

CONNECTING AT THE CROSSROADS



INNOVATION. EDUCATION. PARTNERSHIP. GROWTH.

DELIVERING FOR AMERICA® | JUNE 2-5, 2024, INDIANAPOLIS

Grow Through Expanding Your Team

Jennifer Jones, Blue Cross Blue Shield of Louisiana

Tom Leon, Wellmark Blue Cross and Blue Shield

Mark Fallon, The Berkshire Company

Overview

- How do I break down silos?
- Creating partnerships
- What does it look like for you?



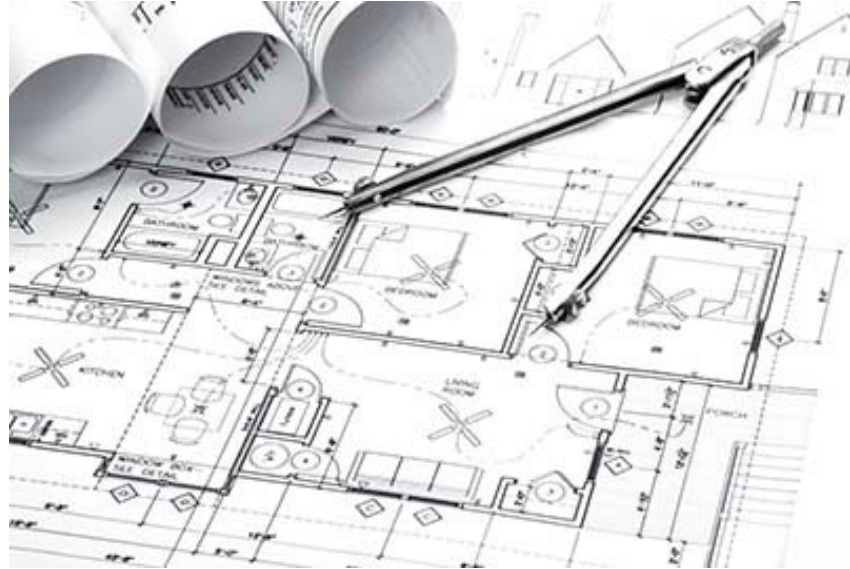
How do I break down silos?

- Work on myself first
- Forming the team
- The next step



Work on myself first

- Lead by example
- Address culture upfront
- Creating a shared vision



Forming the team

- Encourage cross-functional teams
- Make it easy to share information
- Foster collaboration
- Understand dynamics and backgrounds



The next step

- Training
- Cross training
- Monitor and adjust

		6-Sep-09	7-Sep-09	8-Sep-09	9-Sep-09	10-Sep-09	11-Sep-09	12-Sep-09		
56.98	Distance	20.41		8.03	9.17	13.12	6.25		275.99	107.65
4021.5										
1522.9	Pace	9:19		8:49	9:11	8:06	8:48			
		13-Sep-09	14-Sep-09	15-Sep-09	16-Sep-09	17-Sep-09	18-Sep-09	19-Sep-09		
60.97	Distance	13.19	7.54	11.41	6.31		11.5	11.02	287.01	157.6
4082.4										
1583.9	Pace	9:02		8:42	8:31		8:57	8:52		
		20-Sep-09	21-Sep-09	22-Sep-09	23-Sep-09	24-Sep-09	25-Sep-09	26-Sep-09		
44.51	Distance	22.05	6.22		10.02		6.22		6.22	189.67
4126.9										
1628.4	Pace	9:16	8:51		8:34		8:38			
		27-Sep-09	28-Sep-09	29-Sep-09	30-Sep-09	1-Oct-09	2-Oct-09	3-Oct-09		
65.72	Distance	26.2	2.02	6.26	10.02	8.07		13.15	42.44	219.17
4192.7										
1694.1	Pace	8:25	9:53	9:10	8:51	8:52		8:54		
		4-Oct-09	5-Oct-09	6-Oct-09	7-Oct-09	8-Oct-09	9-Oct-09	10-Oct-09		
61.83	Distance	28.09		6.14	11.01	7.01		9.58	83.68	239.76
4254.5										
1756	Pace	9:43		9:11	8:34	8:41		8:11		

