RCA Solution

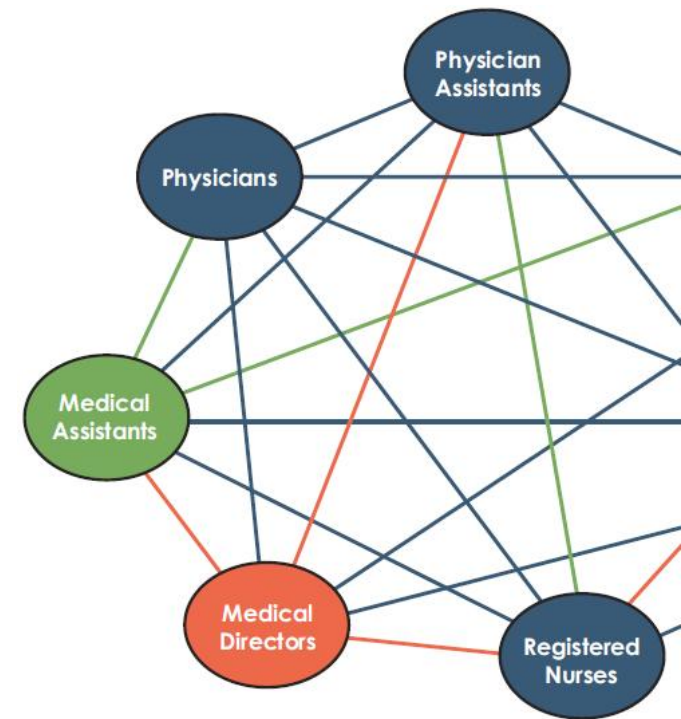
The RC Survey 2.0 is a diagnostic roadmap that identifies strengths and weaknesses in team performance for a work process.



Service Models

Agile service models enable customers to transition from fully facilitated and coached support to self-service licensing options

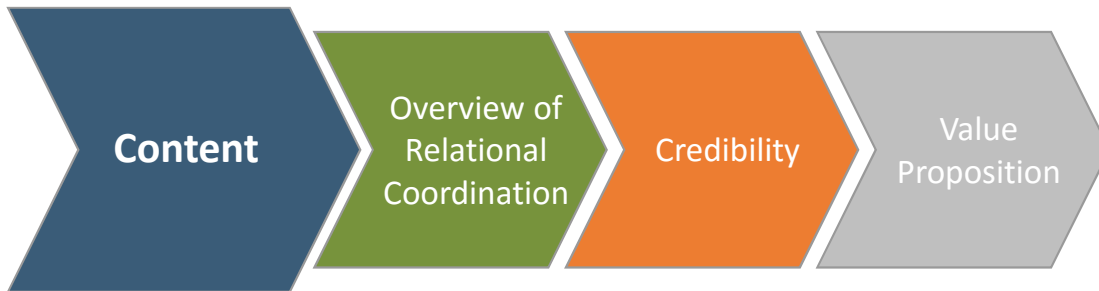
- Wraparound Support
- RC Administrator Training and Licensing



Who We've Worked With



Introducing Relational Coordination Measurement to Organizations



- Overview of Relational Coordination
- Credibility
- Value Proposition



What is Relational Coordination?



Relational Coordination:

- Measures the quality of relationships and communication involved in the coordination of work
- Drives quality, efficiency, satisfaction, and engagement
- Is enabled by effective management practices
- Matters most for work that is complex, uncertain and time constrained



RC Survey Questions



COMMUNICATION

1. Frequent Communication

- How *frequently* do people in each of these groups communicate with you about **[focal work process]**?

2. Timely Communication

- Do they communicate with you in a *timely* way about **[focal work process]**?

3. Accurate Communication

- Do they communicate with you *accurately* about **[focal work process]**?

4. Problem Solving Communication

- When there is a problem in **[focal work process]**, do people in each of these groups blame others or work with you to *solve* the problem?

RELATIONSHIPS

5. Shared Goals

- Do people in each of these groups *share your goals* for **[focal work process]**?

6. Shared Knowledge

- Do people in each of these groups *know* about the work you do with **[focal work process]**?

7. Mutual Respect

- Do people in each of these groups *respect* the work you do with **[focal work process]**?

RC Questions From Respondent's View



RCS: Sample, RC Survey 2.0 Questions

Timely Communication

Do they communicate with you in a **timely** way about **[work process]**?

