

Wye River Group on Healthcare

Internet Research on a Catalogue of Health Care Best Practices

Project Statement:

This initiative seeks to establish an online, user-friendly, searchable database of diverse case studies which exemplify best practices in the area of innovation in health and healthcare improvement and demonstrate excellence in community collaboration. The database will be available to the public and is intended to provide community leaders with tools to improve the health of their communities.

Summary of Findings:

We conducted a search of the Internet seeking case study databases of health-related community collaborative efforts. This search yielded limited results. Websites identified as having similar missions provide limited information. No single website or organization identified encompassed the vision of this project.

The research revealed two types of websites supporting community initiatives: 1) catalogues of case studies focused on a single topical area or designed for an intended audience or region of the country; or 2) "tool kits" of how-to articles designed to provide guidance for community leader collaborative initiatives.

The first type of website targets a particular segment of the population, such as providers or hospital executives, almost to the exclusion of other stakeholders. Examples include **the Health Research and Educational Trust**, **the Premier Hospital Cares Award Program**, and **the Prevention Institute's Community and Health Disparities Project**. These programs stand in sharp contrast to our initiative which seeks to foster community efforts and provide information on a broad range of health and healthcare issues.

The second type of website provides "tool kits" and how-to articles and services to help community leaders wishing to improve the health of their communities. Examples include the **University of Kansas Community Tool Box** and the **W. K. Kellogg Foundation's Community Partnership Tool Kit**. These websites generally do not present case studies. The information is process oriented and does not provide a narrative. The articles outline pitfalls and highlight the critical success factors necessary for improving community health.

Not all websites make information available to the public. **The Association for Community Health Improvement** limits the provision of certain information exclusively to members. The majority of websites do not have extensive search systems. Only

approximately one-quarter of the websites reviewed provide adequate search functionality to permit queries on multiple variables.

This environmental survey suggests that our proposed initiative would be unique to the market. The project would fulfill a need by 1) warehousing community collaborative case studies *on one website*, 2) making information available to the public, and 3) providing a user-friendly search engine to increase the effectiveness of queries.

Appendix A: Definitions

Case Studies: Selected case studies will showcase 1) innovations in health care delivery and 2) successful partnerships between local stakeholder groups and the public and private sectors. Selected innovations and partnerships will address challenges relating to access, affordability, quality, or other key health system deficiencies. Initiatives will have clear goals, measurable outcomes, and impact population health. Issues will not be unique to one interest group and the approach and tactics will have the potential for replicability across many communities.

Community collaboration: All case studies will showcase collaborative efforts among local leaders and health care stakeholders. The emphasis on collaboration seeks to promote community buy-in and increase successful implementation.

Local leaders: Involved leaders will include a broad range of healthcare stakeholders: local government officials, physicians and hospitals in the delivery system, payers, business and labor leaders, philanthropic representatives, lay community members, and representatives of key religious and ethnic communities.

User-friendly search engine: Our database will provide a user-friendly, online search system which will allow users to query the database using multiple search terms and functions.

Appendix B: Web-based Research

The following section contains a listing of foundations, academic institutions, trade association initiatives, and government agencies seeking to promote the health of Americans through community-based efforts. Each entry contains a brief summary of the information found on the website and comments relative to any duplication of the goals of this project.

Foundations

1. Robert Wood Johnson Foundation (RWJF)

www.rwjf.org

RWJF's mission is to improve the health of Americans by addressing issues ranging from addiction prevention and treatment to building human capital. RWJF has a community collaborative focus and funds (at least in part) the *University of Kansas "Community Toolbox,"* which provides extensive how-to articles on community improvement.

[Comments]

The RWJF website provides summaries of projects underwritten by the foundation, but does not house data or deliverables from funded projects. For example, the website briefly describes the Community Toolbox initiative, but directs interested parties to the University of Kansas website for further information on the project.

2. Kettering Foundation

www.kettering.org

Citizens and Community Problems Project

The Kettering Foundation studies the nature of the work citizens undertake when they join together to take responsibility for both community problems, as well as the how communities make decisions about those problems. It also examines opportunities for public work in leadership programs and community medicine projects.

