

Social Care - Beyond Resources Webinar Recap

More than 30 people attended the Dec. 7 webinar, *Social Care- Beyond Resources*. Walter Rosenberg MSW, MHSM, LCSM, and Lizzi Cummings MSW, LCSW from the Center for Health and Social Care Integration at Rush University described how effective care management needs relationships at the center of care delivery and design.

To create a therapeutic alliance and rapport with patients, the speakers introduced three lenses to view interactions with patients: unconditional positive regard, trauma-informed care and anticipatory empathy. To integrate strategies to create a therapeutic alliance with patients into a hospital's existing care management process, the following tools were discussed: Responsible, Accountable, Consulted, and Informed (RACI) chart; workflows; and implementation plans.

This is the final webinar in the two-part series sponsored by the Wisconsin Office of Rural Health focused on integration of social care to promote health, ensure equitable outcomes and reduce readmissions. Next steps include CHaSCI Bridge Training and an implementation period to improve transitional care management with the goal of reducing readmissions. There are eight spots available for CAH/rural hospitals to participate in the CHaSCI Bridge training scheduled for late January-early March 2023.

Enrollment information will be available soon. For additional information, contact WHA Clinical Quality Improvement Advisor [Dana Fischer](#).

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