

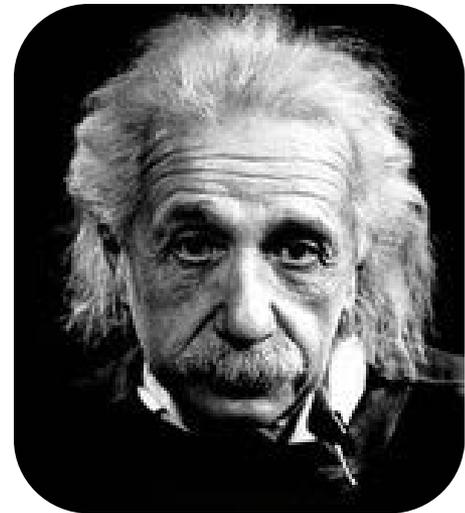
Primary Health Care Program

ChangeMakers Series

Please note that our sessions are recorded and will be posted on SoundCloud for shared learning purposes. If you do not wish your name to be public and have questions during the presentation please feel free to email Nicole.Farago@ahs.ca or Sabrina.Singh@ahs.ca and we will forward your question(s) to the presenter(s).

Our philosophy

Once you stop
learning, you start
dying...



ChangeMakers Series – April 24, 2018

It's About People: Relational Dynamics in a Complex Adaptive System



Objectives

- To understand relational dynamics in a complex system
- To offer practical applications and tools to help navigate a complex environment

