

# Community Collaborations Foster Successful Health Care Partnerships

Sweety Jain MD

Lehigh Valley Health Network, [Sweety.Jain@lvhn.org](mailto:Sweety.Jain@lvhn.org)

Ellen Hunt

Douglas Wells

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# Community Collaborations Foster Successful Health Care Partnerships

Douglas Wells, BS; Ellen Hunt; Sweety Jain, MD

Lehigh Valley Health Network, Allentown, Pennsylvania

## Background

- To improve chronic disease management, physicians and health systems need to proactively engage with the communities they serve<sup>1</sup>
- Partnerships need a reliable way to determine how well their collaborative process is working<sup>2</sup>
- The Medical Home Project (MHP) is a partnership of individuals committed to improving health care for patients with differing abilities (disabilities)<sup>3</sup>

## Methodology

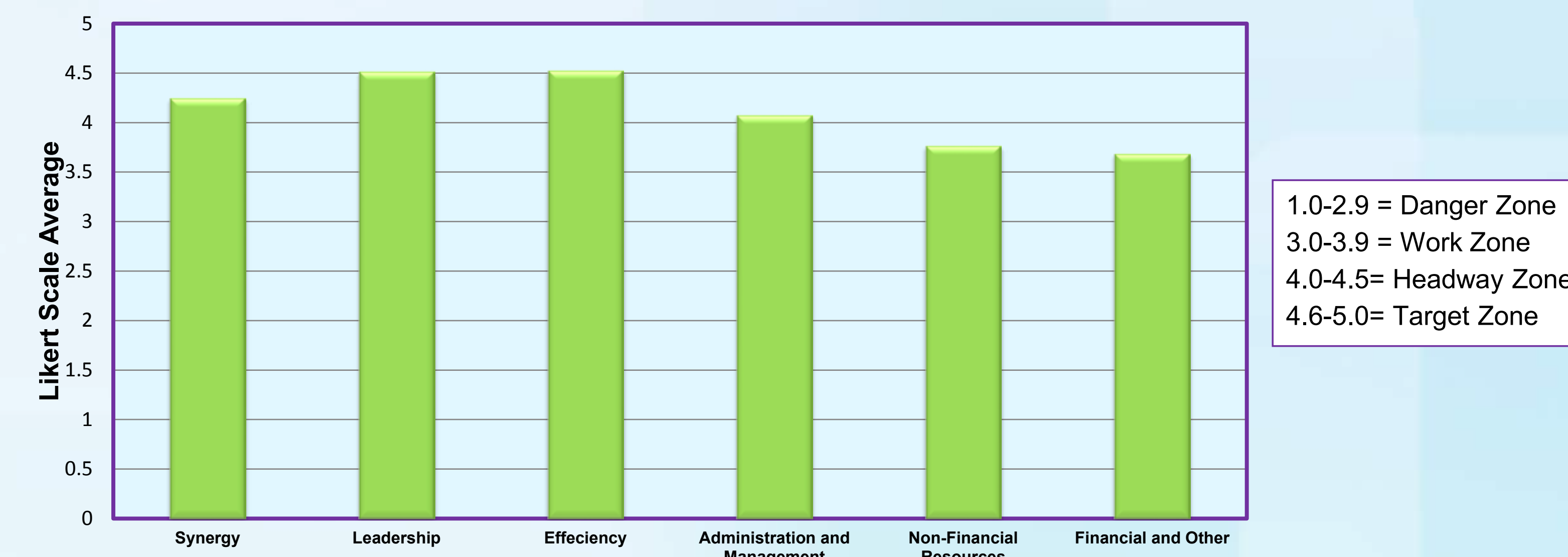
- Partnership Self-Assessment Tool (PSAT) is used for assessing MHP collaborative efforts<sup>2</sup>
- 20 MHP team members given the PSAT, required to return them anonymously within 30 days
- PSAT is a 67-question survey in 9 areas of assessment
- Scores in each area averaged and assigned to zones (Figures 1, 3, 4)
- Overall member satisfaction measured (Figure 5)