Creating partnerships – internal and external

- Communication
- Alignment
- Creating and closing the loop



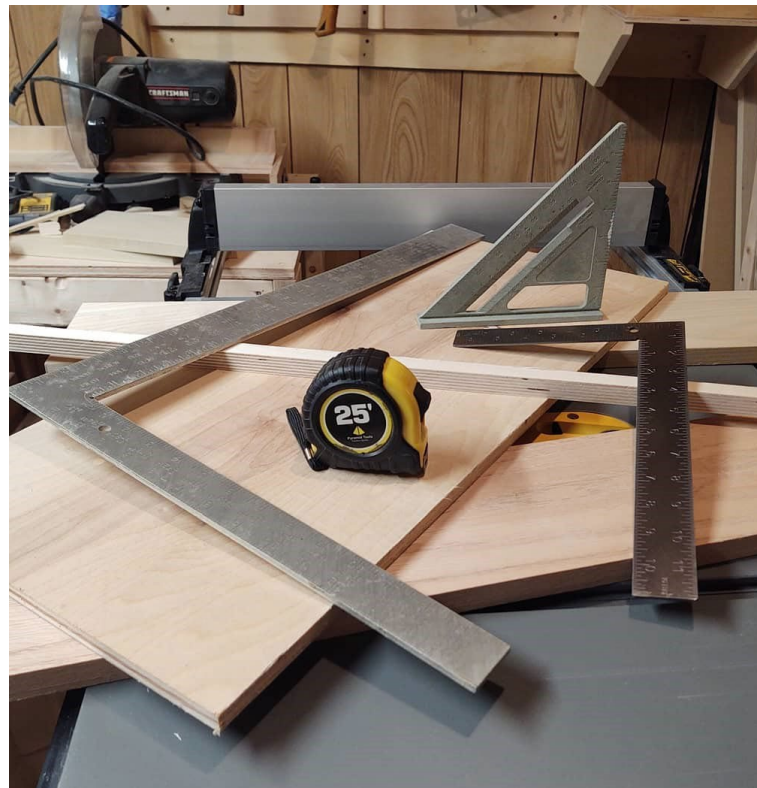
Communication

- Open and honest
- Share information and resources
- Build trust
- Invest in relationship building



Alignment

- Clarify roles
- Align goals and objectives
- Mutual respect

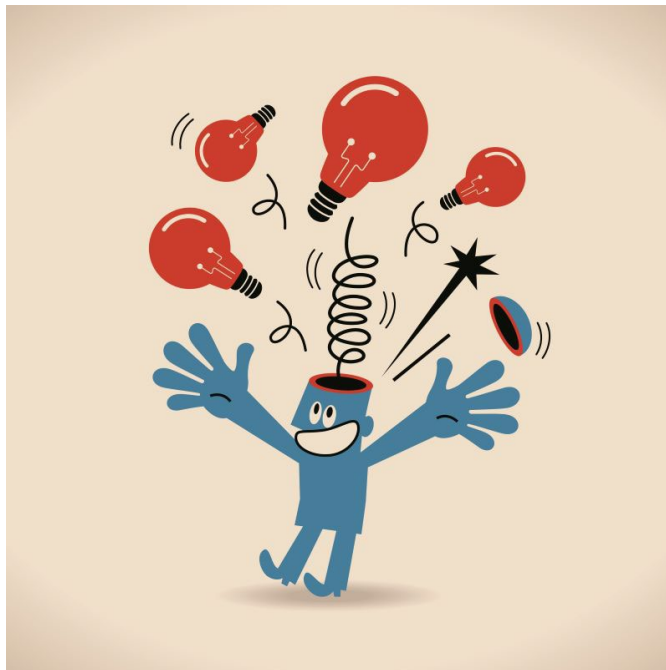


Creating and closing the loop

- Collaborative problem solving
- Regular review and evaluation
- Feedback and recognition



What does it look like for me?



What does it look like for me?



Questions?

Jennifer Jones

Blue Cross Blue Shield of Louisiana

Jennifer.Jones@bcbsla.com



Tom Leon

Wellmark Blue Cross and Blue Shield

leont@wellmark.com



Mark Fallon

The Berkshire Company

mmf@berkshire-company.com

