Project Title

Quantitative Assessment of Partnership Development in the Communities of Care

Project Lead and Members

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Organisation(s) Involved

Agency for Integrated Care

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Communuity Care

Project Period

Start date: 2021

Completed date: 2023

Aim(s)

This study describes the application of a novel tool to measure the strength of partnership in these CoCs.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Care Continuum

Intermediate and Long Term Care & Community Care, Social Care

Care & Process Redesign

Value Based Care, Utilisation

Keywords

Communities of Care (CoC)

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aic agency for integrated care

INTRODUCTION

As Singapore moves towards "super-aged" status, there was an impetus to redesign service delivery for seniors. While our eldercare landscape had matured, care remained fragmented and uncoordinated.

The Communities of Care (CoC) model – a strong collaborative network of partners with aligned goals; guided by common processes and protocols that clearly articulated the different roles and rules of engagement; undergirded by strong interpersonal relationships and professional respect – was developed in 2019. This study describes the application of a novel tool to measure the strength of partnership in these CoCs.
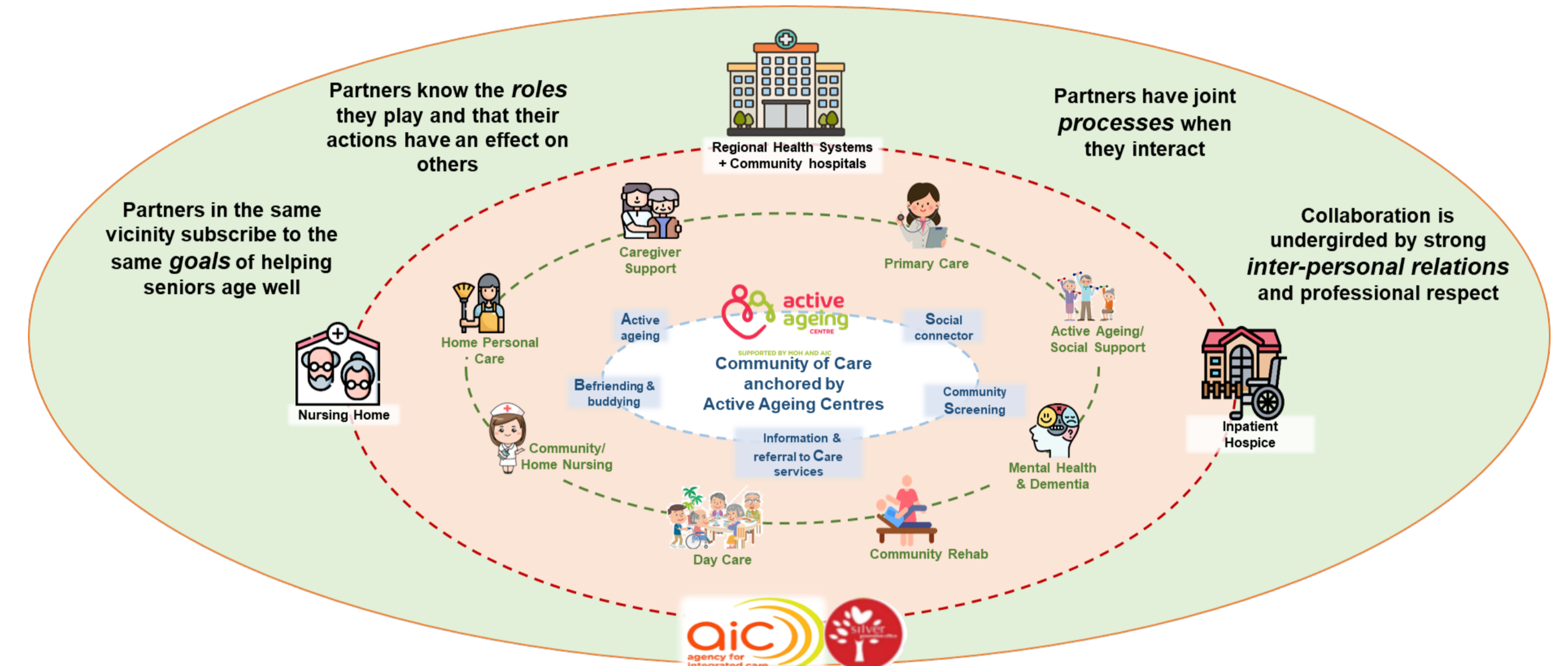

METHODOLOGIES

13 Active Ageing Centres (AACs) piloted the CoC concept to engage and form partnerships with other providers to build a network anchored on joint processes to support seniors.