[Comments]

The site does not provide any type of catalogued research or case studies. A section of the website relating to "Citizens and Community Problems" lists only one research project titled *Inactive communities/civic engagement issues*. This limited finding falls short of the possibilities evoked by the project name.

3. W. K. Kellogg Foundation

<http://www.wkkf.org>

The publications and resources section of the website provides a listing/search area of all the Foundation's data, resources, and papers. A search of "community collaboratives" yields the following:

- Discovering Community Power: A Guide to Mobilizing Local Assets and Your Organization's Capacity: This workbook, published by the ABCD Institute, in conjunction with the Foundation's Social and Economic Development team, helps assess readiness and capacity in communities and organizations, and can be customized to meet the needs of specific program areas.
- Partnerships: A Powerful Tool for Improving the Well-Being of Families and Neighborhoods: Cluster evaluation of lessons learned from the Community-University Partnerships Initiative, which brought together residents, agencies, local organizations, and higher education institutions at 10 sites.
- Community Partnerships Toolkit: This is a three-section Tool Kit to build and maintain partnerships and strengthen communities.

[Comments]

The information contained on this website does not address local problems or present solution-based information such as case studies. Rather it focuses solely on fostering community relationships and collaboration without providing insight into problem solving.

4. Commonwealth Fund

<http://www.cmwf.org/>

The Commonwealth Fund supports research on a wide array of health issues including: 1) health insurance, 2) Medicare, 3) health system performance, 4) health care quality, 5) health care IT, 6) patient centered care, 7) state health policy, 8) underserved populations, 9) care of the elderly, 10) child health/development, and 11) international health policy.

The site lists reports generated through grant activities such as:

- *A Blueprint for Universal Health Insurance Coverage in New York*
- *Toward More Effective Use of Resources in State Policy Making*
- *State Policy Options to Improve delivery of Child Development Services: Strategies from the Eight ABCD States*

[Comments]

The primary focus of the Fund appears to be state policy rather than community action. The site would likely be more appropriate for state policy makers and administrators than for community level advocates.

5. Markle Foundation

[Comments]

This site does not include anything related to communities and/or case studies on health improvement.

6. Kaiser Family Foundation

[Comments]

This site does not include anything related to communities and/or case studies on health improvement.

7. Center for Health Improvement:

<http://www.centerforhealthimprovement.org>

The Center for Health Improvement (CHI) is a national, independent, nonprofit health policy center dedicated to improving population health and encouraging healthy behaviors. The center has initiated a *Community Collaboratives Project* which seeks to facilitate community-based change by improving service delivery, advancing public policy, and enhancing population health. The project emphasizes leadership, measurable outcomes, member accountability, shared learning, and evidence-based strategies. Topical areas include: 1) children's health, 2) disease prevention, 3) healthy aging, 4) nutrition and physical activity, 5) policy development and 6) technical assistance."

[Comments]

The Center is based in California and focuses primarily on issues relating to that state. While the Center's goals are very similar to our project, efforts have not been documented with case studies and there is no library and/or search tool.

8. Prevention Institute

www.preventioninstitute.org

The Prevention Institute is a non-profit national center dedicated to improving community health and well-being by building momentum for effective primary prevention of problems before they occur. The Institute encourages community participation and promotes equitable health outcomes among all social and economic groups. The organization focuses on 1) injury and violence prevention, 2) traffic safety, 3) health disparities, 4) nutrition and physical activity, and 5) youth development.

The Institute's *Community and Health Disparities Project* presents a series of case studies that highlight how communities are effectively using indicators to address community conditions, shape local policy, and guide community health interventions. The profiles may be used to identify opportunities for public health representatives to partner with community organizations and advocates.

[Comments]

The Institute does present case studies relating to health disparities; however, case studies are limited to this topical area. Additionally, the site does not contain a search tool or central library of other documents.

Academic Institutions

1. University of Kansas: Community Tool Box

<http://ctb.ku.edu/tools/tk/en/corecompetencies.jsp>

This website provides links, troubleshooting guides, toolkits, and best practices for communities interested in improving services.

