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Service User/Provider Partnerships?

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Overview of Presentation

- Introduction to the Research Studies
- Collaboration Concepts
- Distinct Contexts (Canada, U.S., Scotland)
- Research Method
- The Results (Canada, U.S., Scotland)
- The Lessons Learned
- The Practice Future

Introduction to the Five Research Studies

(2002-2006) (61 Respondents)

CANADA

ONTARIO

Managerial Perceptions of Local Collaboration: The Healthy Babies/Healthy Children Program in Ontario (HBHC)

- Semi-structured – Telephone Interviews
- 2002 (24 HBHC Managers) Telephone Interviews
- 2004 (22 HBHC Managers) Telephone Interviews

United States (2004-2006)

MICHIGAN

Managerial Perceptions of Local Collaboration: The Michigan Healthy Start Initiative (MHS)

- Semi-Structured Telephone Interviews
- 2004 (5 Healthy Start Managers)

ILLINOIS

Managerial Perceptions of Local Collaboration: The Illinois Healthy Start Initiative (IHS)

- Semi-Structured Telephone Interviews
- 2006 (5 Healthy Start Managers)

SCOTLAND (2006)

GLASGOW

Collaborative Planning: Glasgow's Ensuring a Good Start in Life Strategy (GEGSL)

- Semi-structured telephone interviews
- 2006 (5 Participants) - Joint Planning Group for Ensuring a Good Start in Life in Glasgow

Three Distinct Policy/Program Environments

- ***Jurisdictional Differences and Mandates:***
 - Legislation, Policy, Program Guidelines and Funding influence local service user participation
 - Mandatory/Voluntary Requirements influence local service user participation

Three Distinct Environments

- CANADA: National/Provincial (power) /Local
 - Federal transfers – CHST – no oversight
 - Provincial jurisdiction over health and social services
 - No mandate or funding for service user inclusion (HBHC)
- UNITED STATES: Federal (power)/State /Local
 - Federal program funding and oversight
 - State level implementation but not power over program
 - Mandated service user inclusion in network and program
 - Funding provided for service user inclusion (MHS & HIS)

Three Distinct Environments

- Scotland: National (power) to Local
 - National Policy/Legislation/Funding
 - National Scottish Executive to Local Councils
 - Local Councils have mandate to develop Integrated Children's Services Plans
 - No mandate for service user participation or funding for service user involvement in planning group

Collaboration Concepts

- ❑ ***DEFINITION OF COLLABORATION:***
- ❑ ***TWO OR MORE STAKEHOLDERS COME TOGETHER ON FORMAL/INFORMAL BASIS TO DEVELOP A COMMON PURPOSE***
- ❑ J.M. Dunlop, Collaboration Bibliography
Available at www.acosa.org

CONCEPTS GUIDING THE RESEARCH

Environmental Pre-Conditions

- 1) Past History Of Collaboration
- 2) Mandatory/Voluntary Context
- 3) Legitimacy Of Convening Organization

Collaborative Processes

1. Stakeholder Representativeness
2. Member Participation
3. Costs/Benefits
4. Decision-making Levels
5. Communication Styles
6. Formality/Informality-
7. Common Purpose
8. Sufficient Resources

The Method (n=61)



- *HBHC* (2002) - Random sample (n=24) HBHC managers in 47 public health units in Ontario
- *HBHC* (2004) - Purposive sample (n=22) of HBHC managers not included in first study
- *MHS* (2004) - Purposive Sample (n=5) of HS managers in 6 Michigan HS programs
- *IHS* (2006) - Purposive Sample (n=5) of HS managers in 5 Illinois HS programs
- *GEGSL* (2006)- Purposive Sample (n =5) of GEGSL participants in 17 member Joint Planning Group

Results (2002 & 2004) - Canada

- *CANADA: HBHC Ontario*
 - No participation of service users
 - Minimal involvement of community members
 - Minimal involvement of members as advocates
 - Resistance to service user involvement
 - Minimal interest in recruiting service users
 - Little knowledge of how to involve service users
 - No mandate for service user participation yields little motivation for change

Results – United States

- *Michigan Healthy Start – 2004*
 - Mandate and funding for service user involvement
 - Participation of service users as major goal of program
 - Mandate leads to development of innovation in recruitment and retention strategies
 - Dedication to meaningful service user involvement on part of program managers

Results – United States

- *Illinois Healthy Start – 2006*
- Mandate and funding for service user involvement – consistent service user participation in every meeting of network
- Manager's goal to build community leadership
- Service users committed to the program and stay in partnership after they have graduated from HS
- Service users through participation have become service providers for Healthy Start

Results - Scotland

Glasgow Ensuring a Good Start in Life (GEGSL) (2006)

- No mandate or funding for service user participation
- Some interest in adding service users to partnership but at present working on collaboration with other sectors
- Service user involvement is not part of the remit from government and has not been addressed
- Working on service provider collaboration among various sectors has been challenging
- While no resistance to service user involvement was found, neither was there an overarching commitment to change in this area

The Lessons Learned

- 1) Without a mandate that requires service user participation in partnerships, there is little commitment from service providers
- Funding to recruit service users which covers costs of transportation, babysitting, meals, etc. is critical to the success of the partnership
- Service providers need to be flexible and responsive to changing their ways of interacting

The Lessons Learned

- Service providers values regarding expertise, language and decision-making power can silence the voice of service users
- Service Providers need to promote safe, supported open dialogue with service users
- Service users are committed to participation when respected and given meaningful roles to play in leading and managing partnerships

The Lessons Learned

- Service Users and Service Providers may have conflicting priorities that need to be resolved within the partnership not waiting until there is no conflict
- Organizations need to be clear at the outset with service users about their funding and legislation constraints on services
- Service users need to choose how they are represented

The Lessons Learned

- Service users need to be part of communication feedback loops to solidify commitment to the partnership
- Poor communication between service users and service providers leads to disengagement
- Organizational culture that supports meaningful involvement of service users is critical to success
- Organizational and professional resistance is a barrier to successful service user/provider partnerships

THE PRACTICE FUTURE

- **PRACTICE WISDOM:** Collaboration is a practice skill. Successful partnerships developed by Healthy Start are available in literature and the National Healthy Start Program Evaluation Reports
- **CHANGES IN PRACTICE:** Mandatory service user participation mandated in Scotland (2007). Seek practice guidelines on service user/provider partnerships.

THE END
THANK YOU