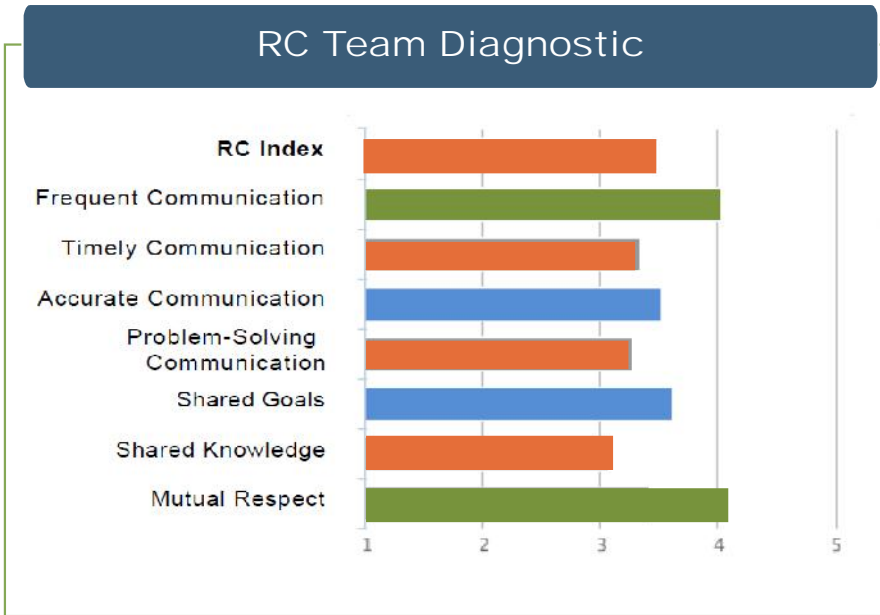
When answering this question, be sure to consider all forms of communication, including in-person meetings, phone calls, e-mails, etc.

	Never	Rarely	Sometimes	Often	Always
Workgroup/Individual 1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workgroup/Individual 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workgroup/Individual 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workgroup/Individual 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workgroup/Individual 5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Workgroup/Individual N	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

