

# Regional Health Connectors

## Changing Systems in Colorado

[www.regionalhealthconnectors.org](http://www.regionalhealthconnectors.org) | September 2022

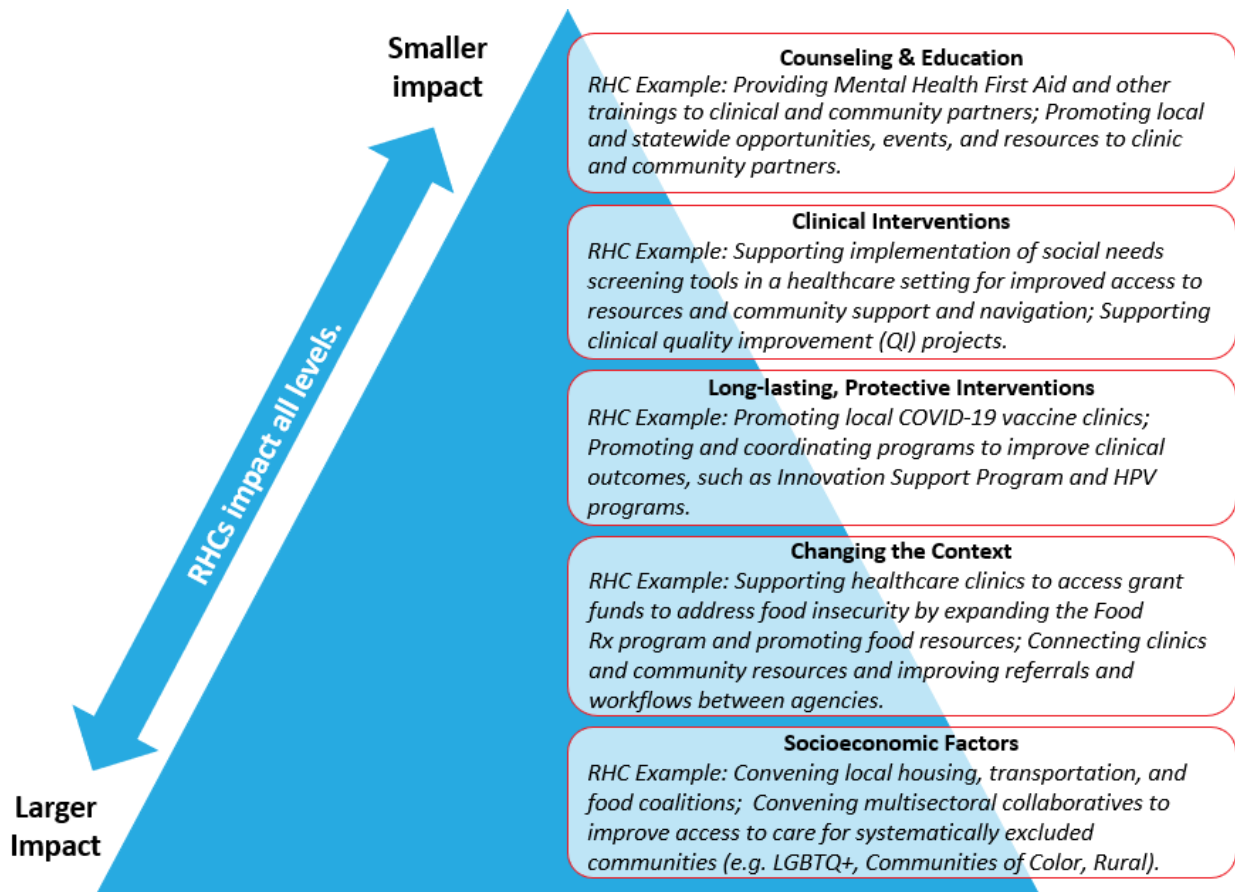
Regional Health Connectors (RHCs) are a community-based workforce who build and strengthen connections between the systems that keep us healthy...

...but what does it mean to change healthcare-based systems?

Systems change is work that is **informal, ongoing, and voluntary** and results in new ways of collaborating<sup>1</sup>.

