



Quality Improvement Tips

Effective collaboration across agencies

Collaboration and group decision-making can be a challenge in any quality improvement project. When collaboration happens across agencies, the geographical distance can create its own unique set of challenges. EQIP Leader, Ru Tauro, Executive Director of Oak Centre and part of the OCAN network shares some of her key learnings related to multiple partner collaborations.



One of the biggest challenges to building relationships in a multi-agency collaboration is the geographical distance between partners. Think about holding an event to bring partners together or leverage the technologies/web platforms that can help enable effective communication and engagement.



Collaborations need a leader; someone to coordinate the work and keep it moving.



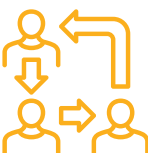
Every organization has its own personality. In collaboration, it's critical that everyone feels heard and their ideas are taken seriously and respected. Establishing that trust early on is critical and enables the really good work to happen next.



Encourage partners to think of the system as a whole and not about who should own the biggest pieces of it. Competition undermines collaboration.



Meet regularly and maintain open communication. When there is an issue, bring it up and discuss it.



Sharing materials and ideas between partners is one of the biggest benefits of collaboration. Look for opportunities to leverage the learnings of your partners.