

**Health Care Without Borders
1999 Evaluation**

Prepared by the North Dakota State Data Center
Sponsored by Health Care Without Borders

Forward

Health Care Without Borders Evaluation is a publication featuring the findings of a Summer 1999 survey of the members belonging to **Health Care Without Borders (HCWB)** concerning resource sharing, interagency relationships, duplication of services, and collaboration.

Acknowledgments

Special thanks are extended to the members who took the time and effort to provide the valuable data that went into this project.

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Executive Summary

Introduction

- The purpose of this project was to provide information regarding HCWB members' attitudes and perceptions in reference to resource sharing, interagency relationships, duplication of services, and collaboration concerning their organization.

Survey Results

Resource Sharing

- Respondents reported the sharing of various reports between agencies occurred the most, while sharing data and funding/other money occurred least.
- Respondents indicated some increase in sharing of funding, infrastructure, and supplies/equipment with other agencies; the smallest increase was sharing of staff/employees.

Interagency Relationships

- Respondents indicated the greatest increase of interaction with other agencies was in general information sharing, followed closely by general collaboration. Respondents reported the least amount of increased interaction occurred in joint staff meetings and joint communications.
- Respondents indicated that there was above average participation in decision making and activities among HCWB agencies; access to data bases or other information from other HCWB agencies and dependence on other agencies for future existence or development were below average.

Duplication of Services

- While respondents indicated some duplication of services among HCWB partners existed, they did report some reduction of duplication among partners.
- Respondents reported the greatest area of duplication among HCWB partners was information and data collection followed by clients served. Respondents indicated the least amount of duplication occurred in resource use.

Collaboration

- Nearly 70 percent of respondents stated their agency collaborated with less than 10 HCWB agencies before the development of HCWB. After HCWB began, 62 percent of respondents reported collaborating with 10 or more HCWB agencies.
- Participants were evenly split between audience expansion and no change in audience when asked how their audience served has changed since HCWB began.

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Introduction

Introduction

Study Objectives

The major objective of the study was to assess HCWB members' attitudes and perceptions regarding the issues of resource sharing, interagency relationships, duplication of services, and collaboration in the organization.

Methodology

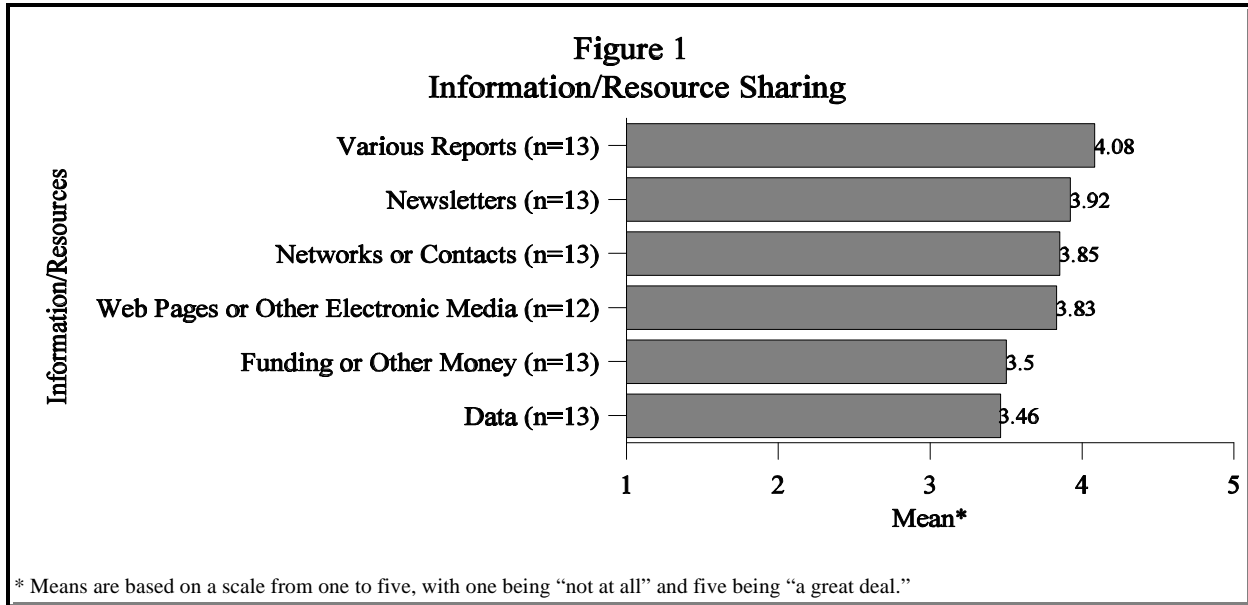
A survey of the members was conducted during the months of June, July, August, and September of 1999. The two page survey was distributed during their monthly meeting. The list of members, obtained from the organization's secretary, contained 17 names of agencies, some of which had resigned from the organization. The two-page survey was distributed and thirteen surveys were completed for the evaluation.

