

# Developing and Managing Collaborations

*Participant Notes, Oct. 24, 2014*



## **Collaboration**

Program collaboration is a mutually beneficial and well-defined relationship entered into by two or more programs, organizations, or organizational units to achieve common goals.

The collaborative relationship usually includes a commitment to mutual relationships and goals, a jointly developed structure, shared responsibility, mutual authority and accountability for success, and sharing of resources and rewards.

## **Five Elements of Effective Collaboration**

1. Shared Goal
2. Clearly Defined Vision and Desired Outcomes
3. Detail-Specific Agreements
4. Monitoring and Communicating Progress
5. Facilitative Leadership

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## Essential Collaborators in HIV Prevention and Treatment

- HIV Medical Care Providers
- Risk Reduction Education and Outreach
- Mental Health Service Providers
- Social Service Programs
- Substance Abuse Treatment Providers
- Housing
- Schools

## Shared Goals in High Impact Prevention

- Conduct HIV testing among persons at high risk for HIV infection.
- Identify persons with newly diagnosed HIV infection.
- Link HIV-positive persons to HIV medical care.
- Refer newly diagnosed HIV-positive persons for Partner Services.
- Refer HIV-positive and high-risk HIV-negative persons to prevention and essential support services.
- Distribute condoms to HIV-positive and high-risk HIV-negative persons.

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## Strategic Collaboration

- Establish what functions or services are needed to support HIV prevention and treatment program goals.
- Build relationships with potential collaborators that have these functions or services.
- Ensure that these potential collaborators serve the same geographic area that you are serving.
- Work with the potential collaborators in establishing potential collaboration strategies.
- Develop process measures that meet mutual needs.

## Formalizing Collaborative Relationships

Documenting formalized collaborative relationships

- ✓ Memorandum of Understanding
- ✓ Memorandum of Agreement
- ✓ Service Agreement
- ✓ Other

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## Essential Components of an MOU/MOA:

1. Period/Duration of the Agreement
2. Organizations and Signing Officials
3. Common Goals and Objectives
4. Distribution of Functions
5. Services to be Provided
6. Payment Requirements and Patient Eligibility\*
7. Referral Process
8. Process for confirming attendance at the first medical appointment \*
9. Confidentiality Statement (HIPAA)
10. Procedures for Resolving Conflict
11. Amendment

*\* For medical service providers following federal, state and local policies.*

## Considerations when developing an MOU/MOA

- Define common goals and objectives.
- Identify key business official who will sign the agreement.
- Use simple language.
- Use specific terms for services to be provided.
- Agree on roles and functions.
- Set realistic expectations.
- Describe communication mechanisms.
- Define process for referral and follow-up.



## Sustaining Collaborative Relationships

- Communicate regularly.
  - ✓ *Honor their time and commitment by keeping them informed.*
  - ✓ *Be responsive. Follow-up and follow-through.*
- Adapt and evolve. Be flexible.
- If you have meetings, plan them well. Make sure meetings are brief and productive.
- Review and evaluate the collaborative process periodically. Resolve issues expediently.

## Additional Resources

**Collaboration Assessment Tool** <http://www.surveygizmo.com/s3/1843071/CollaborationTool>

**Community Impact Solutions, ETR** [www.etr.org/cis](http://www.etr.org/cis)

**Community Collaborative Partnerships:** The Foundation for HIV Prevention Research Efforts by Mary M. McKay and Roberta L. Paikoff (June 2, 2007)

**Program Collaboration and Service Integration:** Enhancing the Prevention and Control of HIV/AIDS, Viral Hepatitis, Sexually Transmitted Diseases, and Tuberculosis in the United States, An NCHHSTP White Paper, 2009

[http://www.cdc.gov/nchhstp/programintegration/docs/207181-C\\_NCHHSTP\\_PCSI%20WhitePaper-508c.pdf](http://www.cdc.gov/nchhstp/programintegration/docs/207181-C_NCHHSTP_PCSI%20WhitePaper-508c.pdf)