

ALIGNING SIBR WITH ORGANISATIONAL STRATEGY AND OPERATIONS

Dec 2011

D Campbell

K Stockman

Southern
Health



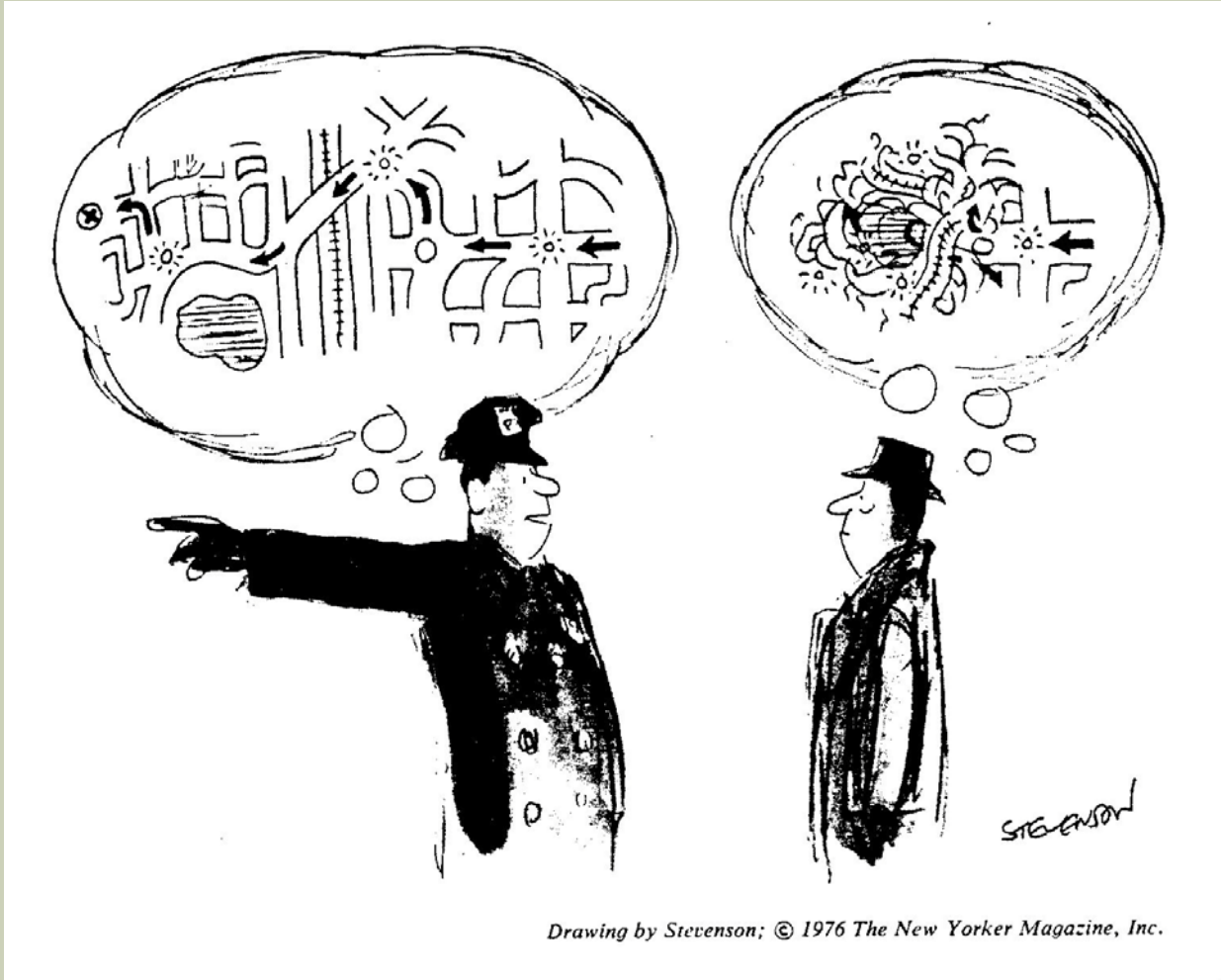
REALITY BITES



CHINESE WHISPERS



IT'S SIMPLE WHY DON'T YOU GET IT



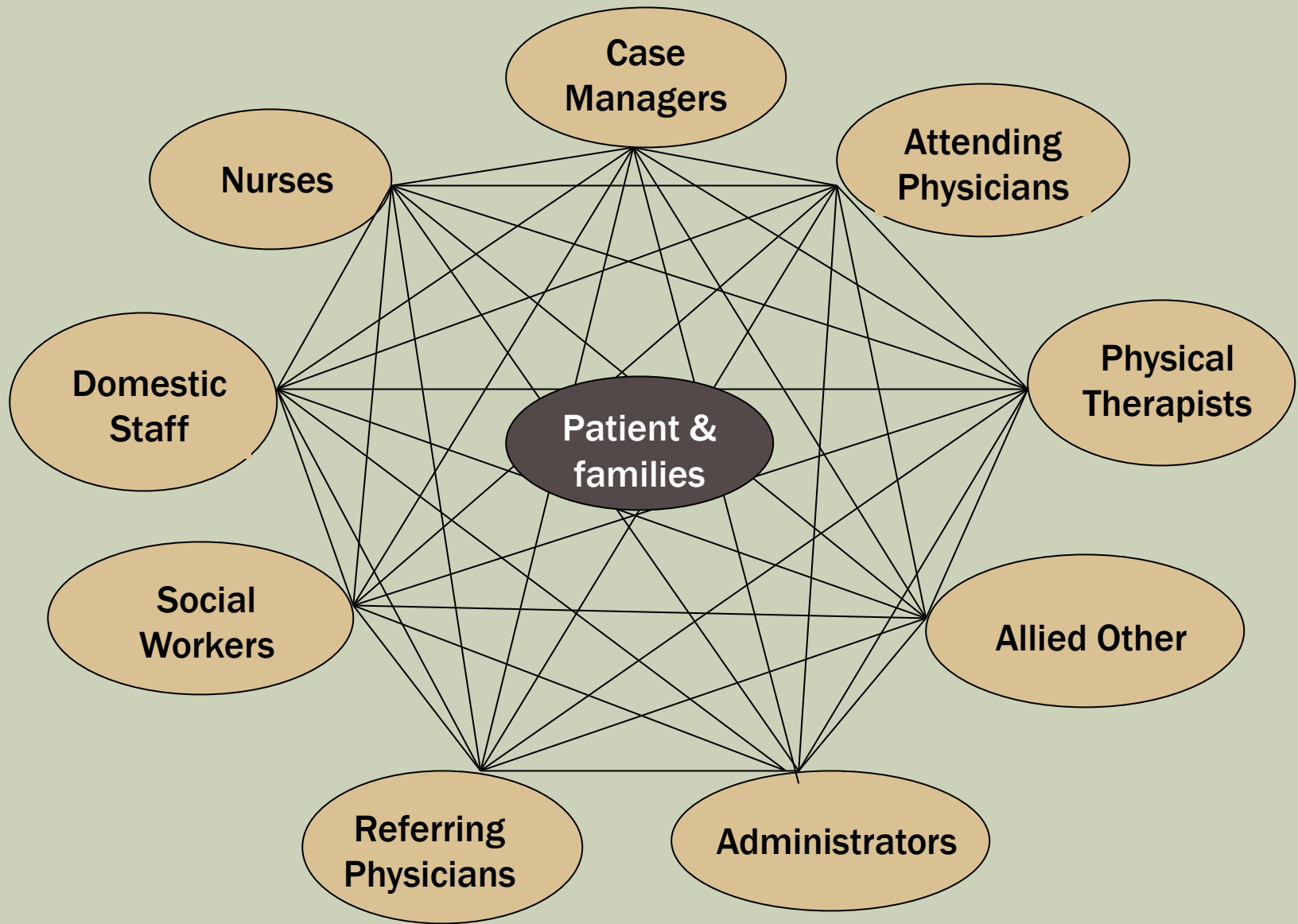
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IS SIBR AN MDT AT THE BEDSIDE?





WORK CO-ORDINATION COMES FROM WHAT HAPPENS BETWEEN TEAM MEMBERS



For better

Shared goals
Shared knowledge
Mutual respect

Frequent
communication
Timely
communication
Problem-solving
communication

For worse

Functional goals
Specialized
knowledge
Lack of respect

Infrequent
communication
Delayed
communication
“Finger-pointing”

FEATURES OF HIGH PERFORMANCE WORK SYSTEM ACCORDING TO GITTELL

Broaden participation in team meetings

Make job boundaries flexible

Invest in frontline leadership

Develop shared info systems

Design jobs for focus

Create boundary spanners

Reward team performance

Partner with suppliers

Resolve conflicts proactively

Select for teamwork

Measure team performance

Connect through pathways

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SUMMING UP ...

- Ongoing innovation in care delivery is of strategic importance
- SIBR shows great potential
- Evaluate outcomes – this is new territory
- Gittell's relational coordination model provides a useful lens to think about SIBR

... SUMMING UP

- Solid preparation is needed for the transition to SIBR
- SIBR Training must be built into the system
- Staff from all disciplines have expressed a strong interest in SIBR
 - Open seminar led to many volunteers
 - Pull not push

THANKS