Respondents were informed prior to completing the survey that their information would remain confidential.

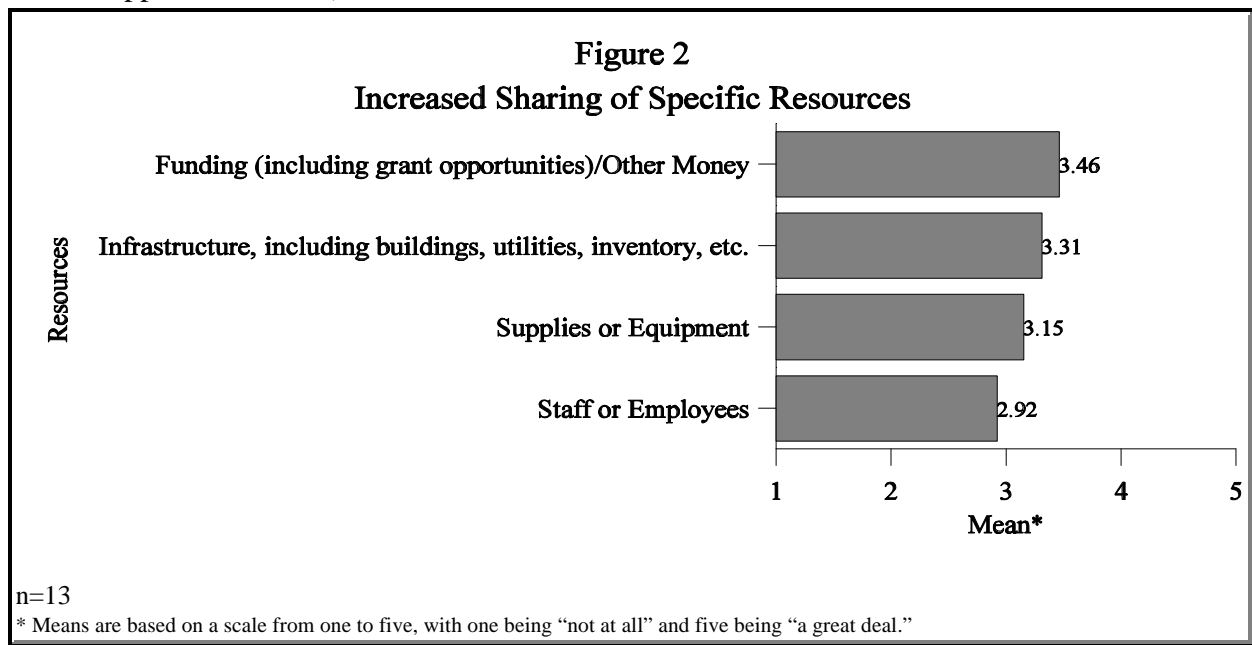
Survey Results

Resource Sharing

- Respondents reported the sharing of various reports between agencies occurred the most, while sharing data and funding/other money occurred least (Figure 1 - Appendix Table 1).

