

Indicators of Healthy Partnerships

Benchmarking Project 2000



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What is Benchmarking?

“An ongoing, systemic process that seeks to identify and understand the best practices of others and customize such practices to one’s own setting.”

Wilson, V. and Beynon, C. (1998)



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Chronology of Benchmarking Project

- *Fall 1999*

9 Health Units selected & data collected

- *May-July 2000*

63 HH partners interviewed

Qualitative analysis

Identified process and output indicators



Intent of Project

- HH Coalitions could use indicators to identify areas of strength and limitations
- Encourage HH coalitions to learn from one another



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Process Indicators

- Success factors of coalition functioning
- Measure work within and among the coalition, partners and the community



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1. Strong sense of collaborative partnership

- Balance of power among organizations and collective identity
- Jointly developed mandates/plans
- Ownership of decision making processes



1. Strong sense of collaborative partnership

- Conflicts are resolved in a fair manner
- \$ used to promote goals of coalition
- New partners contribute positively
- Partner satisfaction with continuity of coordination



2. Planning

- Partners feel involved with planning
- Plan is reviewed, updated and adapted regularly



3. Interpersonal Relationships

- Personality conflicts do not interfere with coalition functioning
- Partners actively participate
- Partners are satisfied with level of participation
- Partners are satisfied with relationships among partners
- Collaboration extends beyond meetings and formal activities



4. Flexibility

- Coalition has changed in response to external/internal challenges



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5. Champions

- More than one champion
- Champions are from community and HU
- Some champions are decision makers/leaders in community
- Coalition continues to function despite loss of champion



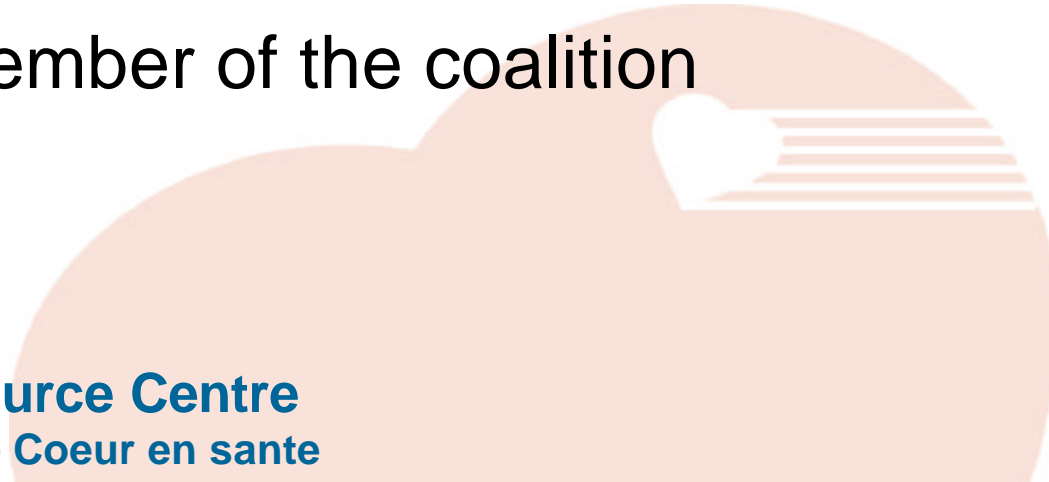
6. Communication

- Increased spontaneous contact between partners
- Partners satisfied with formal communication
- Partners use formal communications channels regularly



7. Health Unit Role

- HU is seen as supportive
- Coordinator is seen as working for whole coalition
- HU is seen as a collaborative partner who accepts decisions
- HU planning/programming is seen as integrated into coalition
- HU is seen as one member of the coalition



Output Indicators

“The activities or results of the coalition.”



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Output Indicators

- Activities are joint and coordinated among coalition partners
- Planned activities are carried out
- Total activity level in community
- Policy and advocacy initiatives supportive of coalition mandate



Output Indicators

- Changing membership characteristics as coalition grows
- HH is a priority within the HU and within community agencies appropriate to their mandate
- In-kind contribution of HU and community agencies in coalition
- # of spin-offs occurring among coalition



Question for Discussion

- To what extent are these success factors still relevant today?



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Success Factors

- Strong sense of collaborative partnership
- Planning
- Interpersonal relationships
- Flexibility
- Champions
- Communication
- Health Unit Role



Question for Discussion

- How is your community partnership doing with respect to these success factors?

Identify one “wow” factor and one “whoa” factor.



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