Improving Health Care through Community Collaboration: A Win-Win Partnership

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Background

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

Methodology

- Partnership Self-Assessment Tool (PSAT) is used for assessing MHP collaborative efforts.
- 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.
- Area’s scores averaged and assigned to zones (Figure 1, 3, 4).
- Overall member satisfaction measured (Figure 5).

Results

- Figure 1: Respondent’s Overall Score for Sufficiency in Area’s 1-6.
- Figure 2: Respondents View of the Partnership’s Decision-Making Process.
- Figure 3: Percentage of Respondent’s Experiencing Benefits and Drawbacks from Participating.
- Figure 4: Comparison of Benefits to Drawbacks of the Partnership.
- Figure 5: Overall Satisfaction of Participation in MHP.
- Figure 6: Overall Satisfaction Questions.

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 questions were completely relevant.
- 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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1. MHP Team Members.
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References

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