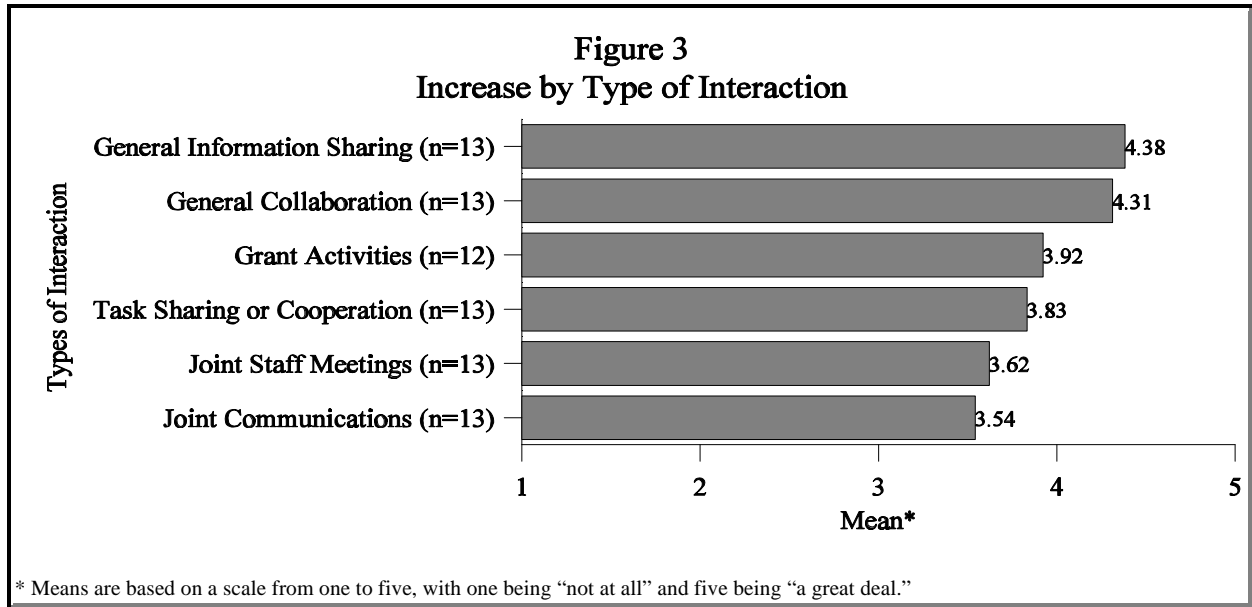


- Respondents indicated some increase in sharing of funding, infrastructure, and supplies/equipment with other agencies; the smallest increase was sharing of staff/employees (Figure 2 - Appendix Table 2).

