

## Raising Barns while Taking Down Silos: Cooperative Collaboration is Key

**Bridget G Lowery, MS, CBIST, Main Line Rehabilitation Associates**

**Stefanie Bauman, BA, CBIS, Success Rehabilitation, Inc**

**RCPA Conference - September 25, 2019**

### **Session Objectives:**

1. Participants will be able to describe and demonstrate how to create a culture of cooperation both in inter and intra organizational dynamics.
2. Participants will identify at least 3 potential barrier “silos” within their own organizations and with other organizations, which need to be brought down in order to improve collaboration.
3. Participants will be able to name at least 3 external partners with whom they may need to collaborate, in order to ensure a positive outcome for their common client.

### **Session Outline**

#### **Tearing down Silos**

1. Collaboration
  - a. Defining Collaboration
  - b. Discuss what’s needed to be Collaborative
  - c. Identify where and why breakdowns occur
    - i. Create a unified vision
    - ii. Create opportunities for collaboration
    - iii. Develop a **culture** of cooperation and collaboration
  - d. Getting people on the right bus and the right seat on the bus
  - e. Set Goals – Expectations and Accountability – Being a Leader
  - f. Active Listening – Importance of Body Language & other non-verbal communication
  - g. Environment of Trust
    - i. Breaking down barriers
    - ii. What gets in the way of it happening
    - iii. Ways to overcome the barriers
    - iv. Education about resources; other resources?

## **Raising the Barn**

2. Social Determinants of Health
  - a. CDC Definition
    - i. Income and social status.
    - ii. Employment and working conditions.
    - iii. Education and literacy
    - iv. Childhood experiences.
    - v. Physical environments.
    - vi. Social supports and coping skills.
    - vii. Healthy behaviors.
    - viii. Access to health services.
3. Defining Holistic Needs
  - a. Self-examination
  - b. Identifying the best person for the job
4. Addressing needs Holistically
5. Most common barriers to effective communication
6. Strategies for Overcoming Communication Barriers

Case Study – Putting what we have learned into action