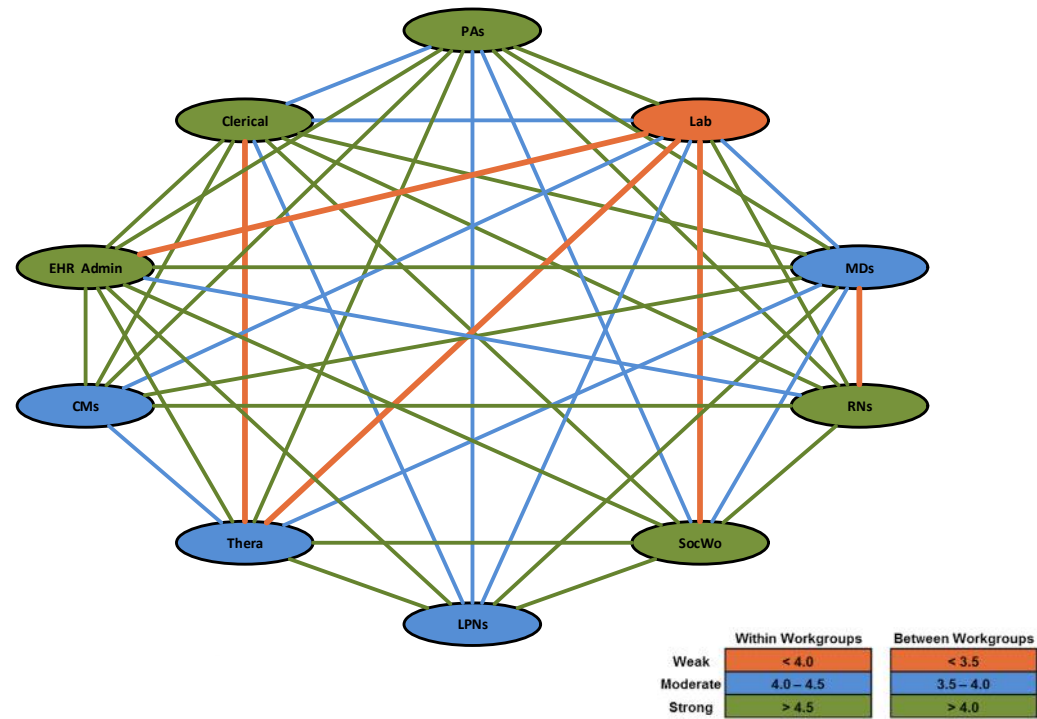
Sample Results



Seven Dimensions of RC



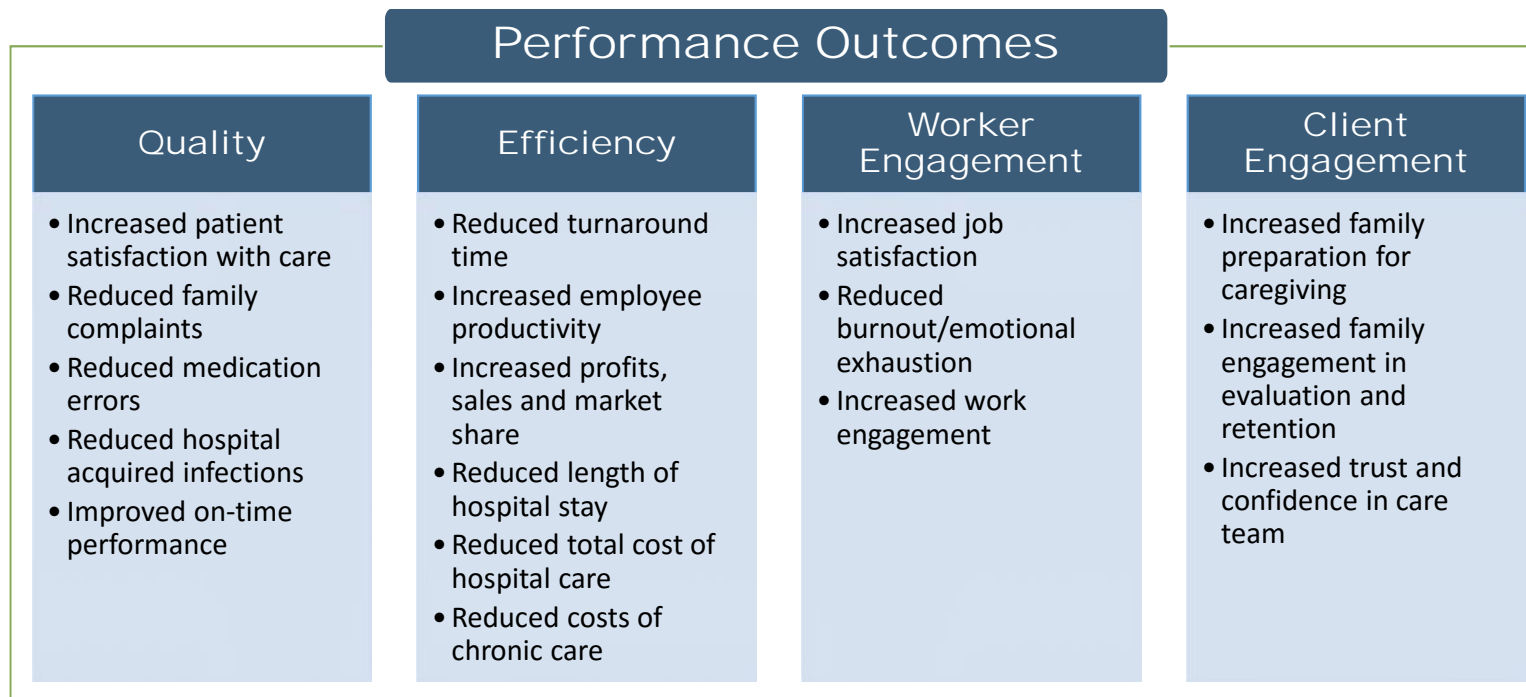
RC Average Ties Map



Credibility



The RC Survey 2.0 is the **only** validated and unbounded measure of teamwork in healthcare and is linked to a range of performance outcomes.



Credibility



Studied in multiple complex, uncertain, and time constrained settings

- Surgical care
- Medical care
- Emergency care
- Maternal and child health
- Primary care
- Chronic care
- Elder care
- Airlines
- Manufacturing
- Banking
- Retail
- Accounting
- Early childhood education
- Higher education
- Professional services

Credibility

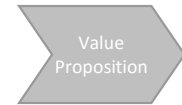


In 18 Countries

- United States
- Canada
- Denmark
- Norway
- Austria
- Switzerland
- Netherlands
- Belgium
- Scotland
- Ecuador
- Japan
- China
- Korea
- Pakistan
- Israel
- Australia
- New Zealand
- Ireland



Value Proposition



1) Understand the Perspective of Your Stakeholders

How will it help us accomplish our organizational goals, and is it worth the investment?



Senior Leader and/or Decision Maker

How will it help my front-line team work smarter and be happier?



Manager/Supervisor

How will it help me do my work? How will it change my work environment?