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## Results

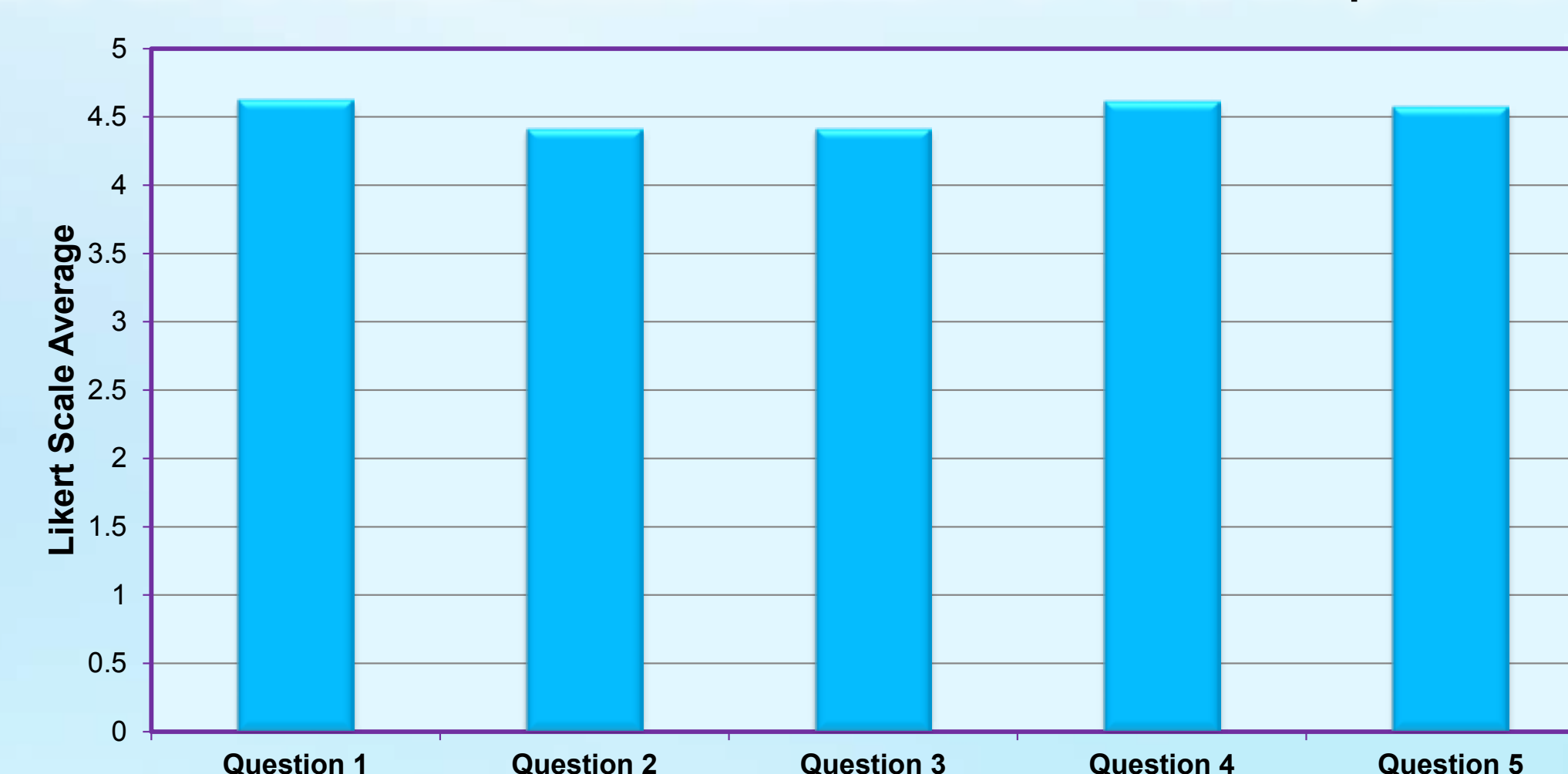
**Figure 1.** Overall Scores in Assessment Areas



**Figure 3.** Benefits and Drawbacks from Participation on MHP

Kind of Benefit	Percent Receiving
Enhanced ability to address important issues	100%
Development of new skills	89%
Heightened public profile	74%
Increased utilization of my expertise or services	95%
Acquisition of useful knowledge about services, programs, or people in the community	100%
Enhanced ability to affect public policy	37%
Development of valuable relationships	95%
Enhanced ability to meet the needs of my constituency or own	89%
Ability to have a greater impact than I could have on my own	100%
Ability to make a contribution to the community	100%
Acquisition of additional financial support	26%
Kind of Drawback	Percent Receiving
Diversion of time and resources away from other priorities or obligations	53%
Insufficient influence in partnership activities	11%
Viewed negatively due to association with other partners or the partnership	0%
Frustration or aggravation	5%
Insufficient credit given to me for contributing to the accomplishments of the partnership	5%
Conflict between my job and the partnership's work	11%