A framework was developed to measure strength of partnership formed, from Networking (Level 1) to deep Collaboration (Level 4), by combining

1 GRPI (Goals-Roles-Processes-Interpersonal relationships) model of team effectiveness

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2 Contextualized Collaborative Advantage model
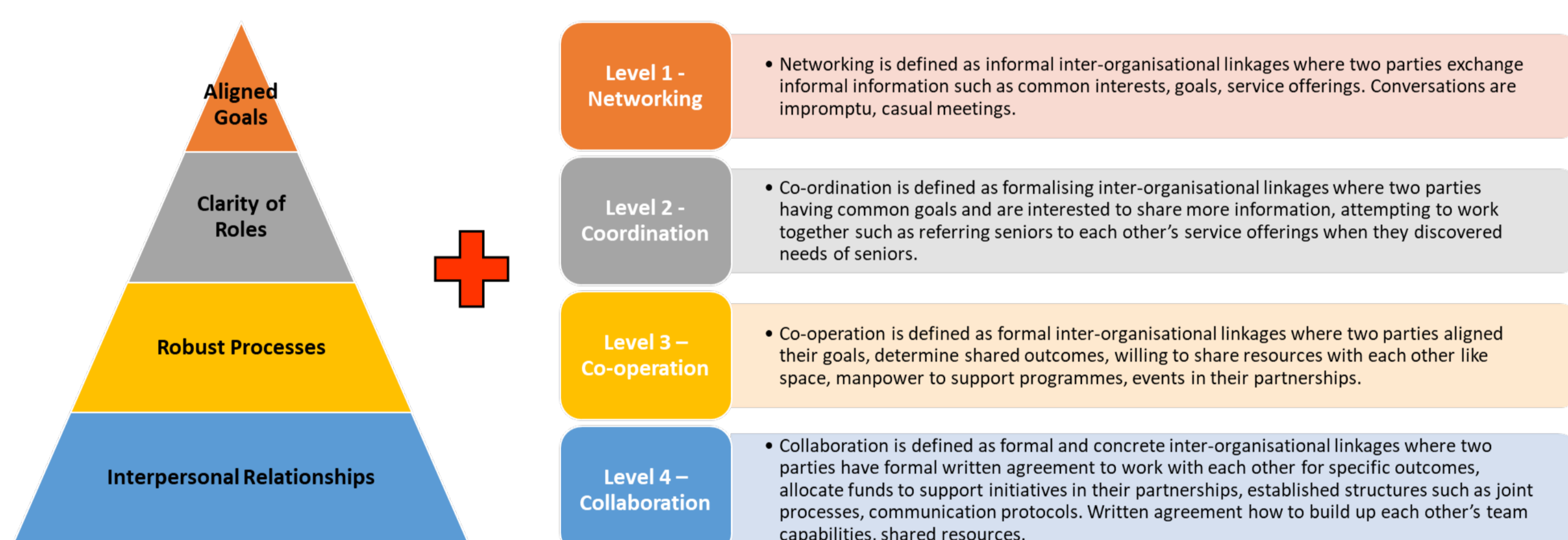
"Collaborative advantage will be achieved when something unusually creative is produced - perhaps an objective is met - that no organization could have produced on its own and when each organization, through the collaboration, is able to achieve its own objectives better than it could alone. In some cases, it should also be possible to achieve some higher-level . . . objectives for society as a whole rather than just for the participating organizations." (Chris Huxham, 1 993: 603)

