

Background

SURVEY LOGISTICS: In August 2020, the Center for Outcomes Research and Education (CORE) fielded an electronic survey to partners of the Southwest Washington Accountable Community of Health (SWACH), which included organizations, community groups, and community members. The purpose of the survey was to understand the experiences of partners across the SW Washington region. The survey aimed to address three overarching questions:

- 1) How do partners perceive SWACH's progress on driving systems change transformation and community/organizational collaboration in the SW Washington region;
- 2) To what extent do partners engage with SWACH and participate in SWACH-sponsored activities and workgroups; and,
- 3) In what ways do partners see SWACH as adding value to their community or the region.

PARTICIPANTS: Over 100 contracted and non-contracted partners (organizations and community members) across the SW Washington region were invited to participate. Fifty-two organizations responded (as well as a small number of community members), 81% of which were non-contracted partners. Many respondents were previously partners of the Healthy Living Collaborative of Southwest Washington (HLC).

ANALYTIC APPROACH: All results were analyzed descriptively. Respondents were instructed to skip any question that was not relevant to them. Therefore, any skipped question was not included in the presented results; only those who answered a particular question were included. We looked at responses overall and by specific subgroups (Sector, Contracted Status with SWACH, Participation in Equity Collaborative, Region Served). For the systems change domains, we grouped related questions into the larger domains and presented averaged responses by response category. Otherwise, results are presented by question item.

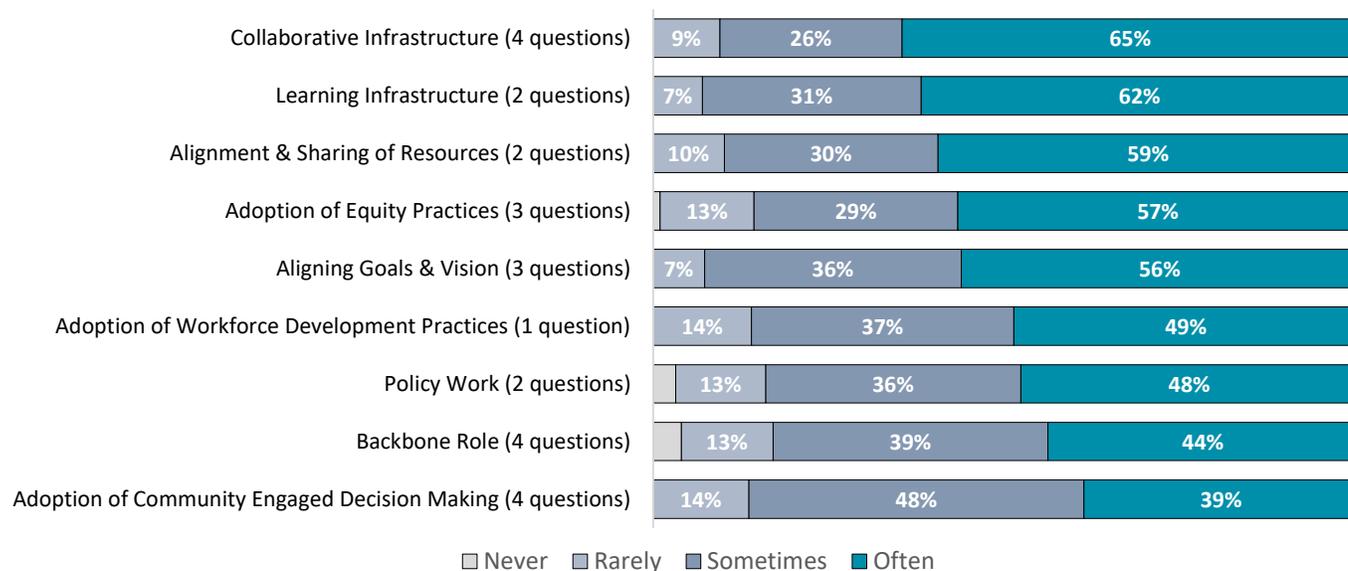
Key Takeaways

Key Takeaway 01: Overall SWACH has frequently been able to accomplish progress across most of the systems change domains over the past year.

