

It takes **two** to improve provider relationships

Trust, collaboration, and data are key to building successful acute/post-acute partnerships

As incentives rise for providers across the continuum to improve quality, reduce costs, and increase efficiency, the importance of strong partnerships between acute and post-acute providers continues to grow. Although these relationships exist in many forms, most providers still struggle to collaborate effectively with their partners. Use the strategies below to improve your acute/post-acute relationships, and position yourself as a better partner to up- and downstream providers.



Help leaders understand the value of partnership

To build a successful partnership, you'll need to prove the value of the relationship to senior leaders. Executive buy-in can help facilitate longer-lasting, more effective relationships between providers.

TACTICS

1. Demonstrate the cost and quality benefits of stronger acute/post-acute relationships.
2. Identify specific ways that each of your partnerships drives ROI for your organization, such as improved patient outcomes or success under bundled payments.

Build a forum for ongoing collaboration

Lasting partnerships require a forum that enables providers to build trust, identify barriers to high-quality outcomes, and improve the cross-continuum care experience.

TACTICS

1. Meet regularly with your cross-continuum partners.
2. Use meetings to build relationships and discuss solutions to common cross-setting challenges.
3. Continue to strengthen ties by collaborating on pilot programs and task-based subcommittees.

Use data to strengthen the relationship

Analyze volumes and outcomes data to reinvigorate your partnerships with a proven value proposition and newly identified areas for mutual improvement.

TACTICS

1. Evaluate patient discharge patterns to find out if volumes have shifted as a result of the partnership.
2. Compare patient outcomes data across providers in your market.
3. Look for opportunities to collaborate to improve care for specific service lines or patient groups.

Streamline information flow between settings

To be an effective partner—and to receive the support you need in return—providers must focus on making sure that the correct information is transferred across settings in a timely manner.

TACTICS

1. Front-load information sharing with downstream partners.
2. Follow up to ensure information exchange is complete.
3. Complete warm handoffs for complex patients.

Deliver high-quality outcomes for shared patients

Strong partnerships focus on meeting mutual goals, such as improving patient care quality across the continuum. Executing on these clinical goals can strengthen ties for future initiatives.

TACTICS

1. Equip staff across settings to deliver high-quality care.
2. Hardwire access to advanced clinical knowledge.
3. Partner to manage complex patients in the community.