Figure 1: AIC developed a framework that combines GRPI model with a contextualized Collaboration Advantage Framework to measure the strength of the collaborative partnerships formed under CoC
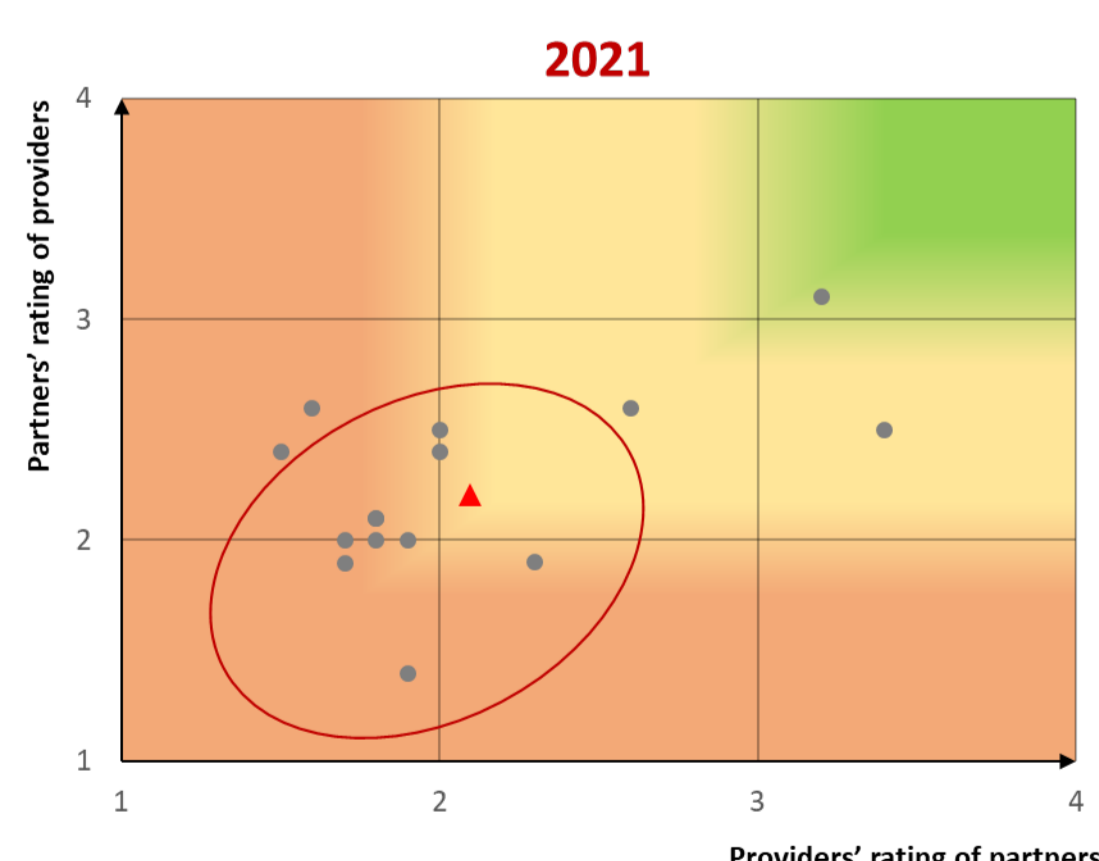
Figure 2: AIC developed a series of questions to implement the survey, measuring the strength of the partnership for CoCs
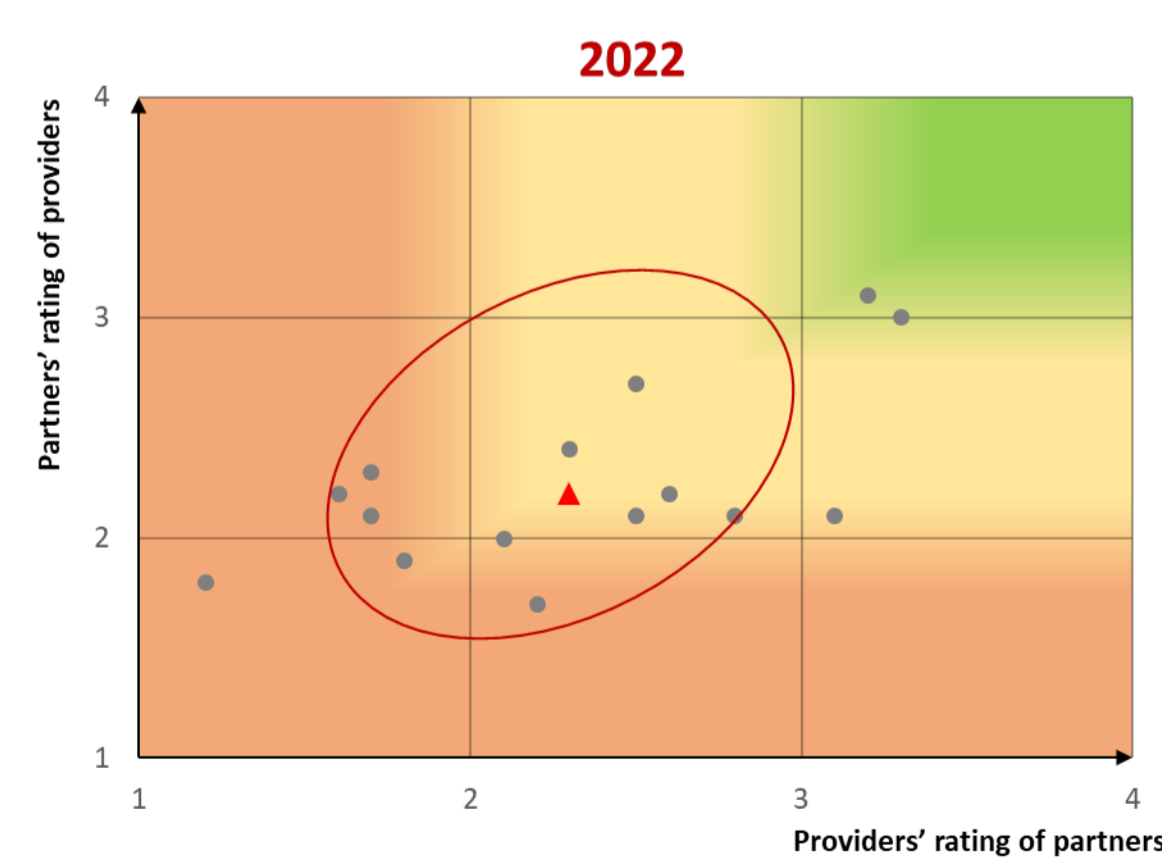
RESULTS

