

# Community Stewardship: Improving Health Outcomes through Organizational Relationships

Thursday June 12<sup>th</sup>, 2025

1:00-2:00pm Eastern / 10:00am-11:00am Pacific

*This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$550,000 with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).*

**MORE THAN  
WHAT WE DO.  
IT'S WHO WE  
DO IT FOR.**



We are a first-of-our-kind system of affiliates brought together by a common goal: To solve health inequity for the most underserved communities among us. Through primary care, education and policy, we've already bridged the gap for over 5 million people. And we're just getting started.



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## MOSES/WEITZMAN Health System

*Always groundbreaking. Always grounded.*

### Community Health Center, Inc.

A leading Federally Qualified Health Center based in Connecticut.

### ConferMED

A national eConsult platform improving patient access to specialty care.

### The Consortium for Advanced Practice Providers

A membership, education, advocacy, and accreditation organization for APP postgraduate training.

### National Institute for Medical Assistant Advancement

An accredited educational institution that trains medical assistants for a career in team-based care environments.

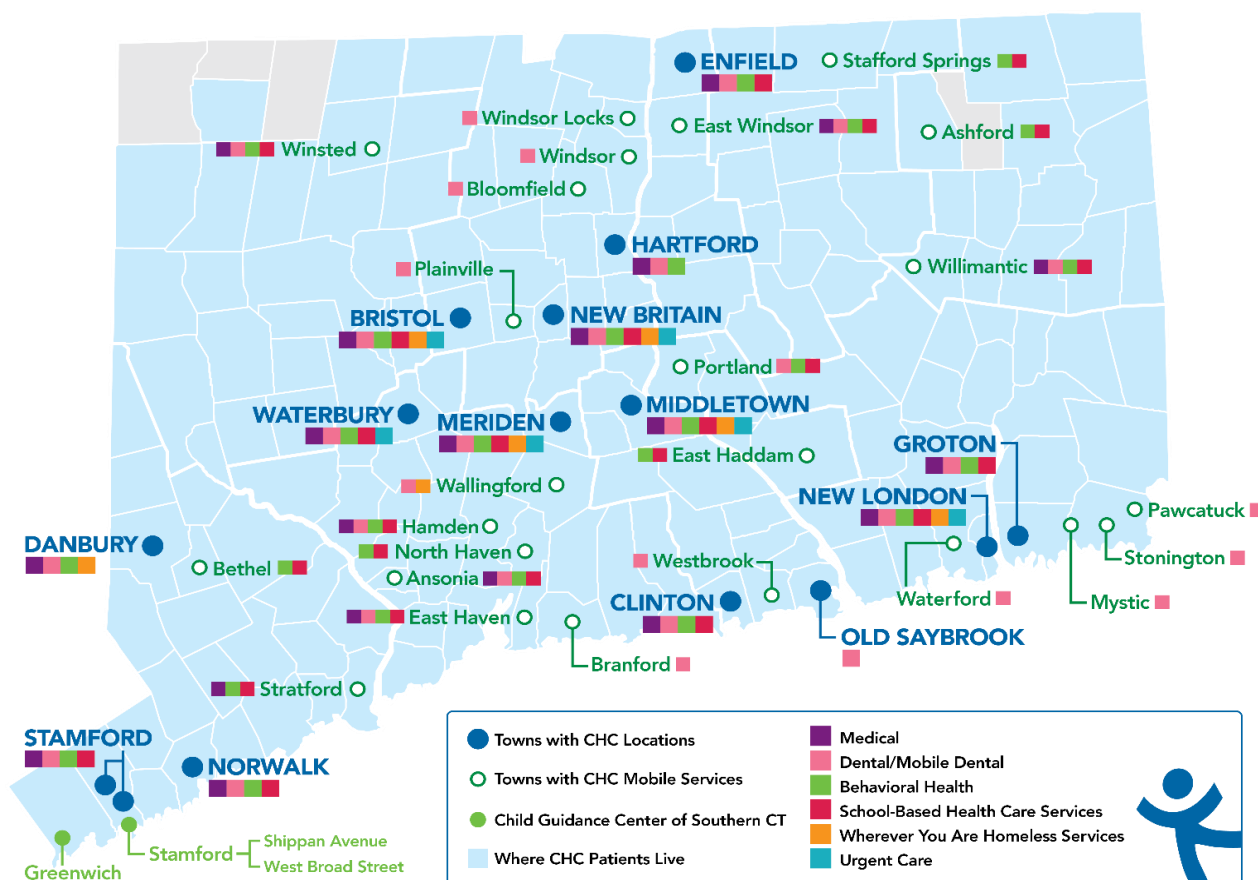
### The Weitzman Institute

A center for innovative research, education, and policy.

