

Relational Coordination and Resilience for the Changing Healthcare Context

Third Annual ISIS Distinguished Lecture
Jody Hoffer Gittel, PhD

October 4, 2013 ~ 12-1pm
OHSU Old Library Auditorium

Relational Coordination and Resilience for the Changing Healthcare Context

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Relational coordination is a core element for achieving personal and organizational resiliency and aligning relationships for transformed health care delivery. This lecture is part of an annual series on improving personal and organizational resiliency.

Jody Hoffer Gittel, PhD is Professor of Management at Brandeis University's Heller School for Social Policy and Management. Gittel's research explores how coordination by front-line workers contributes to quality and efficiency outcomes in service settings. She has developed a theory of relational coordination, proposing that highly interdependent work is most effectively coordinated through relationships of shared goals, shared knowledge and mutual respect, and demonstrating how organizations can support relational coordination through the design of their work systems. **High Performance Healthcare: Using the Power of Relationships to Achieve Quality, Efficiency and Resilience** (McGraw-Hill, 2009) summarizes Gittel's research on relational coordination and its performance effects in healthcare. Gittel received her PhD from the MIT Sloan School of Management, her MA from The New School and her BA from Reed College, and taught for six years at the Harvard Business School before joining the faculty of Brandeis University.

~ **Light refreshments will be served in the Great Hall immediately following the lecture** ~

This lecture is sponsored by the Integrative Self-Care Initiative for Students (ISIS) program
Lauretta Young, MD, Medical Director and Nicole Steckler, PhD, Research Director



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