Actual strength of partnerships among CoCs was assessed using a structured survey based on this novel framework from 2021 to 2023.
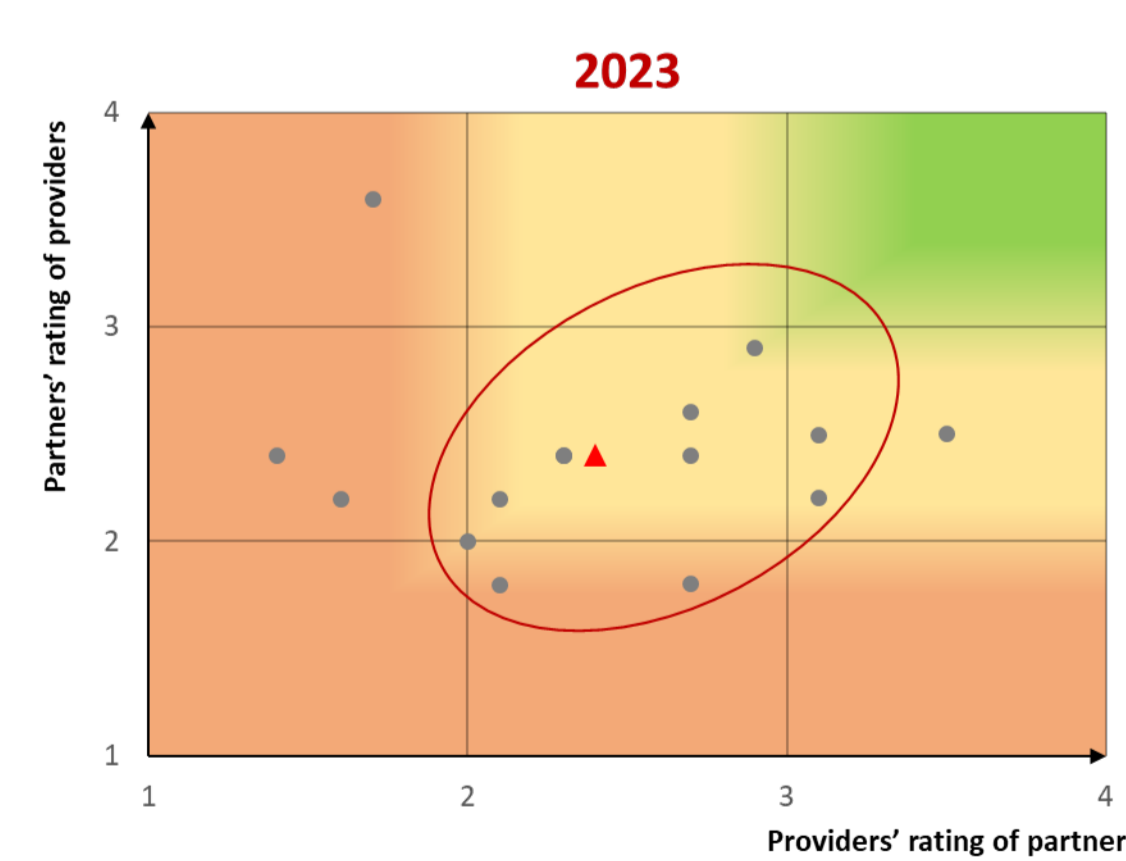
Overall Partnerships

CoCs were functioning at Level 1 in Year 1

In Year 2, more CoCs were functioning at Level 2

In Year 3, most CoCs were functioning at Level 2

Goal Alignment and Role Clarity

- Goal Alignment and Role Clarity have been improving
- More providers have achieved Level 3 or higher year on year.
- Partners were aligned on having clear goals and joint workflows, which was essential for different organisations, to serve their seniors effectively and seamlessly

