Integrating Together: Trust and Confidence

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Disclaimers

As always, I have yet to figure out how to profit from these presentations, so I have nothing to declare.

If you have any suggestions, I am open to hearing them.

I have no magic answers.

All quotes are from a single author.
Objectives

- Understand barriers and obstacles to a fully interconnected, integrative system
- Discuss potential solutions for improved integration
- Network with others to achieve higher ordered integration
- Interactively demonstrate functional integrative strategies
Integrative Wellness

This is a team journey
You will be asked many questions
Your wisdom will help
Thoughts on Integration

- Integration is the natural state
- We have learned to work in isolation
- Research is the best friend of integration
- I have seen integration begin to work
- Integration works better than can be imagined
Integration is Impossible

Don’t ever become a pessimist,

...a pessimist is correct oftener than an optimist, but an optimist has more fun

...and neither can stop the march of events
Do you believe?

Do you trust in Integrative Wellness?

Do you trust everything?

Do you trust everyone?
If Integration is Possible, Why is it so Hard to Do?

- Trust is Missing
- Practitioners
- Clients
- Payors
- Ourselves
What is Trust?

- Trust is objectively earned
- Trust requires constant nurturing
- Distrust is always easier than trust
- Trust does best with verification
Experiential Learning

For the next several minutes, everyone needs to begin to think about how we could possibly integrate with each other

Your participation is required
Let’s Define a System

- Six Volunteers
- Each volunteer represents a provider
- Each has a goal of helping and staying in business
- Each is dependent upon their clients
A Small World to Integrate

Six Providers
- Red
- Orange
- Yellow
- Green
- Blue
- Purple
A Small World to Integrate

Six Types of Clients
- Red
- Orange
- Yellow
- Green
- Blue
- Purple
Clients

- Love what you do – recommend you
- Like what you do – come back to see you
- Don’t like what you do – don’t come back
- Hate what you do – tell others to hate you
Back to the Demo

For a Red Provider
- Red
  - Recommend
- Orange/Purple
  - Come back
- Yellow/Blue
  - Don’t come back
- Green
  - Negative recommendation
What is the Outcome?

Clients who are a good fit
- Remain clients
- Some recommend you to others
- More recommendations mean more clients

Clients who are a poor fit
- Don’t come back
- Some hurt your business
- Clearly do not help your business
How Do We Improve?

- Don’t, Just Keep Doing the Same Thing
- Change the Clients
- Change Ourselves
- Change the System
Change the Clients

Find those who will like you
  - How do we find them?
  - How do we get them to try what we offer?

Avoid those who don’t like you
  - How do we find them?
  - How do we not make the situation worse?
Change Ourselves

Do what we do better
  - How do we get better?
  - What would that do to our scenario?

Tell others how much better we are
  - How does this change the story?
  - How do we not make the situation worse?
Change the System

What could we change in the system?
- What would make things better?
- How can we address the issues?

Tell others how much better we are
- How does this change the story?
- How do we not make the situation worse?
What would like to do with clients that will not benefit from what we offer?
- Kill them?
- Help them?

How can we get more of the clients that will benefit from what we offer?
- Advertise for them?
- Change the system
Suggested Solution

- **Trust**
  - Trust that other providers have the same goals as you

- **Make Outreach Efforts**
  - Interact with other providers, find out who does what
Suggested Solution

- Refer clients to the Other Providers
  - Often
  - As quickly as you realize that the client could be better served

- Express Gratitude
  - Provide follow up to those that refer to you
  - Be positive, always positive, about other providers
Back to the Demo

What happens if you refer the clients that aren't going to come back anyway?

What happens if you refer the clients that will come back anyways?

What happens to the system if we change the way we interact with each other?
But This Is Only a Demo

- Clients are not as easy to figure out as colored beads
- Providers are not as easy to figure out as colored beads
- How can we find out more about our clients and ourselves?
Client Outcome
Research

- Provides needed information to identify what works and for whom
- Allow better decision making at all levels, particularly referrals
- Provides support to have payors cover the services
- Allows us to do what we want to do better
Confidence

Audacity, always audacity. When I was in high school, I won a debate by quoting an argument from the British Colonial Shipping Board. The opposition was unable to refute me - because there never was a British Colonial Shipping Board.
What is Confidence?

Confidence is the belief that what you do will work and be helpful.

It is the result of earned trust.

With confidence, the system will be changed.
Warning

What are the marks of a sick culture? It is a bad sign when the people of a country stop identifying themselves with the country and start identifying with a group. A racial group. Or a religion. Or a language. Anything, as long as it isn't the whole population.
Questions

Quotes were from Robert Heinlein
Thank You
How Is Trust Damaged?

What is supposed to happen in a democracy is that each sovereign citizen will always vote in the public interest for the safety and welfare of all.

But what does happen is that (they) vote in (their) own self-interest as (they) see it...