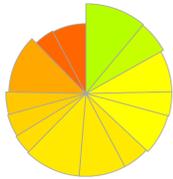




# Case Studies



The federal government is driving change towards evidence-based policies and measurable outcomes. Simultaneously both state

and federal resources are increasingly limited. As a result government agencies are required to find new approaches to serve their customers.

In this current environment many leaders are frustrated by:

- Missed targets
- Resistance to change
- Ineffective processes
- Poor communication or
- Internal conflict.



Our proprietary SchellingPoint Method has been used by hundreds of groups to address these challenges.

North Star Strategies facilitates groups using this method, enabling them to create positive change in this environment!

“The SchellingPoint method is an amazing consensus building tool.”

Stephan Sylvan  
EPA, White House



## Delaware Health Information Network (DHIN)

<b>Problem:</b>	DHIN was faced with cuts in State funding, a phasing out of federal grants, and increasing expectations being driven by health care reform.
<b>Solution:</b>	It used the SchellingPoint Method to anonymously surface ideas and opinions from multiple stakeholders with divergent perspectives. A facilitated dialogue among the leadership group led to 5 year strategic plan with full buy-in.
<b>Results:</b>	It developed two breakthrough funding strategies that resolved long standing issues. DHIN met its ambitious targets in 2012.

## University of Delaware - College of Health Sciences

<b>Problem:</b>	The College of Health Sciences has four schools that operated in “silos” with little cross-coordination. Dean Kathy Matt knew that greater collaboration was essential to the organization’s future. Some in the leadership group supported increased collaboration and others did not.
<b>Solution:</b>	With one hour of pre-work before a one day offsite retreat, the leaders used the SchellingPoint Method to rapidly surface their opinions on collaboration in the College. The group analyzed the pre-work results together at the retreat to gain insight into the areas of alignment and misalignment.
<b>Results:</b>	The facilitated dialogue at the retreat identified several areas where the leaders of the four schools believed they could collaborate for mutual benefit without giving up their individual identities. They created an action plan with ownership and timing as a move towards greater collaboration over time.