Complex Adaptive Systems



Complicated World

Outcome
measures

Well-oiled
machine

Training

Tools and
checklists

Complex World

Questions

Tensions
and
Ambiguities

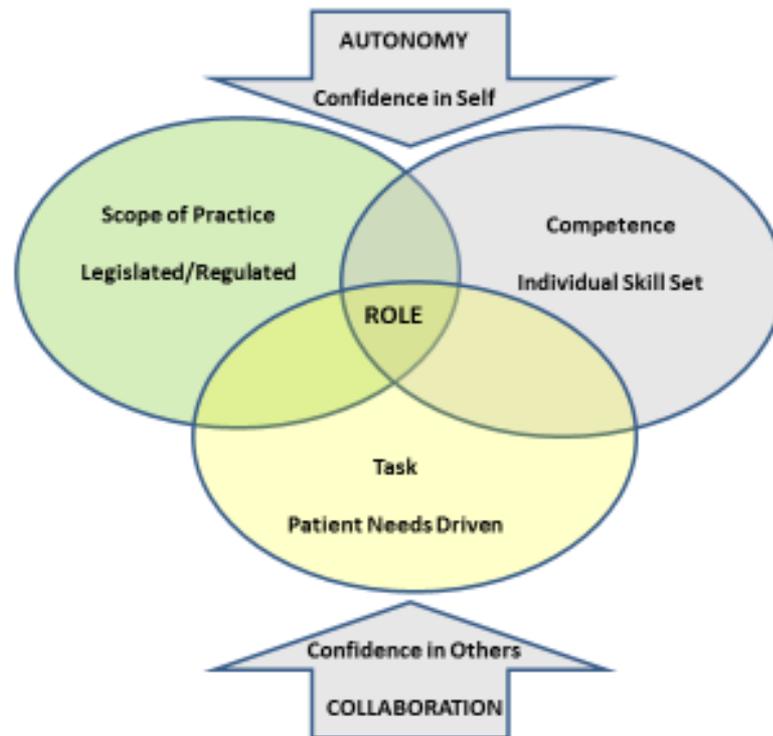
People

Mindset

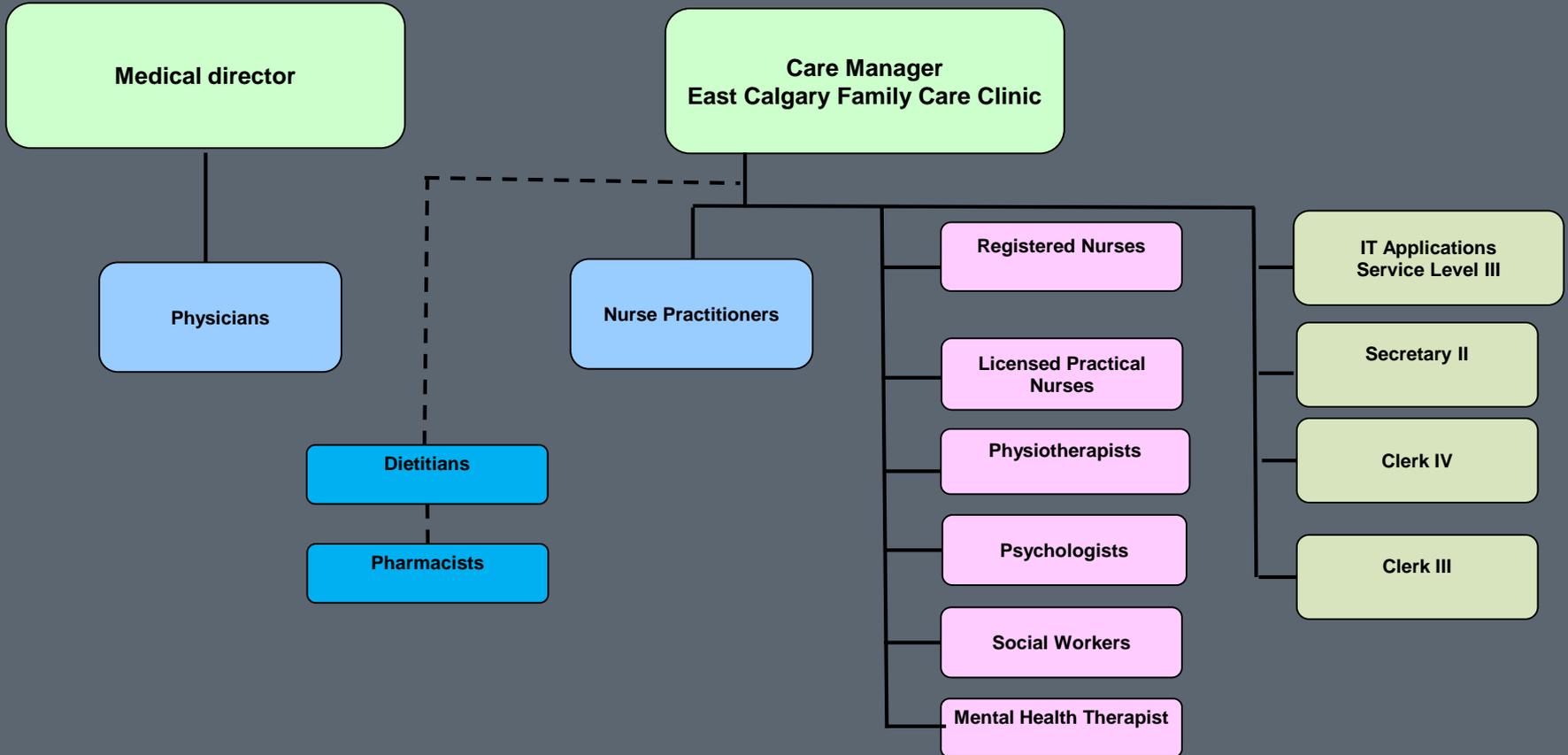
Relationships



Determining Role



**Chronic Disease
Management, Primary &
Urgent Care, Calgary Zone**



Relational Practices at Work



The 'Orders of Relationship' in Organizations

Purpose

Place

Exchange:
Balance of
Give & Take

Belonging

Purpose



Place



Belonging



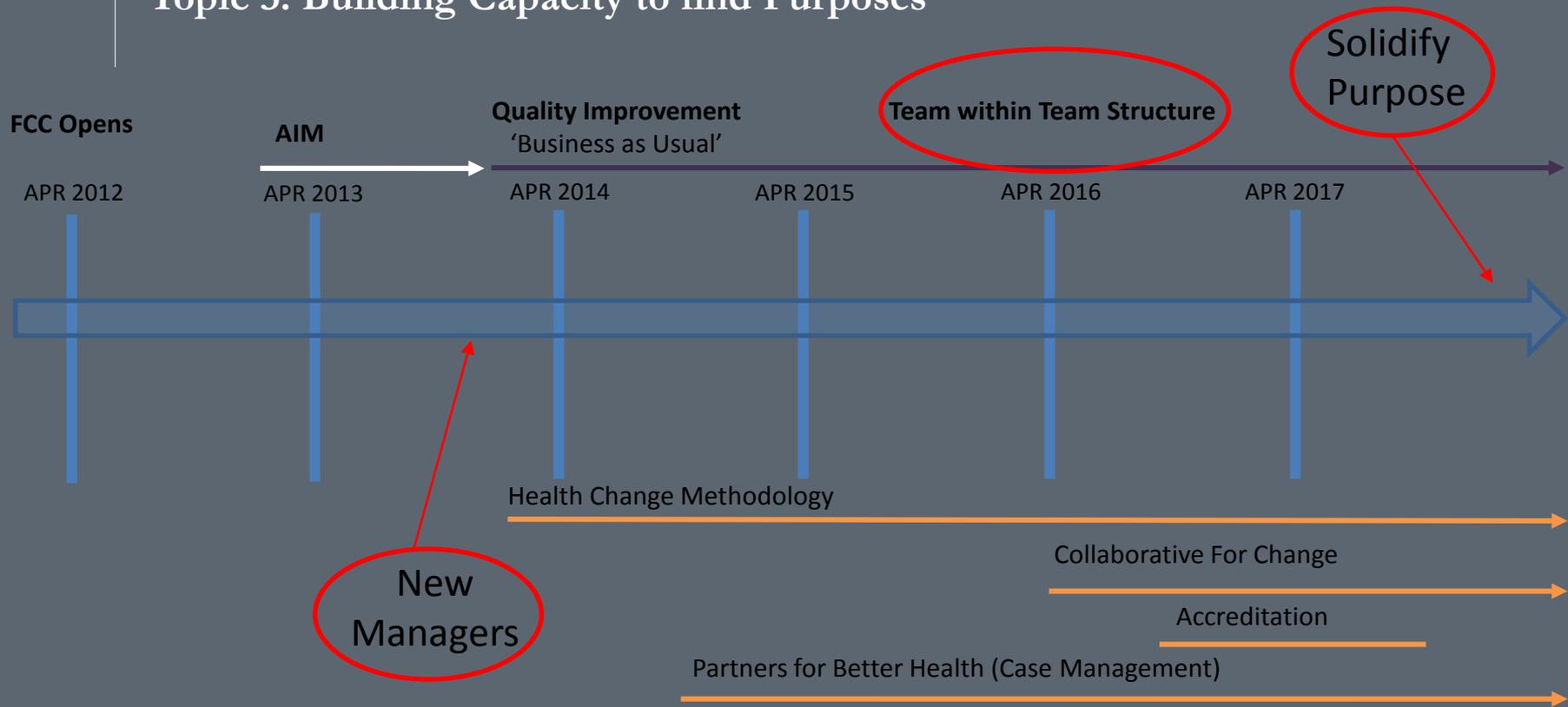
Exchange



Topic 2: The 'P' In Team: Activating Personal Resources...



Topic 3: Building Capacity to find Purposes



Targeted Process Improvements

- Preventative Screening
- Clinic Room Utilization
- Intake to Attachment
- process update
- EMR Optimization

Trying new Approaches

- Chronic Pain Pathway
- Referral Criteria
- Community of Practice

Standardization

- Prenatal Pathway
- Diabetes Pathway
- Mental Health Pathway

Community Collaboration

- Home Site Family Medicine Resident
- Northeast Transition Table
- Opioid Replacement Therapy

Topic 4: Common Dynamics

Place: Leaders
Leading (or not)

Belonging: Under
Industrial Age Rules

Place: Building
Shared
Responsibility
Across the System

Place: Transitions

Topic 5: Scaling interventions

Sticking to your principles to support relational dynamics

Commitment
to Health Equity
as shared
purpose

Start Small...

Relationship
First

Establish
Collaborative Spaces

Building Shared
Responsibility

Putting it Together: Mapping our System





Our Music at Work
Joy in meaningful work



Thank you!

