Community Collaboration:
Do We Have Everyone at the Table?

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Wyoming Quality Health Care Conference
The “Who” is just as important as the “What”
It is critical to make sure the right people are at the table, across all sectors and interested groups, and working smoothly towards the goal.
Why are community coalitions created?

- Community coalitions are typically created when there is a need for a shared response to a community concern.

- A shared response is needed when the issue is serious and there is either a nonexistent or insufficient community response to an identified need.
“People with chronic conditions are getting services, but those services are not necessarily in sync with one another, and they are not always the services needed to maintain health and functioning.”

Partnership for Solution, 2004
Fundamental Disconnect
Hospice Hospital Home Health Home Hospital Skilled Nursing Facility Home Health Home Rehabilitation Facility Pharmacists Hospice Ambulatory Care Clinic Payers Specialists
Why do community coalitions fail?

• Lack of a compelling issue
• Inadequate leadership
• Inadequate planning
• Poor communication
• Bad history between organizations
• Turf issues
• Narrow membership (not inclusive enough)
Why do community coalitions fail?

- Perception of domination by elites
- Poor links to the community
- Inadequate staff support
- Inadequate resources
- Lack of content expertise
- Lack of process expertise
Why do community coalitions succeed?

- Strong, continuing leadership (champions)
- Broad, diverse membership
- Clear mission, goals, and roles
- Diversified funding sources
- Strong content expertise
Why do community coalitions succeed?

- Strong process expertise
- Frequent communications
- Use of groups within the group (subcommittees and task groups)
- A bias toward action and advocacy
- A bias toward community involvement
Why do community coalitions succeed?

• A bias toward hope and celebration
• Regular self-evaluation
• A process for dealing with conflict
• Persistence and resilience over time
• Adequate staff support
• Adequate funding
“Community participation is critical to ensure that the interlinked efforts of many partners both reflect the context of the community and genuinely meets its needs... ‘Without true community ownership, collaborative efforts will not be sustainable or lasting.’”

Discussion
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