% of CoC Providers
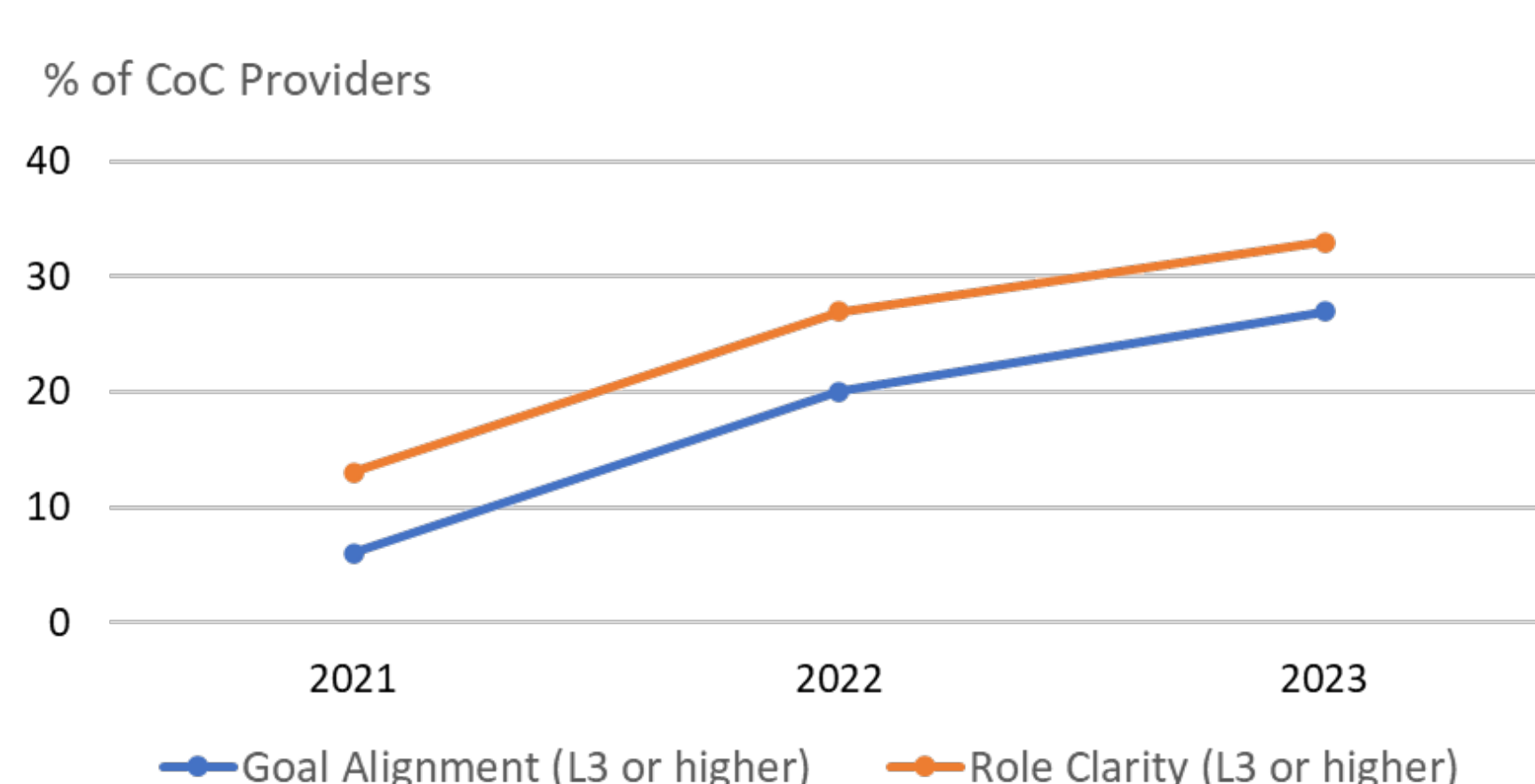
Data and Resource Sharing

Data and resource sharing remains a challenge for partnerships building.

CONCLUSION

CoC is a promising concept and providers felt the tool provided a good gauge of the strength of their collaboration.

CoC and the tool will be extended to more AAC sites. CoC demonstrates that fostering networks and collaborations requires concerted and intentional effort.

Evaluating partnerships between organisations can be challenging as the benefits and results are intangible and there are not many proven tools to measure such partnerships.

The framework can be deployed to other settings needing to measure strength of collaboration between organisations.