

# The Development and Implementation of the Relational Facilitation Strategy in the Veterans Health Administration

Heidi Sjoberg, MSW, LCSW, CDIS

Heidi.Sjoberg@va.gov

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Sjoberg, Heidi J. (she/her/hers) (Heidi.Sjoberg@



# Background

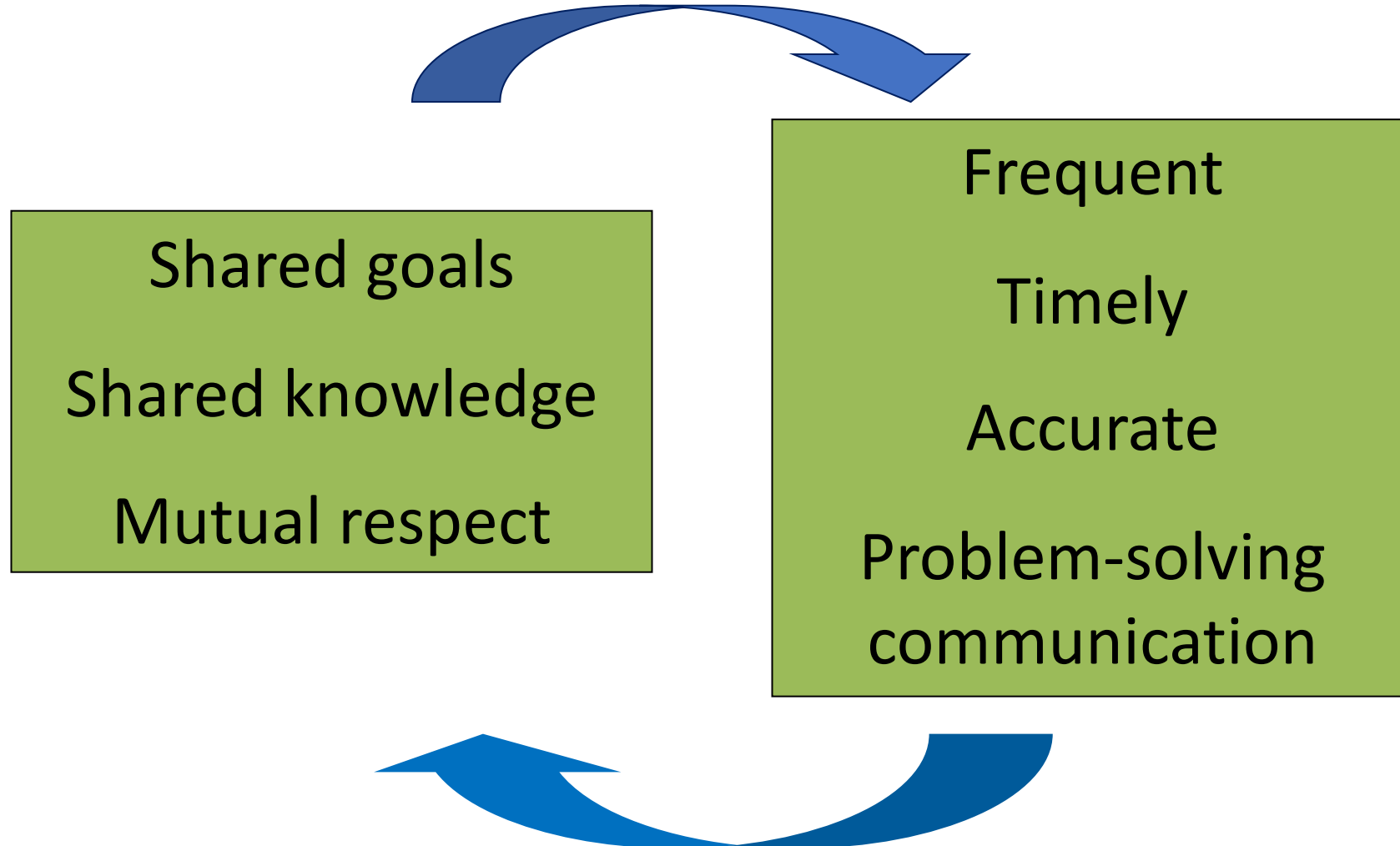
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- Implementing evidence-based practices is complex
- Facilitation addresses implementation challenges
- Relational Facilitation: New implementation strategy



# Relational Coordination

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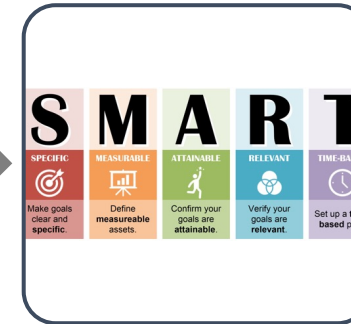
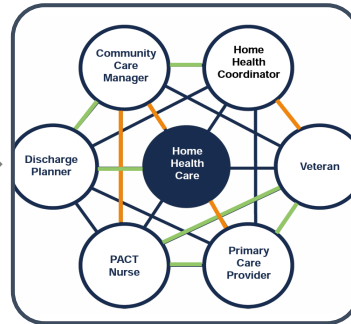
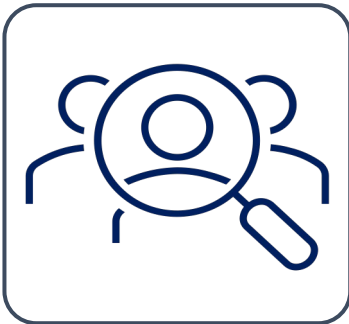
# Relational Facilitation