### Center for Key Populations

A health program with international reach, focused on the most vulnerable among us.

# Locations & Service Sites



## THREE FOUNDATIONAL PILLARS

<b>1</b> Clinical Excellence	<b>2</b> Research and Development	<b>3</b> Training the Next Generation
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## Overview

- Founded: May 1, 1972
- Staff: 1,400
- Active Patients: 150,000
- Patients CY: 107,225
- SBHCs across CT: 152

Year	2021	2022	2023
Patients Seen	99,598	102,275	107,225

# National Training and Technical Assistance Partners (NTTAP) Clinical Workforce Development

Provides free training and technical assistance to health centers across the nation through national webinars, activity sessions, learning collaboratives, trainings, publications, and more!

To learn more, please visit <https://www.weitzmaninstitute.org/nca>.

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# Speaker

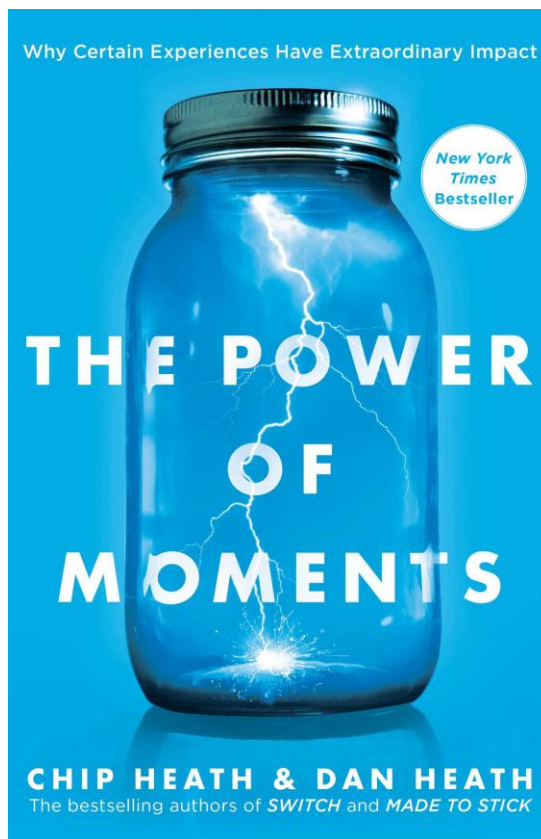


Karoline Oliveira, EdD  
Chief Officer for Clinical Excellence

# Learning Objectives

- Understand how to build and sustain internal and external partnerships that improve health outcomes
- Reflect on your role as a community steward using *The Power of Moments* framework to build trust and connection
- Share practical strategies and challenges in fostering collaboration within community health teams

# “The Power of Moments”



# Key Concepts from “The Power of Moments”

- Memorable moments can build trust, strengthen relationships, and spark positive change.
- Four elements that make moments powerful:
  - **Elevation** – Create experiences that rise above the everyday and generate positive emotion
  - **Insight** – Help people gain self-awareness or shift their perspective
  - **Pride** – Celebrate achievements and recognize contributions
  - **Connection** – Deepen relationships through shared meaning and purpose



# CHC, Inc. Book Club

- CHC, Inc. launched a staff book club to:
  - Foster meaningful discussion around public health topics
  - Create space for reflection and idea-sharing
  - Encourage cross-departmental engagement with colleagues
  - Build a sense of community and connection beyond daily work
- This is one way to spark defining moments that strengthen relationships and support shared purpose.

The Office of Clinical Excellence Presents  
Spring Community Read

## THE POWER OF MOMENTS

*The New York Times bestselling authors explore why certain brief experiences can jolt us and elevate us and change us—and how we can learn to create such extraordinary moments in our life and work. While human lives are endlessly variable, our most memorable positive moments are dominated by four elements: elevation, insight, pride, and connection.*



Use the QR code to fill out the form to join the group. We will send you an email to join our group on Fable. This app allows for discussion on the book in an asynchronous format. We will be discussing this book live until June 30th.