Front-Line

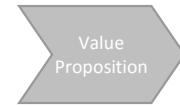
Value Proposition



2) Frame the Cost of Poor Communication and Relationships (RC)

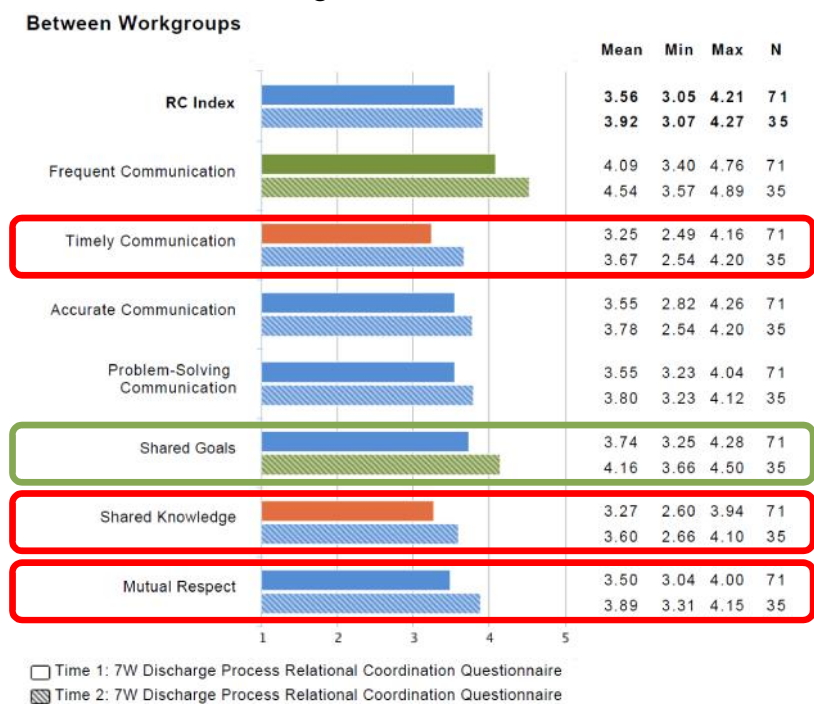
- Metrics
 - 1,700 deaths, \$1.7 billion in malpractice costs (CRICO Strategies, 2015)
 - \$35 billion in wasteful spending in hospitals annually (*Health Affairs*, 2012)
 - 53% decrease in hospital length of stay per 1-point increase in RC (Gittell et al., 2000)
- Examples of Relevance and Application
 - Case Study: Radiation Oncology Unit
 - Case Study: Cancer Center
- Experience
 - What have you—leader, manager, front-line, consultant, experienced? Observed?
 - How has poor coordination and team functioning cost us?