RHC systems change work focuses on both **technical** and **adaptive** challenges<sup>2</sup> to local issues.

- **Technical challenges** mean that the solution is well-known and there are proven best practices to address.
- **Adaptive challenges** represent an emerging practice, requires flexible and collaborative leadership. Solutions are unknown, but possibilities are endless.



RHCs work at all levels of the Health Impact Pyramid<sup>3</sup> with a focus on improving health equity and leveraging existing community assets.

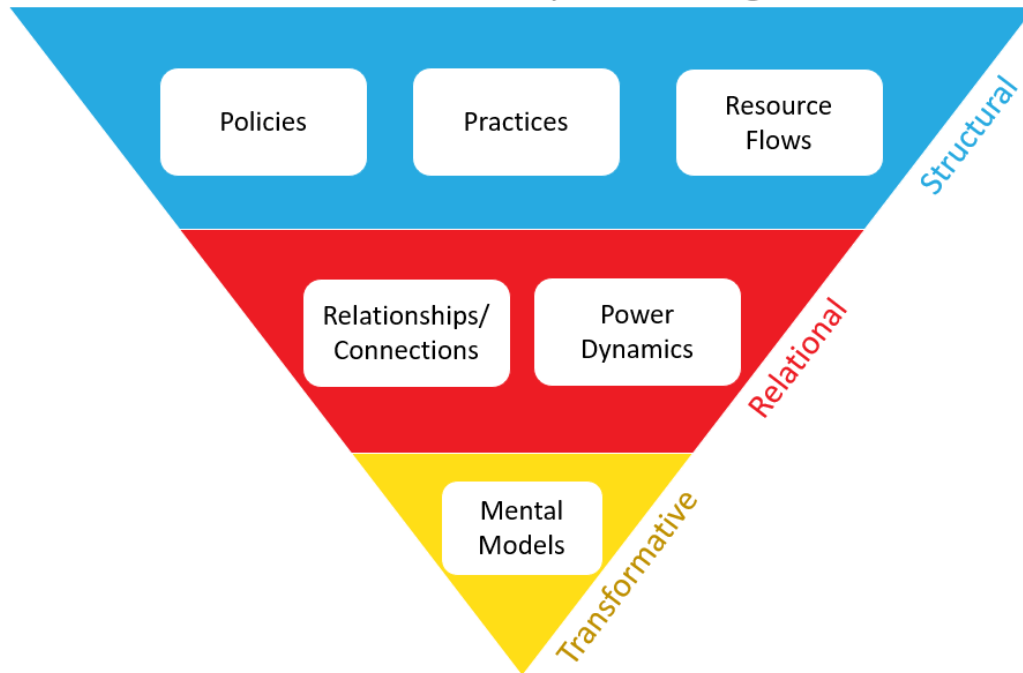
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**RHCs create and support conditions of systems change<sup>4</sup> within local communities.**

### Six Conditions of Systems Change



**Policies** Government, institutional and organizational rules, regulations, and priorities that guide actions.

**Practices** Activities of institutions, coalitions, networks, and other entities targeted to improving social and environmental progress. Includes procedures, guidelines, or informal shared habits that comprise the work.

**Resource Flows** How money, people, knowledge, information, and other assets such as infrastructure are allocated and distributed.

**Relationships & Connections** Quality of connections and communication occurring among actors in a system, especially among those with differing histories and viewpoints.

**Power Dynamics** The distribution of decision-making power, authority, and both formal and informal influence among individuals and organizations.

**Mental Models** Habits of thought—deeply held beliefs and assumptions and taken-for-granted ways of operating that influence how we think, what we do, and how we talk.

1. PSE Playbook 101 - champion provider fellowship. [https://championprovider.ucsf.edu/sites/champion.ucsf.edu/files/PSEPlaybookWebinar\\_FINAL\\_20171024.pdf](https://championprovider.ucsf.edu/sites/champion.ucsf.edu/files/PSEPlaybookWebinar_FINAL_20171024.pdf). Published October 24, 2017. Accessed July 12, 2022.
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