### HOW TO GET A COPY OF THIS BOOK?

**Physical Book:** Local library, Local bookstores, Barnes and Noble, Amazon

**Digital Book:** Use Libby or Hoopla to connect your library card, Amazon

**Audio Book:** Spotify Premium, Audible

# The Importance of Relationships in Community Health

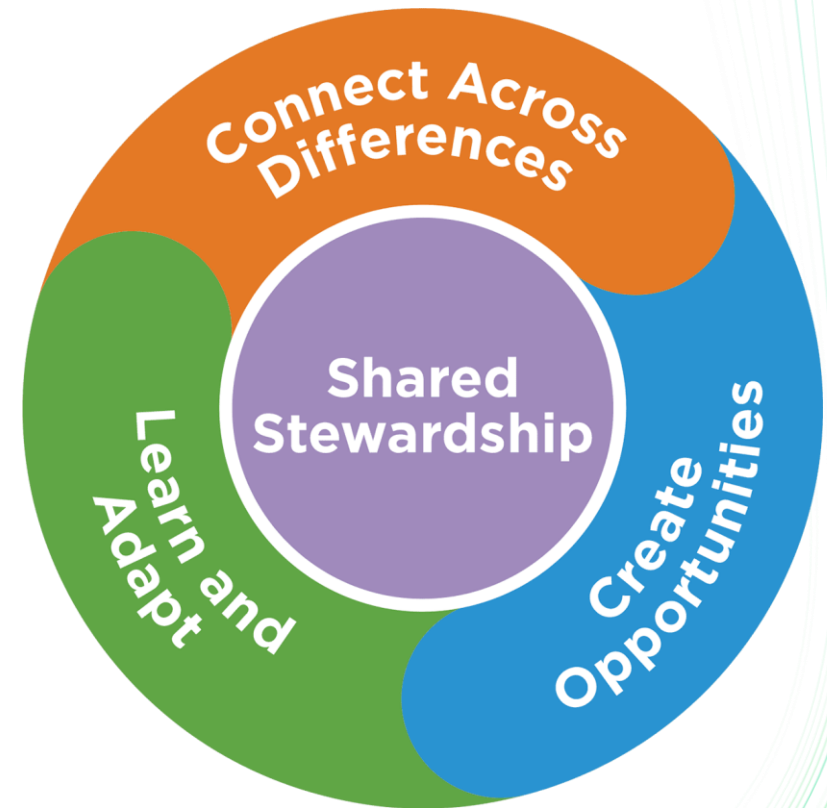


- Why strong relationships matter for better health outcomes:
  - Build internal partnerships across departments and roles
  - Foster trust and collaboration among teams
  - Develop external partnerships with community-based organizations
  - Create defining moments that deepen engagement and strengthen bonds

*“Defining moments shape our relationships when they break the script and create meaning.”*  
– *The Power of Moments*

# What is Stewardship?

- “Stewards of well-being are people and organizations who share responsibility for working across differences to expand the vital conditions all people and places need to thrive.”





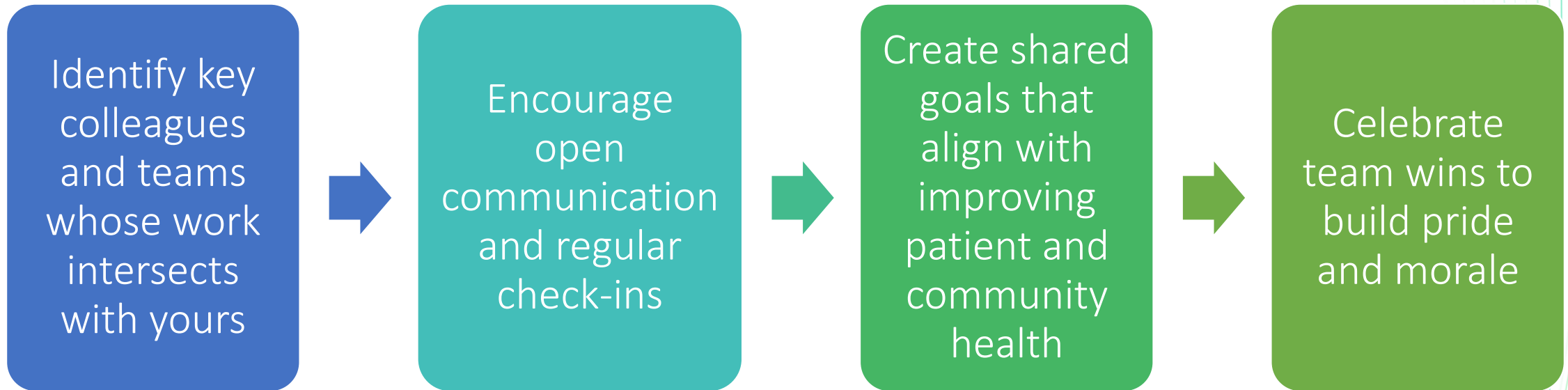
# Reflection: Your Role as a Community Steward



