



PLAN

Problem Statement

Anoka county health department identified a lack of community representation in the Planning Workgroup for the Statewide Health Improvement Program initiative. A fish-bone diagram helped them to pinpoint possible causes of under-representation.

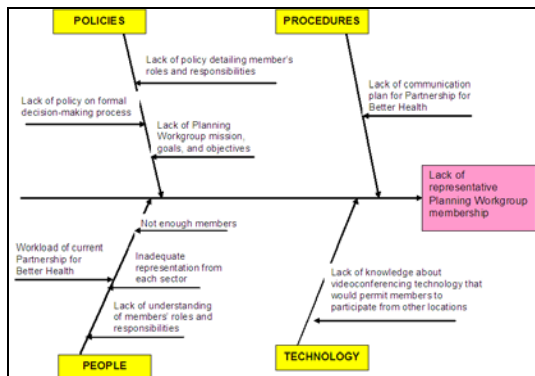
Aim

Establish a representative* Planning Workgroup by June 30th, 2009 to identify and/or develop strategies to accomplish the Partnership for Better Health goals and objectives.

Goals

1. Draft an informational letter to be sent to all Partnership for Better Health members (prior to the next meeting) inquiring about their interest in the Planning Workgroup.
2. Recruit at least two persons to represent each sector on the Planning Workgroup.
3. Ensure membership of the planning Workgroup is representative of the Anoka County commissioner districts.

**Representative: At least two persons who represent each sector of the Partnership for Better Health, 1-2 professionals who are experts in related topic areas, and members are present from each Commissioner's district.*



Measures

- Informational letters are sent to all Partnership for Better Health members.
- Follow-up phone calls are placed to highly desired team members.
- Interest from highly desired team members is tracked on master contact list.
- Find a member to represent Commissioner District 4.
- Worksite sector representative members increase by 2.
- Community sector representative members increase by 2.
- Topic expert members increase by 2.

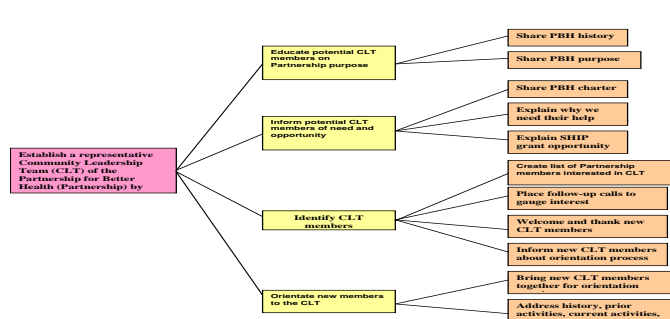
DO

Implement the plan

- Identified characteristics of needed workgroup members.
- Drafted a charter to define expectations of the workgroup.
- Outlined a process for member recruitment (below.)
- Communicated with potential members via mail and phone.

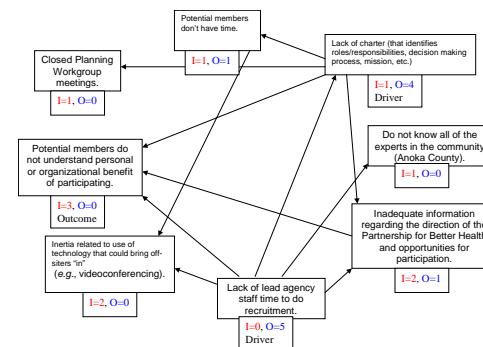
Milestones Achieved

- Applied principles of the Prevention Institute 8-step process for building effective coalitions.
- Improved understanding of what motivates team members to participate.
- Established common expectations of workgroup roles, responsibilities, and deliverables.
- Expanded membership of the group from 7 to 13.
- Defined a standardized recruitment process.
- Developed an orientation process for new workgroup members.
- Approved a charter for the workgroup.
- Increased the diversity and subject-matter expertise of workgroup membership.



STUDY

Identify factors that impact workgroup membership



ACT

Establishing a representative group (as we've defined it) is still a work in progress. We lack one community representative and one worksite representative. However we have added two topic experts (one who had to drop out) and a community and worksite representative. Our group is stronger and better prepared to do the work than before. We now have an important tool, the charter, that can help to remind us of roles and clarify to potential new members roles and what the group is about.

LESSONS LEARNED

- Community engagement is not a process that starts and has an end, it is something that continually needs to be worked on. Group members must be supported and membership needs to be maintained by being attentive and responsive to individual member needs.
- Small scale PDSA cycles can be empowering for a group.
- Utilizing an interrelationship digraph is powerful in identifying the biggest problems that truly need attention