Value Proposition

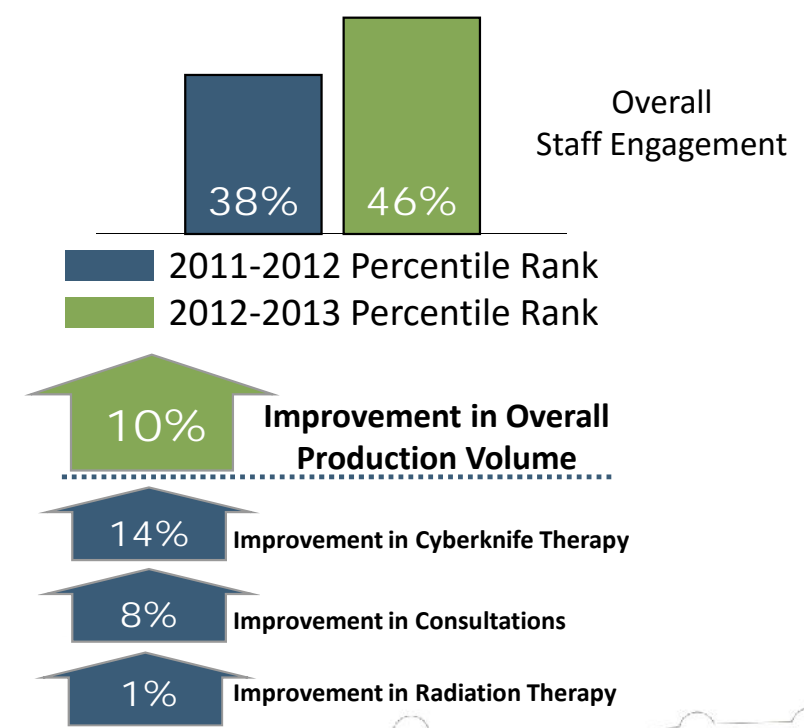


3) Examples of Relevance and Application

Case Study: Cancer Center



Case Study: Radiation Oncology Unit



Plan for Diagnosing Relational Coordination



- Vision
- Timeline
- Communication Plan
- Intervention Plan

ACCURATE COMMUNICATION
PROBLEM-SOLVING
SHARED GOALS
SHARED KNOWLEDGE
MUTUAL RESPECT

Vision



Goals

Goals fall into 3 buckets



Process



Performance



Outcomes



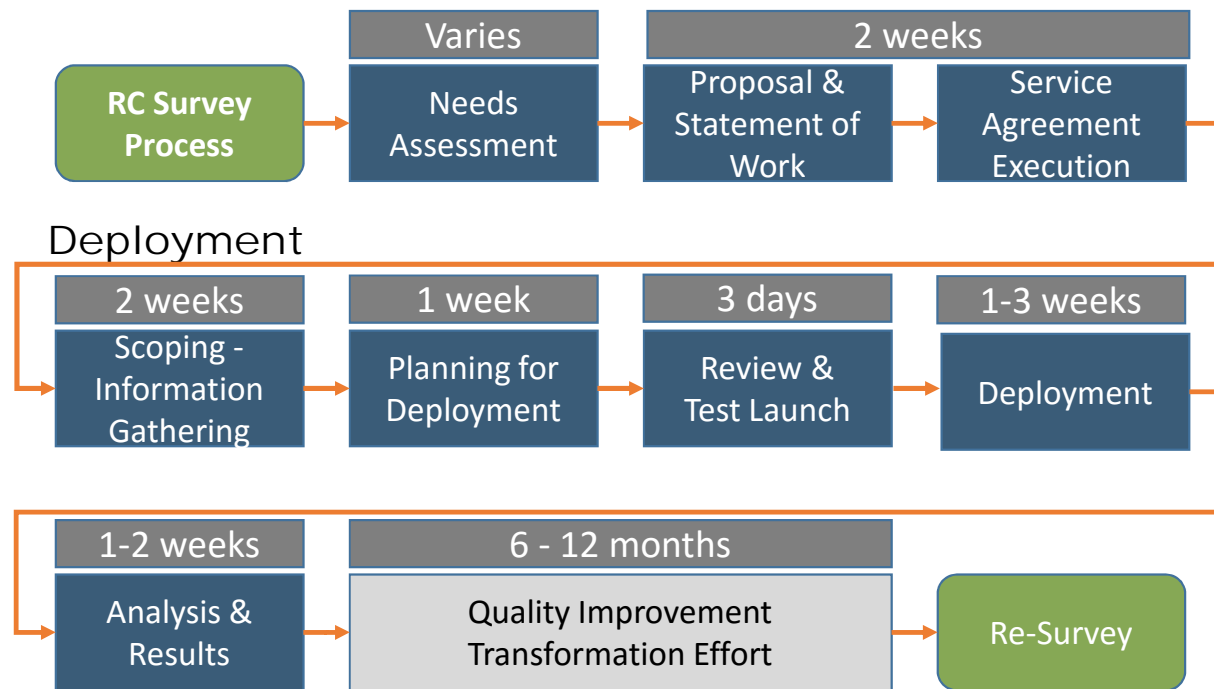
Resources

Financial
People
Time

Timeline



Sample RCA Timeline



Communication Plan



- How will you keep your stakeholders apprised of where you are in the process, what you've learned, and what follows?
- Who will do this, and how frequently?
- Instances of Communication
 1. Pre-launch (Initiative Sponsor, leadership)
 2. Post RC Results
 3. Completion

Intervention Plan



- Feeding Back RC Diagnostic Results
 - Audience
 - Time Allotted
 - Setting
 - Parameters of confidentiality/anonymity
- Using RC Diagnostic Results to Inform Action
 - Take stock
 - Engage in open, reflective dialogue to identify and uncover drivers of weak RC
 - Use results as a springboard for *action*.



Wrapping Up

1. RC Measurement as a Process versus Singular Event

1. Content
2. Plan for Diagnosis

2. RCA as a Resource

- Materials
- Feedback



Q & A

Service Models



Wraparound Survey Support

- Fully facilitated and coached engagement designed to bring a client through the entire set-up process, from assessment to results
- Engagements are scoped on a per-project basis
- Designed for small to medium engagements

Administrator Training and Licensing

- Designed to build internal capacity and provide users with the conceptual, technical, and logistical background to manage RC Survey projects on their own
- Licenses are granted on an annual or per project basis
 - Domestic
 - International
- Designed for high volume use

Relational Coordination Consultation

- Add-on client support utilizing Relational Coordination results to facilitate change
- Includes:
 - Presentation development and support
 - Change management consultation
 - Results coaching

Contact RCA



Relational Coordination Analytics

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