

Integration & Collaboration



A Primary Care Practice Experience

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DMA History

- Founded 1989
- 1 MD, 1 Staff, 600 patients
- FHN 2002
- FHT 2005
- 7 MDs, 2 RN(EC), 2 RN, Lab Tech, 4 mental health workers, 2 pharmacists, 1 General Manager, 5 receptionists, 1 CCAC Case Manager, 7,600 patients



Levels of Relationships

- **Tight** – Funded and Managed
- **Formal** – Managed but not Funded
- **Loose** – Informally Managed and not Funded



DMA and CCAC

- PHCTF History
- Post study drift
- Reinforcing the relationship



Relationship Foundation

- **Who** – Key person relationship
- **What** – Care about personal, organizational and then the service level issues
- **How** – Protected regular personal “meetings”
- **When** – Frequently enough to matter
- **Why** – Adaptation and conflict solving



When moving forward through uncertainty, strong relationships will give you the ability to find your way.

