



Community Case Study Summary

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EXPLORATORY CASE STUDY

Building off the assertion that improved community health outcomes in collaboratives requires the inclusive engagement of participants who are most closely impacted by health issues, this study sought to precisely include the perceptions of these individuals.

Research Question *What shapes inclusive engagement of participants with lived or living experience in MSC's working towards community health improvement?*

KEY TERMS

Multi-sector collaborations (MSC)

Collaborations with multiple sectors represented working on a shared goal for community health.

People with lived (or living) experience

Description for collaborative participants engaging voluntarily, not as an agency employee. People impacted by community health issues or future solutions in focus.

Coordinated Care Organization (CCO)

Oregon CCOs have regional oversight for distributing Medicaid transformation funds.

Community Advisory Council (CAC)

One of two mandated CCO councils. Includes community members with lived experience and members from other sectors.

DATA SOURCES

Qualitative Interviews of 15 voluntary study participants

- Consumer Participants (7)
those with lived (living) experience
- Agency Partners (5)
- Staff Participants (3)

Meeting Observations

March thru November 2020

Material Review

Documents, digital media, commentary

FRAMING

Foundational models calling for inclusion of those with lived experience

Community Coalition Action Theory	<i>Frances Butterfoss & Michelle Kegler</i>
Community-Based Participatory Research (CBPR)	<i>Meredith Minkler & Nina Wallerstein</i>
Asset Based Community Development (ABCD)	<i>John McKnight</i>
Collective Impact	<i>John Kania & Mark Kramer</i>
Popular Education and Empowerment Theory	<i>Paulo Freire & Miles Horton</i>

Literature laden with calls for engagement of community members most closely impacted by health issues. But shortage of real examples where these engagement guidelines and principles are thriving in practice.

CASE IN FOCUS

Collaboration in Columbia Gorge region East of Portland, OR

- Recipient of 2016 Robert Wood Johnson Culture of Health prize
- Community ranked 3rd overall for health outcomes among 35 Oregon counties
- \$13.3 million in grants received since 2013
- Known for rich history of collaboration

Visit Healthy Gorge Initiative at www.gorgeimpact.com to learn more.



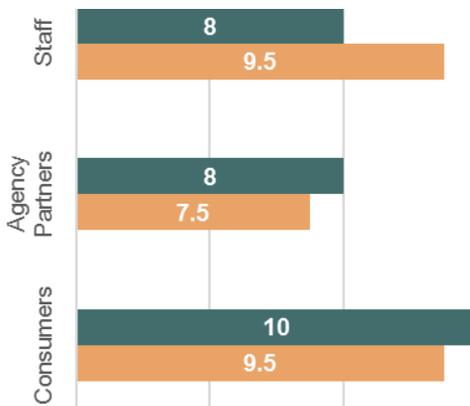
READS

Homer. (2019). 10 Engaging People with Lived/Living Experience. Tamarack Institute.
 Horton & Freire. (1990). *We make the road by walking: Conversations on education & social change*. Temple University Press.
 Minkler (Ed). (2012). *Community organizing and community building for health & welfare*. Rutgers University Press.
 Price. (2017). *Revolution will not be funded: Beyond the non-profit industrial complex*. Cambridge, MA: Duke University Press.
 Wiggins. (2011). Popular education for health promotion & community empowerment. *Health Promotion International*, 27(3).
 Wolff et al. (2016). Collaborating for equity & justice: Moving beyond collective impact. *Nonprofit Quarterly*, 9, 42-53.

AT-A-GLANCE

Median Perception of Inclusion Effectiveness

Rating Scale 0-10 (10 most effective)



- Overall, how effective is the CAC at including other consumer members?
- Overall, how effective is the CAC at including you?

REFLECTIONS

Lessons on meaningful engagement

Surrounding context contributes to a culture of collaboration and empowerment.

Servantly engaged agency partners facilitate needed power shifts to community collaboration.

Power viewed through an empowerment frame resonated most for those with lived experience and building collective power was viewed as an asset.

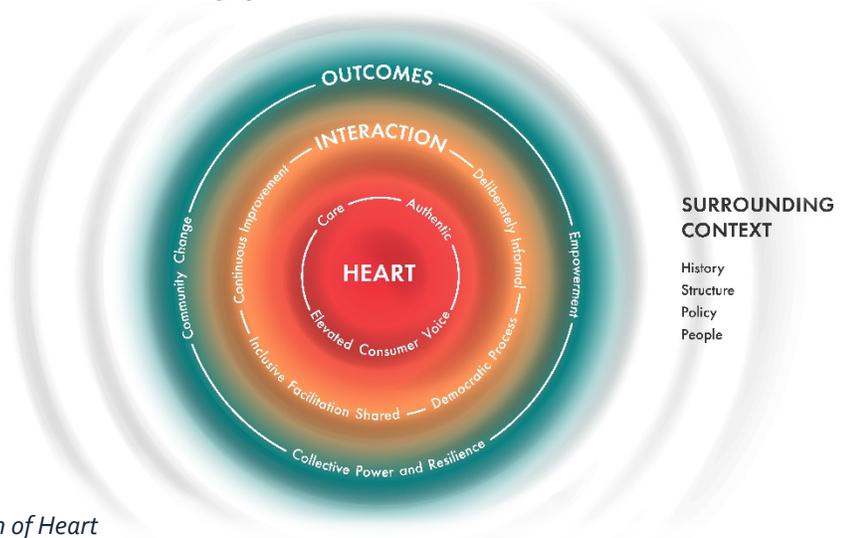
Formal structure helped cement needed change, but it was the **invisibility of that formality in practice** that contributed to a sense of inclusion.

RESULTS

Key contributors of inclusive engagement

Findings were based on the perspectives of the three different participant types derived from qualitative interviews supported by research observations and document review. Ten themes relating to inclusive engagement in this case study were organized into the three interrelated domains of Heart, Interaction, and Outcomes.

Domains of Inclusive Engagement & 10 Themes



Domain of Heart

Core anchoring values of care, authenticity and elevated consumer voice ripple outward creating a CAC atmosphere that is welcoming, inclusive and affirming of the contributions of lived experience.

Themes: (1) Care, (2) Authentic, (3) Elevated Consumer Voice

Domain of Interaction

The work of the CAC comes to life in the interactions of members acting from a base of shared values. These four themes produce a unique set of interrelated actions.

Themes: (4) Deliberately Informal, (5) Democratic Process, (6) Inclusive Facilitation Shared, (7) Continuous Improvement

Domain Outcomes

Participants described multi-level outcomes that were manifesting at the individual level, at the group level within the CAC, and in the community. Themes:

(8) Empowerment, (9) Collective Power and Resilience, and (10) Community Change

“When you have a person who's able to use their voice – who has become comfortable in a group and can integrate both their lived experience recognizing the value of it and what they've come to understand about how the systems work. It's like an unstoppable force. It's really, really powerful.” | Agency Partner