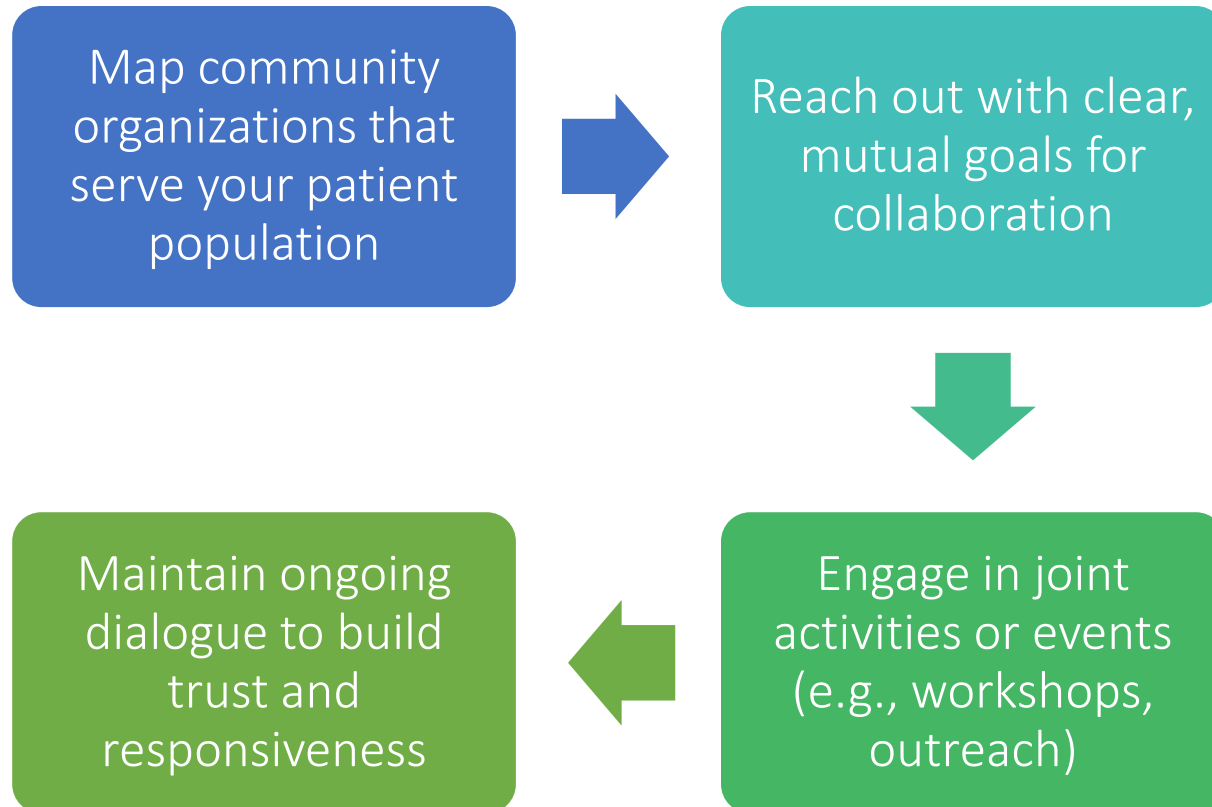
- Take a moment to reflect on your experience and role in strengthening relationships within your organization and community.
- **Consider the following questions:**
  - What does being a community steward mean to you?
  - What strategies have you used to strengthen relationships?
  - What challenges do you face in fostering collaboration and trust?
  - How can you positively influence health outcomes in your role?



