

Framework For Considering Integration



Awareness
 "knowing"
Communication
 "sharing"
Cooperation
 "working together"
Planning
 "planning together"
Harmonizing
 "aligning or transferring"
Amalgamating
 "merging"

Back Office

IT, Finance, Quality, Safety, HR, etc.

Services

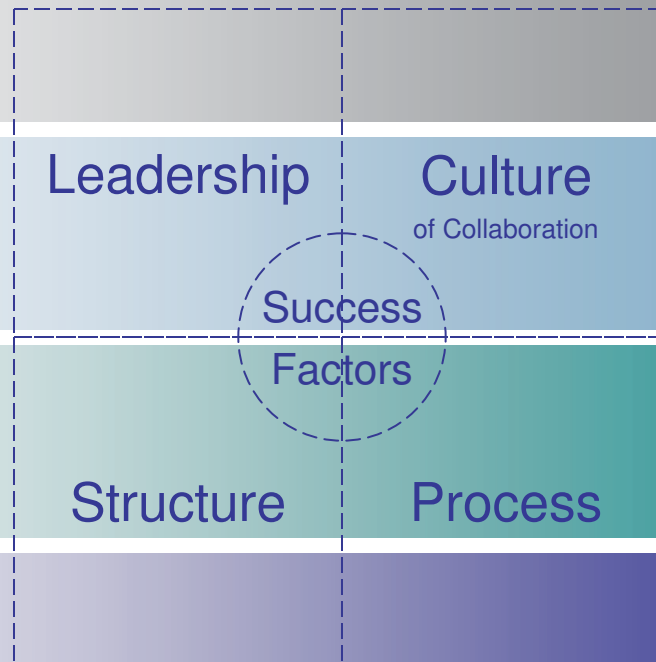
Clinical, Medical, Physician, other

Administrative

Management, Staff

Board

Governance



Critical Success Factors

Leadership

- Strategic leadership shared by Board & CEO
- Compelling vision & values championed by CEO & Board
- Best practice orientation and commitment
- Systems thinking
- Client / patient centric
- Results / outcome focused
- Distributed leadership philosophy
- Leader succession / sustainability

Culture of Collaboration

- Valuing & fostering positive relationships
- Openness; seeking out & accepting of new ideas
- Truthfulness & transparency
- Fostering mutual trust & respect
- Developing & pursuing shared goals
- Willingness to share
- Willingness to collaborate
- Willingness to “give something up” for the greater good

Structure

- Clear & effective governance framework
- Clear accountability framework & agreements
- Clear & effective organizational structure
- Clear understanding of roles & responsibilities
- Current & clear plans: strategic, operational & financial
- Quantified resource needs and resourcing
- High-quality, uniquely valued & defined service(s)
- Clear and established performance indicators

Process

- Board decision-making & monitoring mechanisms
- Quality management processes
- Robust planning, tracking & monitoring processes
- Client engagement /satisfaction mechanisms
- Stakeholder engagement mechanisms
- Evidence-based decision making
- HR performance review processes
- Clear & aligned internal & external communication