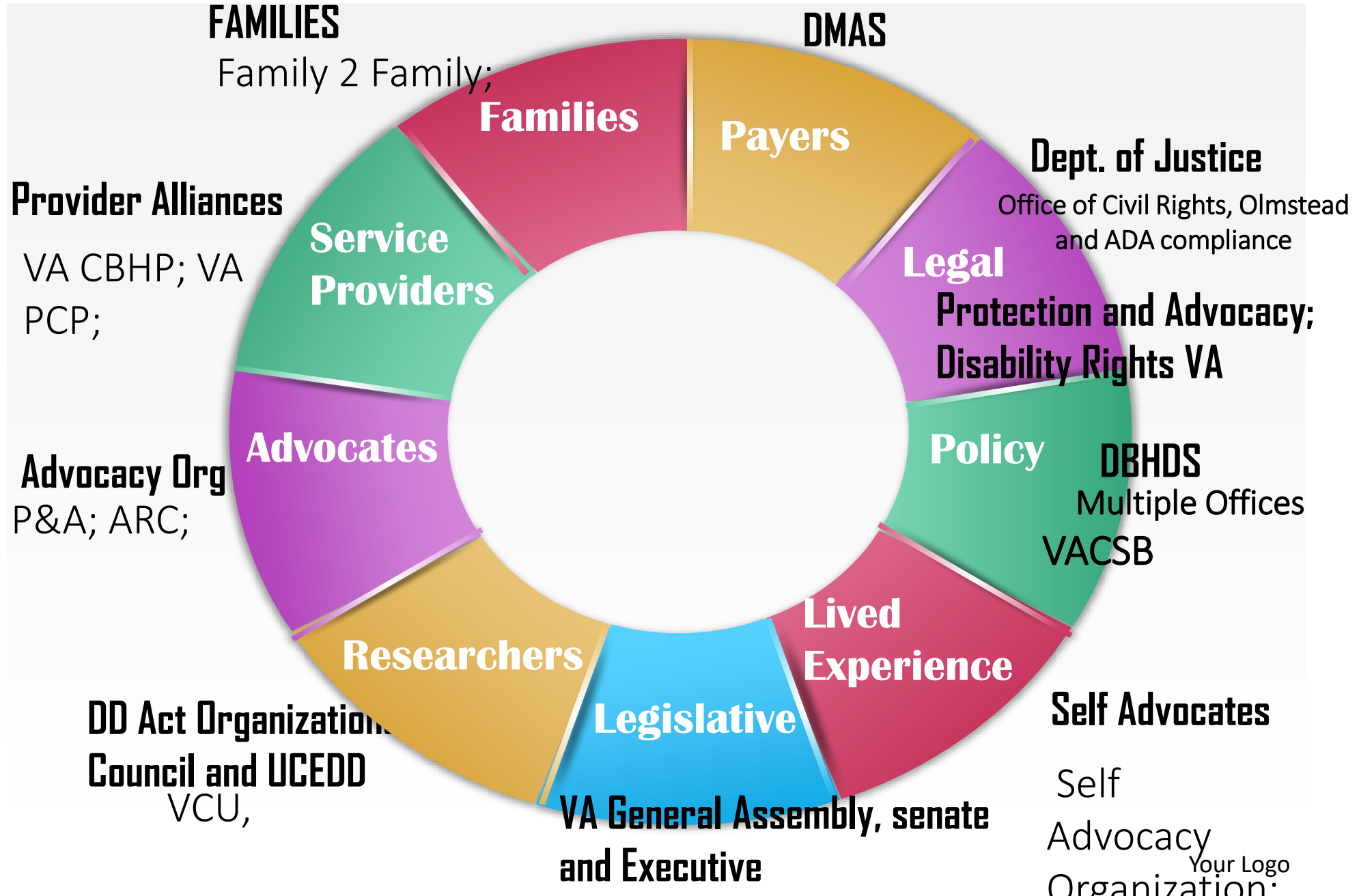


# Synergy

Mary Lou Bourne  
Director of NCI and  
Quality Assurance  
NASDDDS



# PLW Leadership Team-complex system components



# Many Smaller Pieces within One Large Part

- Acute Care Services & PASRR
- Administrative Services
- Budget-and-Financial-Reporting
- Child and Family Services
- Communications
- Cost Accounting and Reimbursement
- Health Equity
- Developmental Services
- Fiscal and Grants
- Human Resource Development and Management
- Human Rights
- Internal Audit
- Legislative Affairs
- Licensing
- Quality Management and Development
- Planning and Development
- Procurement



