A COMMUNITY APPROACH:
Best Practices for Community Collaboration in a Metropolitan Area

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WHO WE ARE...
HOPES FOR TODAY

• Share
• Inspire
• Take Action
Becky

- 2011- Central Oregon ED Diversion Pilot
- 2012- Hospital Outreach Worker Pilot Project
- Embedding into the community
- 2012 Health Commons Grant
- Brought many community organizations together to discuss best practices
Legacy Hospital Outreach

- 3 Outreach Workers
  - Outreach Goals
    - To improve patient health and satisfaction
    - Provider satisfaction
    - Reduce costs by effective utilization of medical homes
  - Focus on maintaining good health outside of the hospital walls by focusing on goal setting
Coordinated Care Organizations (CCOs)

- Shared risk pool
- Person centered care focused on prevention and helping manage chronic conditions
- Giving people support to be healthy that help reduce unnecessary emergency room visits
Barriers to Access

- Siloed systems
- Owning clients or patients
- Resources with specific interventions
- Fired from clinics, banned from places
- “That’s not my job” mentality
Solutions

Working TOGETHER!
A COMMUNITY APPROACH

- Best practices coffee meetings grew into monthly meeting
- Resource and Knowledge share
- Shared treatment approach and philosophy
- Shared language & definitions
- Care Coordination is Key
- A sense of connection to others outside of our agencies
Philosophies and Innovative Practices

- Triple Aim
- Innovative Solutions
- Becoming a Change Agent
Shared Philosophies and Goals

- Trauma informed Care
- Motivational Interviewing
- No Wrong Door Philosophy
- We are two way translators for providers and people we work with
- We have the honor to hold and share people’s stories
- Redefine what is success for ourselves as providers and for the people we work with
- We hope to celebrate and honor those that we work with
- We work to develop mutually agreed upon goals to work on collaboratively
- Always looking for change talk and the engageable moment

- We recognize that we work in a traumatized system working with traumatized folks that traumatizes providers
- Provider Self care and supervision are key
- We Strive for a greater understanding of why we are doing things and to be intentional in all of our interventions
- Self check in (including checking my biases prior to meeting with someone) and system biases
- Changing the way WE think and then the way WE interact with our clients
- At minimum, our goal is to raise the awareness of those around us
- Changing language we use everyday
Why this meeting works?

“The meeting minutes gives outstanding information about how the homeless community is struggling, what new barriers have arisen, community resources and how clinicians can access these resources to help the homeless community.”

“it has helped me identify resources available to our patients that I was not previously aware of and provides the opportunity to make a direct, face to face connection with a representative from said program or organization. Helps me get the right resource to the right person at the right time!”

“The information shared from a variety of organizations, which would normally not know about each other's work or how the work is connected in support of people in the community.”

“This is the most up-to-date community resource information, and without this list serv, I won’t know what’s happening in our community.”
How do we achieve this?
WHAT HAVE WE LEARNED?

★ Integrate in the community
★ Take every opportunity you can
★ Building on each others strengths
★ Networking
★ Redefining and sharing successes of working together- feedback loop
★ It’s all about RELATIONSHIPS!
★ Duplication is avoided with Communication
“I can do things you cannot
You can do things I cannot
Together we can do great things”
~ Mother Teresa
NEXT STEPS

▪ Our Hopes for the Future of the meeting
▪ What are our next steps?

▪ What could you do in your community?
BECOMING CHANGE AGENTS IN YOUR COMMUNITY

- Start talking! Start Meeting!
- Find your people
- Frustration = Motivation
- Community meetings
- Sharing knowledge, ownership and together creating solutions for a better community
"You are what you do, not what you say you'll do"
~Carl Jung
THOUGHTS/QUESTIONS?

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for taking the time to come today &
for doing what you do in your community!
A glimpse into our work...

Tri County 911 Collaboration

https://vimeo.com/125402751

Everyday Heroes, Drew Grabham

Inspirational Videos

Empathy vs Sympathy by Brene Brown, PhD.
https://www.youtube.com/watch?v=1Evwgu369Jw

ACES study by Dr. Nadine Burke Harris
https://www.youtube.com/watch?v=95ovIJ3dsNk

Addictions work by Dr. Gabor Mate
https://www.youtube.com/watch?v=5sOh4gKPlg