Clinic-community partnerships: A tool to maximize their impact

2008 Diabetes Translation Conference

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Learning objectives

- To understand how clinic-community partnerships move from development to the achievement of outcomes

- To learn about the development of a new tool to help clinic-community partners assess their progress and identify potential opportunities for improvement
Informed, Activated Patient

Prepared, Proactive Practice Team

Functional and Clinical Outcomes

Community Resources and Policies

Health System Organization of Health Care

Self-Management Support
Delivery System Design
Decision Support
Clinical Information Systems

Chronic Care Model
Demonstrating and evaluating programs to promote self management of diabetes through clinic-community partnerships.
Tools for building clinic-community partnerships to support chronic disease control and prevention

- Framework
- Checklists
  - Partnership
  - Organizational capacity
  - Intermediate outcomes
  - Long term outcomes
- Taking Action-Making Improvements
The Framework

- Created to explore the “value added” of partnerships to diabetes (or other chronic disease) self management outcomes

- Created by a workgroup consisting of BCS grantees, program staff and expert consultant

- Created through group processes over life of BCS project (Grantees funded 2003-2006)
FRAMEWORK FOR BUILDING CLINIC-COMMUNITY PARTNERSHIPS TO SUPPORT CHRONIC DISEASE CONTROL AND PREVENTION

**PARTNERSHIP ATTRIBUTES**

**Function:**
- Leadership and management
- Collaboration
- Synergy

**Infrastructure:**
- Leadership
- Partnership resources

**ORGANIZATIONAL CAPACITY**

**Your Organization:**
- Recognition of the benefit of collaboration
- Improved capacity to respond to demands
- Increased information and resources
- Increased community input
- Greater utilization of services

**Between Organizations:**
- Connection to the community
- Creation of a shared vision
- Focus on issues/needs of the community rather than only on accountability to the agency
- Enhanced referral services
- Share information and resources

**INTERMEDIATE OUTCOMES**

**Individual Level:**
- Improved self-management
- Better clinical outcomes
- More willing to talk about health concerns
- Better access to community resources
- Opportunities for personal and professional growth

**Organizational Level:**
- Improved services
- Increased capacity for outreach
- Improved treatment protocols
- Increased awareness and demand for organizational expertise
- Improved data systems

**Partnership Level:**
- Improved partnership functioning
- More stable partnership structure
- Strategic expansion of networks
- Increased collaboration among partners
- Improved ability to leverage resources

**Community Level:**
- Increased resources and/or increased access to resources
- Increased community awareness of health issue
- Data that can be used by other agencies to garner additional resources
- Increased community engagement in health
- Increased advocacy and consumer demands

**LONG-TERM OUTCOMES**

- Decreased morbidity/mortality
- Improved quality of life
The Checklists

• Relate to phases of partnership development depicted on framework

• History
  – Literature review
  – Focus groups
  – One on one interviews
  – Pilot test
The Checklists

• Purpose
  – Assess where the partnership is
  – Identify how the partnership can move forward

• Structure
  – Perception
  – Extent of agreement
  – Satisfaction
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LONG-TERM OUTCOMES

Decreased morbidity/mortality
Improved quality of life
Checklists – Partnership Attributes

• Partnership function
  – Leadership and management
    • Communication methods
    • Well coordinated activities
    • An environment that fosters respect and trust
  – Collaboration
    • Processes to establish common goals and objectives
    • Processes that allow all partners to participate and influence decision-making

• Synergy
  • Working together
Checklists – Partnership Attributes

• Partnership infrastructure
  – Leadership
    • Formal with defined roles and responsibilities
    • Leadership is shared
  – Partnership resources
    • Dedicated staff
    • Tangible and intangible resources
    • All partners are able to use resources
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**LONG-TERM OUTCOMES**

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Checklists – Organizational capacity

- Your organization’s capacity
  - Benefit
  - Enhance abilities and skills
  - Increase referrals and services

- Capacity between partner organizations
  - Increase connectedness to community
  - Shared vision
  - Formalized systems
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Checklists – Intermediate Outcomes

• Individual level outcomes
  – Improved behaviors
  – Improved outcomes
  – Improved knowledge

• Organizational level outcomes
  – Increased organizational support
  – Increased access to services
  – Improved treatment protocols
Checklists – Intermediate Outcomes

• Partnership level outcomes
  – Increased trust
  – Improved conflict resolution
  – Increased likelihood partnership sustainability

• Community level outcomes
  – More information, services and programs
  – Access to data
  – Increased access to environments that support healthy behaviors
  – Creation of local and state policies
Taking Action – Making Improvements

- Program improvement
- Helps ensure consensus on issue of focus for improvement
- Promotes accountability
Conclusions

- Clinic-community partnership have the potential to enhance resources and supports for chronic disease prevention and care

- The tools can help
  - provide a way to assess partnership progress
  - help identify opportunities to work together to improve programs and services
  - increase the ability of the partnership to affect positive changes in health
The 14 Sites of the RWJF Diabetes Initiative

- Providence St. Peter Family Practice Residency
  Olympia, WA

- Montana-Wyoming Tribal Leaders Council
  Billings, MT

- La Clinica de La Raza
  Oakland, CA

- Campesinos Sin Fronteras
  Somerton, AZ

- Metro Denver Black Church Initiative
  Denver, CO

- Gateway Community Health Center, Inc.
  Laredo, TX

- Galveston County Health District
  Texas City, TX

- Richland County Health Dept.
  Sidney, MT

- Minneapolis American Indian Center
  Minneapolis, MN

- Dept. of Family & Community Health, Marshall University
  Huntington, WV

- Holyoke Health Center, Inc.
  Holyoke, MA

- Community Health Center, Inc.
  Middletown, CT

- Robert Wood Johnson Foundation
  Princeton, NJ

- University of North Carolina
  Chapel Hill, NC

- RTI International
  Research Triangle Park, NC

- Open Door Health Center
  Homestead, FL

- MaineGeneral Health
  Waterville, ME