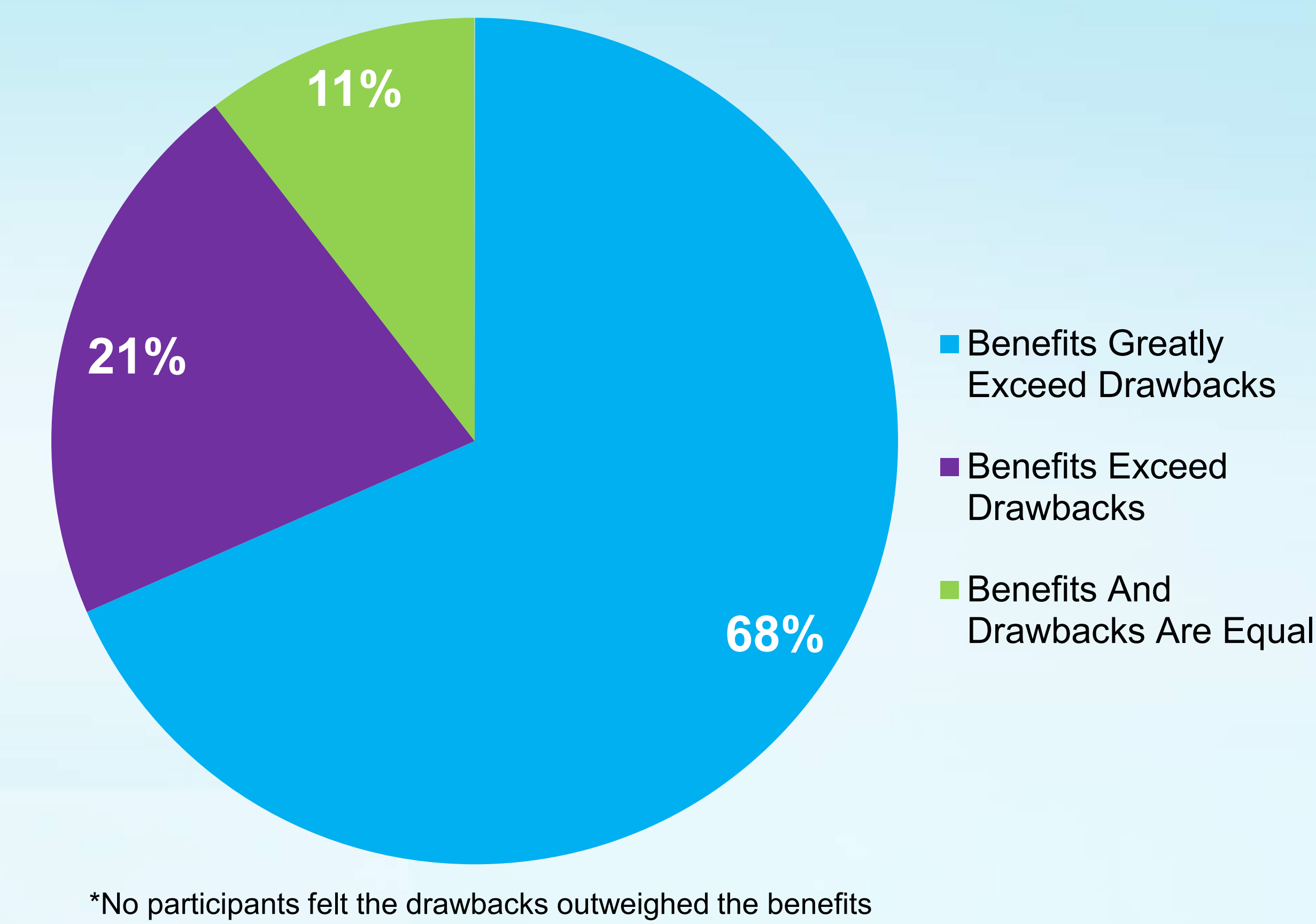
**Figure 5.** Overall Satisfaction of Participation in MHP



**Figure 2.** Respondents' View of MHP's Decision-Making Process

How comfortable they are with the way decisions are made in the partnership: <i>12 reported they are extremely comfortable</i>
How often they support the decisions made by the partnership: <i>12 reported all of the time</i>
How often they feel they have been left out of the decision-making process: <i>11 reported none of the time</i>

**Figure 4.** Comparison of Benefits to Drawbacks of the Partnership



**Figure 6.** Overall Satisfaction Questions

1	How satisfied are you with the way the people and organizations in the partnership work together?
2	How satisfied are you with your influence in the partnership?
3	How satisfied are you with your role in the partnership?
4	How satisfied are you with the partnership's plans for achieving its goals?
5	How satisfied are you with the way the partnership is implementing its plans?

## Conclusions

- Most areas were in the headway zone (doing well with potential for improvement)
- Areas needing work identified (e.g. public policy, financial resources)
- Individual members mostly satisfied with their involvement in the partnership
- Every member felt the achievements as a team exceed individual potential

## Study Limitations

- PSAT not specifically designed for the Medical Home Project; not all areas were completely applicable
- Small team size allows for outliers (2/20) to affect the overall average

## Future Directions

- Identify similar partnerships and other assessment tools for comparison
- Survey patients, their families, and medical practices to study the impact of this partnership

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