We asked respondents 25 questions about SWACH's progress on systems change transformation over the past year. For each question, we asked the respondent to think about the past year and consider how frequently SWACH had accomplished the described efforts or actions within each systems change domain (Never, Rarely, Sometimes, Often). We first looked at responses by the percent that responded often. Collaborative Infrastructure and Learning Infrastructure were most frequently reported as *often* accomplished over the past year (65% and 62%, respectively), and Adoption of Community Engaged Decision-Making was least frequently reported as *often* accomplished (39%).

The graphic below displays how frequently respondents (%) reported SWACH accomplished the systems change domains over the past year.

Reported Frequency of Systems Change Accomplishment over the Past Year

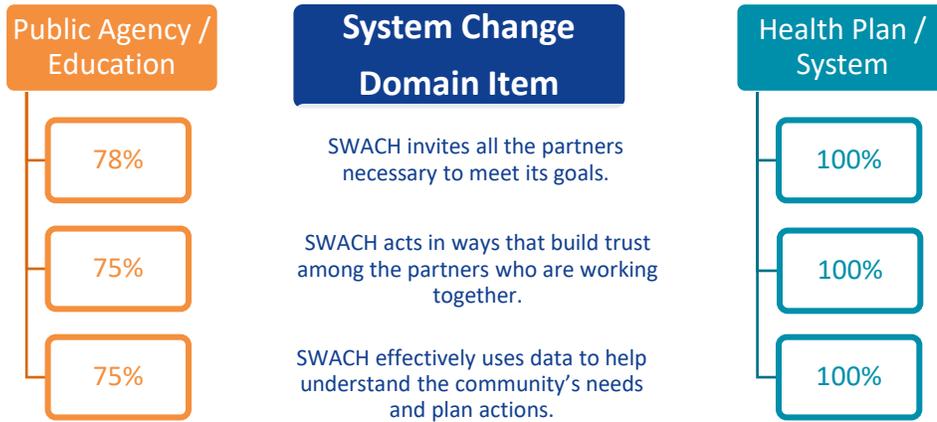


Next, we examined each domain more closely. For each question within a domain, we looked at the combined responses for sometimes and often. Across all domains, perception of SWACH’s systems change progress is generally positive with 77% to 96% reporting that SWACH was able to accomplish the individual items at least sometimes in the past year.

The graphic below displays the percent of respondents that reported over the past year SWACH has accomplished the following at least sometimes:

	% At Least Sometimes	Systems Change Item	Systems Change Domain
Top 3	96%	SWACH successfully convenes partner organizations to work together and achieve collective goals	Collaborative Infrastructure
	94%	SWACH effectively activated TANGIBLE resources, like funding or staff time, from across the community to achieve shared goals	Alignment & Sharing of Resources
	94%	SWACH is successful in helping partners maintain momentum to achieve shared goals	Aligning Goals & Vision
Bottom 3	82%	SWACH effectively resolves conflicts and balances power among its partner organizations and community members	Adoption of Community Engaged Decision Making
	81%	SWACH consistently celebrates and disseminates achievements	Backbone Role
	77%	SWACH effectively communicates how it makes decisions and what those decisions are	Backbone Role

When sector groups were explored, we noticed that respondents representing the Health Plan/System sector were more likely to report that SWACH was at least sometimes able to accomplish activities across most of the systems change domains, while respondents representing the Public Agency/Education sector were the least likely. The graphic below shows examples of areas where there were the largest discrepancies. The Community Support and Clinical sectors generally responded similarly to the Health Plan/System sector including in the examples below.



% represents respondents reported that over the past year SWACH has accomplished the following at least sometimes. Primary sectors were collapsed into 4 sector groups: Clinical (Primary care, Behavioral Health Care); Community Support (Community supports or services, Faith community, Housing); Health Plan/System (Health plan/Medicaid MCO, Hospital/health system); and Public Agency/Education (Education, Government, Public Health)

Key Takeaway 02: Through free-text responses, respondents highlighted the importance of past and future efforts related to equity for SWACH's work.

Many respondents shared insights into how SWACH has supported a focus on equity in the community. Respondents also provided ways that SWACH could continue to grow these efforts. Major themes related to equity in free-text responses are listed below along with example quotes.