**Vision Statement: A life of possibilities for all Virginians**

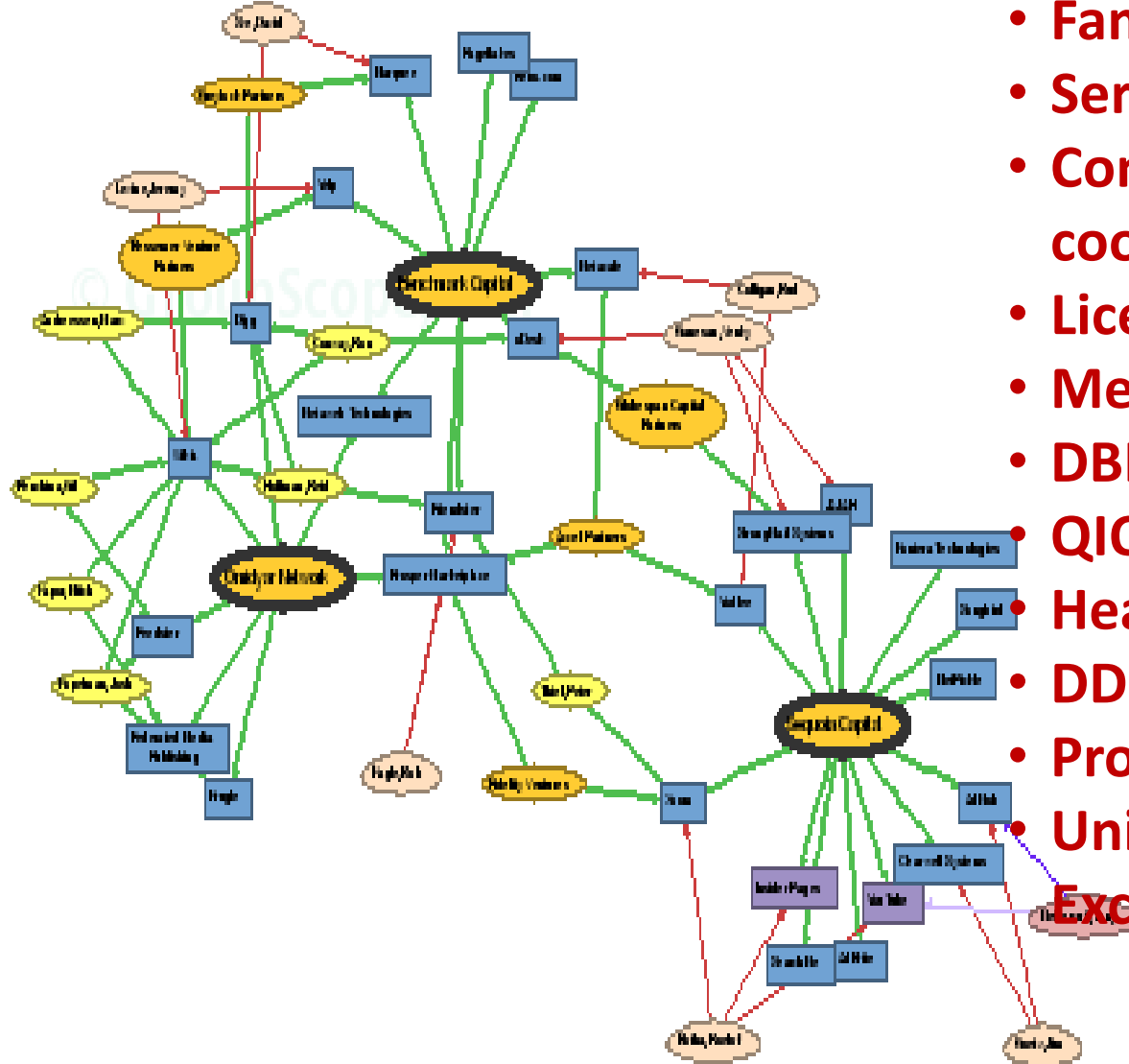
# Some Parts have Multiple Roles-

- Advocacy
- Policy
- Legal



# Complex System

UrbS Viewer Relationships for Investors Benchmark Capital, Disability Network, Support Capital



- People receiving support
- Advocates including Self advocates
- Families
- Service providers
- Conflict free Service coordinators
- Licensing and review agencies
- Medicaid
- DBHDS (Central and Regional)
- QIO Quality monitors
- Health Care Units
- DD Councils
- Protection and Advocacy
- University Centers for Excellence

# Navigating Complex Systems

- Complexity creates an increased need for:
  - Clear and frequent communication
  - Appreciation for the importance of each contributor
  - Collaboration – creating something altogether new
  - Accountability, and defined points of progress
- Complexity often results in:
  - Lack of communication between key parts
  - Turfism, or defending the perspective of single organization
  - Tolerance, polite agreement
  - Lack of accountability, defensiveness when asked for metrics.

Solving the Complexity Dilemma:

**Unrelenting focus on the vision of the system**

# Shared Project

Focus on the purpose: Identifying an improvement for your regional council



# Process for Quality Improvement Project: what will your region tackle?