# How to Build Internal Partnerships



# How to Build External Partnerships



# Fostering Trust and Collaboration

Be transparent and  
consistent in  
communication

Show appreciation and  
recognize  
contributions

Encourage shared  
decision-making and  
respect different  
perspectives

Create opportunities  
for informal  
connection and  
relationship building

# Fostering Trust and Collaboration within Clinical Care Teams





# Getting to the Heart Guidebook

- This guidebook covers an 8 week time period, in which the clinical care team (e.g. medical assistant and provider) are engaged in several conversations.
- It serves as a way for the clinical care team to document their open-ended conversations, discoveries, and agreements in the interest of strengthening the team-based, patient-centered care approach at the clinic.
- Access the guidebook here: [link to PDF](#)

# Actionable Steps Framework

- A simple framework to guide your efforts in strengthening relationships:
  - **Identify:** Recognize key relationships within your organization and community
  - **Engage:** Actively connect with team members and community partners
  - **Collaborate:** Look for opportunities to work together and enhance service delivery

# Strategies and Challenges

- Strategies:

- Use regular meetings or huddles to share updates and ideas
- Start small projects to build trust before scaling partnerships
- Utilize storytelling or shared learning (like book clubs) to deepen connections

- Challenges:

- Limited time or competing priorities
- Differences in organizational culture or goals
- Difficulty sustaining engagement over time

# Reflection: Your Role as a Community Steward

- Take a moment to reflect on your experience and role in strengthening relationships within your organization and community.
- **Consider the following questions:**
  - What does being a community steward mean to you?
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# Bringing it all Together



- Strong relationships within and outside the organization are essential for improving health outcomes
- Intentionality matters: creating meaningful, memorable moments (inspired by *The Power of Moments*) can build trust and engagement
- Small actions such as starting a conversation, showing appreciation, or encouraging collaboration can lead to lasting positive change

# What will you take Forward?

- Select one actionable step from today's session, whether from the breakout or group discussion, that you will commit to:
  - How will you improve collaboration in your role?
  - What small step can you take this week to strengthen a relationship?
  - How can you inspire a defining moment in your team or organization?
- Stronger teams lead to better communication, more efficient and collaborative care, and ultimately better patient experiences and health outcomes.



# Resources

- <https://www.communitycommons.org/>
- <https://thriving.us/>
- ***The Power of Moments: Why Certain Experiences Have Extraordinary Impact***  
by Chip Heath & Dan Heath  
ISBN (Hardcover): 978-1-5011-4776-0  
eBook edition: ISBN 978-1-5011-4777-7

# Questions?



# Wrap-Up

# Explore more resources!

## National Learning Library: Resources for Clinical Workforce Development



CHC has curated a series of resources, including webinars to support your health center through education, assistance and training.

[Learn More](#)

### **CLINICAL WORKFORCE DEVELOPMENT** Transforming Teams, Training the Next Generation

The National Training and Technical Assistance Cooperative Agreements (NCAs) provide free training and technical assistance that is data driven, cutting edge and focused on quality and operational improvement to support health centers and look-alikes. Community Health Center, Inc. (CHC, Inc.) and its Weitzman Institute specialize in providing education and training to interested health centers in Transforming Teams and Training the Next Generation through;

**National Webinars** on advancing team based care, implementing post-graduate residency training programs, and health professions student training in FQHCs.

**Invited participation in Learning Collaboratives** to advance team based care or implement a post-graduate residency training program at your health center.

Please keep watching this space for information on future sessions. To request technical assistance from our NCA, please email [NCA@chc1.com](mailto:NCA@chc1.com) for more information.

<https://www.weitzmaninstitute.org/ncaresources>

## Health Center Resource Clearinghouse

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Special & Vulnerable Populations

Emerging Issues: COVID-19, More...

Patient Materials

Telehealth

<https://www.healthcenterinfo.org/>

# Contact Information

For information on future webinars and activity sessions:  
please reach out to [nca@chc1.com](mailto:nca@chc1.com)  
or visit <https://www.chc1.com/nca>