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The intentional use of relational coordination as a framework for facilitating teams



# Relational Facilitation Method



## Identification

Recognize team roles and responsibilities

## Mapping

Plot these roles into a relational map to visually depict the interaction and relationships within a team

## Rating

Evaluate relational coordination (RC) within and between roles to understand the working dynamics

## Assessment

Deployment of the 7-item RC Survey to assess the larger team network

## Goal Setting

Creation of RC-related SMART goals derived from the survey's results

## Evaluation

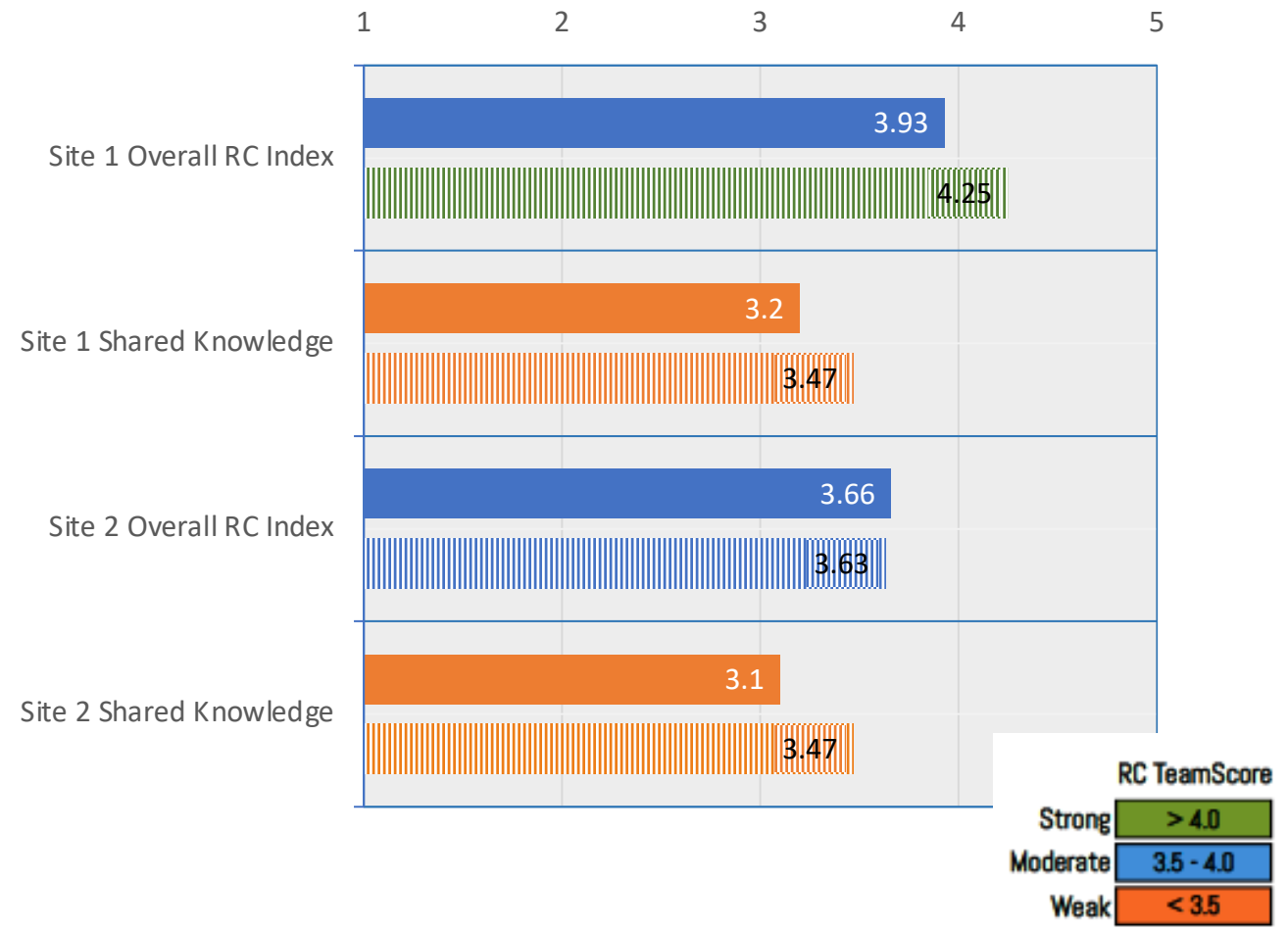
Utilize the RC survey for assessing the impact of the applied SMART goals

# Relational Facilitation Results

Baseline RC Survey Summary	Range
Baseline RC Score	2.87-3.93
Frequent Communication	3.27-4.44
Timely Communication	2.5-3.79
Accurate Communication	2.24-3.84
Problem-solving Communication	3.04-4.12
Shared Goals	2.7-3.99
Shared Knowledge	3.27-4.44
Mutual Respect	3.08 - 4.11

(N = 9 VA medical centers)

RC Survey Results Comparison



# Conclusions

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- Relational Facilitation can improve:
  - Team engagement
  - Relationships
  - Communication



# Thank you!

## Contact Information

- [Heidi.Sjoberg@va.gov](mailto:Heidi.Sjoberg@va.gov)
- 720-417-4475

## Relational Facilitation Team:

- Brigid Connelly, BA
- Rachael Kenney, MA, PMP
- Brianne Morgan, BS, RN
- Anne Hale, BA
- Catherine Battaglia, PhD, RN
- Heather Gilmartin, PhD, NP, BSN

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