The core component, the *Tool Box* provides practical guidance for the different tasks necessary to promote community health and development. Topics include leadership, strategic planning, community assessment, grant writing, and evaluation. Each section includes a description of the task, advantages of doing it, step-by-step guidelines, examples, checklists of points to review, and training materials.

The Tool Box is designed to be used by community partnership members, agency directors and staff, organizations that support community initiatives (universities, hospitals, foundations, and state and federal agencies), citizens and members of grassroots organizations. The site focuses on—but is not limited to—health promotion, child health, youth development, health disparities and building healthy communities.

[Comments]

This user-friendly website provides open access to extremely practical how-to articles. The site specifically targets communities, which other sites such as the Commonwealth Fund do not. The information is not provided as case studies, but rather addresses “how to” elements for successful community collaboration. With over 6,000 pages of information, the site is extremely robust; however, this large mass of information makes it difficult and cumbersome to use.

The first phase of this project “A Community Action Guide” used this website extensively, honing in on key points to present information in a simplified manner.

Trade Associations Initiatives/Other

1. Remaking American Medicine

<http://www.ramcampaign.org/>

Remaking American Medicine is a four-part primetime television series which discusses advancements in the area of patient care. The series features profiles of providers and patients who are working together to fundamentally change the way health care is delivered in this country. The goal of *Remaking American Medicine* is to inspire and empower the general public and health care professionals to join in efforts to transform American health care.

[Comments]

This site presents “best practice” case studies in the area of quality improvement. Information is organized by topical area, such as underserved populations, acute care, and chronic diseases. Information seekers may query data by state, health care issue, region, or key word. The search function on this site serves as a possible model for this project. The narrow focus of the information makes this site different from this proposal.

2. Association for Community Health Improvement

www.communityhlth.org

The Association for Community Health Improvement seeks to strengthen community health through education, networking, and the sharing of practical tools. This *member* organization provides information on 1) access to care, 2) chronic disease prevention and management, 3) community health provision, 4) collaborative strategies, and 5) measurement and evaluation: The website appears to provide members with tools and advice for tackling community health concerns.

[Comments]

This organization emphasizes collaboration by bringing health care and community advocates together to work toward the common goal of improving community access to quality health. However, like many other sites reviewed, the site provides how-to tools rather than case studies. The site is not open to the public.

3. Premier Hospital “Cares Award”

This program recognizes non-profit organizations which provide creative solutions to health status improvement for a specific population and have implemented programs which can be replicated in other communities.

[Comments]

While recipients exemplify best practices, we were unable to find information about past recipients.

4. Health Research and Educational Trust

ww.hret.org/hret_app/index.jsp

The American Hospital Association’s Health Research and Educational Trust (HRET) seeks to identify and evaluate key strategic health care issues, educate

the field about health policy changes, and develop strategies for community health improvement.

HRET presents toolkits in the areas of: 1) health disparities, 2) medication safety, 3) patient safety walk-arounds and 4) physician patient safety assessments.

[Comments]

While presenting a wide array of topical information, the site targets one specific audience – those directly related to the provision of health care, providers, and hospitals. The website does not provide case studies.

5. Catholic Health Initiatives

[Comments]

This site does not include anything related to communities and/or case studies on health improvement.

6. Centers for Disease Control and Prevention (CDC)

www.cdc.gov

The U.S. Department of Health and Human Services Centers for Disease Control and Prevention website presents information on various health-related issues with the mission of improving the health of Americans.

[Comments]

While the site does provide extensive information on various health issues and concerns, with listings of almost every topical health issue, it does not specifically assist community leaders in improving the health of residents. Additionally, the site does not provide a user-friendly search engine to help navigate all the information contained therein.

7. The Agency for Healthcare and Quality Research (AHRQ)

www.ahrq.gov

Administered by the U.S. Department of Health and Human Services, the Agency for Healthcare and Quality Research supports research that will improve the quality of health care and promote evidence-based decision-making.

[Comments]

This site does not include anything related to communities and/or case studies on health improvement.