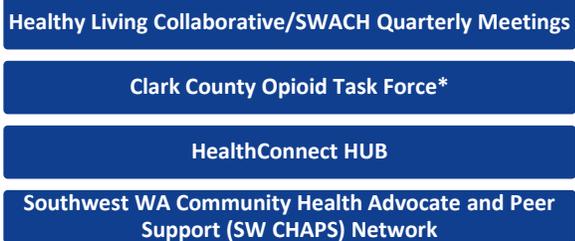
Past / Current Work	Equity through collaboration	<i>"So much has changed [in the past year]. We had so many groups operating as silos that are now communicating and sharing resources regularly. We have a Wellness Center for our school district, Community health care workers and new systems to keep us all connected and make sure we are working together and complimenting each other's work."</i>
	Equity in Access to Services	<i>"[Due to working with SWACH], under-served populations [have] better access to resources and services. Having peers who can help them navigate a system that can be overwhelming has been a huge improvement."</i>
Future Work	Equity through representation	<i>"Diversity is key – you need to invite people to the table that have means to change the systemic flows and you need to have people at the table that have lived experience."</i>
	Equity through investing in community based workforce	<i>"[Our organization may be willing to financially invest in] building community-based workforce that centers equity to serve underrepresented communities in more culturally-relevant and holistic ways."</i>

Key Takeaway 03: Participation varied across SWACH-sponsored workgroups, task forces, and other activities, while there is future interest in the different SWACH-sponsored training opportunities.

We asked respondents about past participation in 15 SWACH sponsored activities (workgroups, task forces, meetings, trainings, etc.). Participation was strongest in HLC/SWACH Quarterly Meetings, Clark County Opioid Task Force, and HealthConnect HUB. Most respondents did not experience any barriers to participating. For those who did, the top barriers to participating were not knowing about the sponsored activity and not having the organizational capacity to attend.

The graphic below displayed those activities with the highest level of current participation.

Highest level of current participation



*Only organizations that operate in the relevant service areas were included in determining these rankings

Ways to increase participation

"[SWACH should give] plenty of notice, alternative forms of media for notification [...], highlight the relevance or potential impact of participation."

"[SWACH should] clearly articulate what their future plans are and how my organization fits into their work."

Additionally, we wanted to know where there was the most interest in future participation for those that have not participated up to this point. Most interest in future participation was in available trainings (Chronic Disease Self-Management Education and Leading for Social Justice and Equity). The graphics below displayed those activities with the most future interest from respondents.

Highest level of future interest



Ways to increase participation

"[We are interested in] ongoing collaborative efforts for addressing the opioid issues in our community, substance use prevention, health equity trainings, opportunities to partner on trainings and events."

Key Takeaway 04: Value brought to the community/region is closely aligned with SWACH efforts: Behavioral/physical health integration, equity and inclusion, supporting a community-based workforce, and building the HealthConnect HUB infrastructure.

We asked how much value SWACH brought to the community or region. We presented a set of activities that SWACH has supported over the past year and asked respondents how much value (a lot of value, a little value, or no value) was brought to the community or region. Respondents identified various areas where SWACH provides a lot of value that highlight developing the community-based workforce, engaging with underrepresented populations, and convening partners for shared learning.

% A Lot of Value	Top Value Areas	Value Category
80%	Nurturing healthy communities by supporting a community-based workforce	Collaborating & Communicating Engagement
79%	Engaging and supporting partners that serve underrepresented populations	Systems & Policy Work
75%	Convening partners for shared learning and action	Systems & Policy Work
73%	Building infrastructure – the HealthConnect HUB – that supports system integration and improves access and care coordination for individuals and families	Collaborating & Communicating Engagement
66%	Driving improvements of best practices in behavioral and physical health integration	Trainings & Technical Assistance
66%	Driving improvements of the adoption of best practices in equity and inclusion	Trainings & Technical Assistance

Key Takeaway 05: Future SWACH efforts should continue the work of aligning shared goals between SWACH and partners and supporting the work of community-based workforce and behavioral/physical health integration.

Top suggestions for future work and sustainability highlighted strengthening the efforts in the Aligning Goals & Vision systems change domain and continuing to build efforts related to Collaborating & Communicating Engagement.

Top 3 Systems Change Priorities



Top 3 Value Areas to Sustain



Learn More

This summary serves as a high-level overview of key takeaways from the August 2020 Partner Survey. CORE will conduct a follow up survey in Fall 2021. For questions or additional details, contact:

- Jen Rountree, JENNNFER.ROUNTREE@PROVIDENCE.ORG