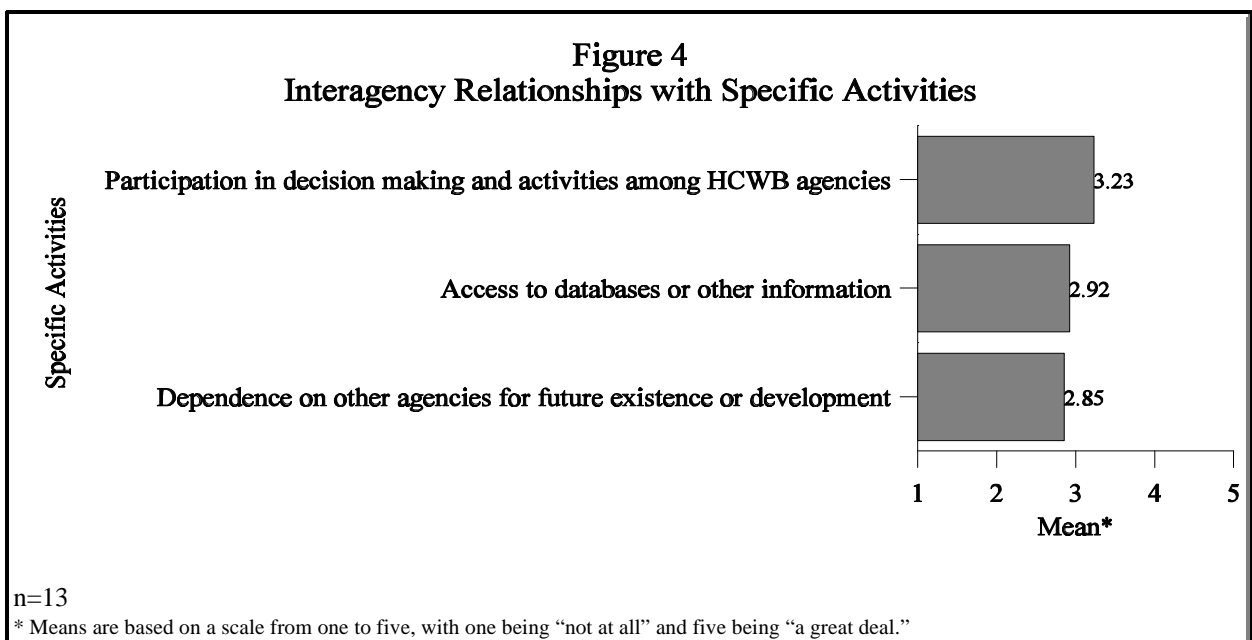


Interagency Relationships

- Respondents indicated the greatest increase of interaction with other agencies was in general information sharing, followed closely by general collaboration. Respondents reported the least amount of increased interaction occurred in joint staff meetings and joint communications (Figure 3 - Appendix Table 3).

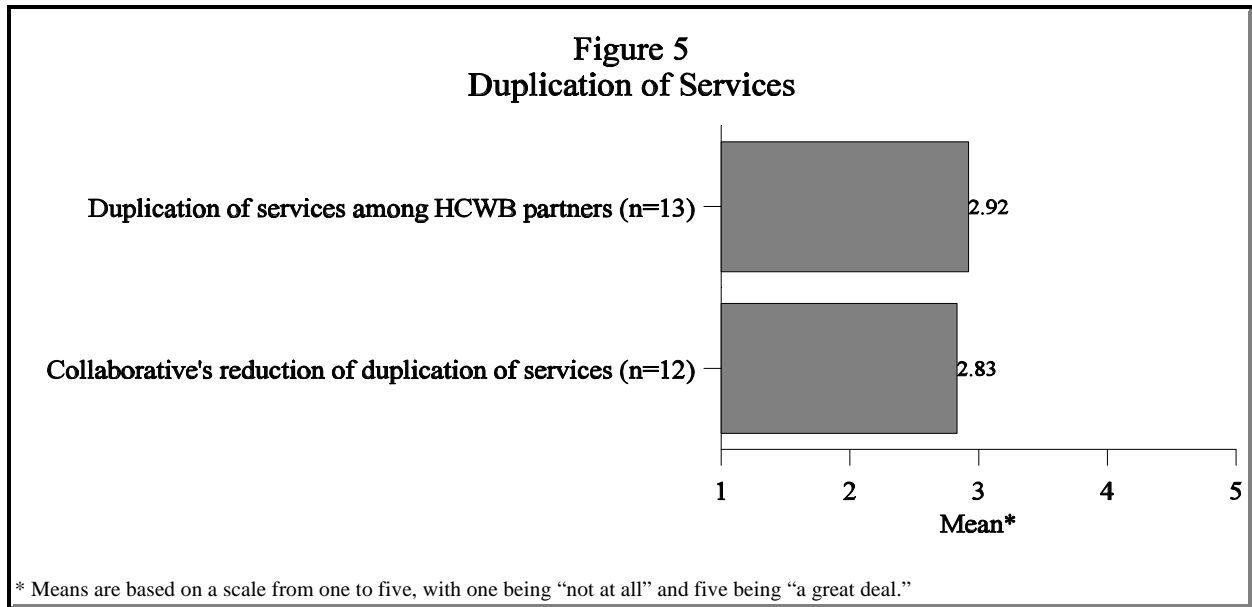


- Respondents indicated that there was above average participation in decision making and activities among HCWB agencies; access to data bases or other information from other HCWB agencies and dependence on other agencies for future existence or development were below average (Figure 4 - Appendix Table 4).

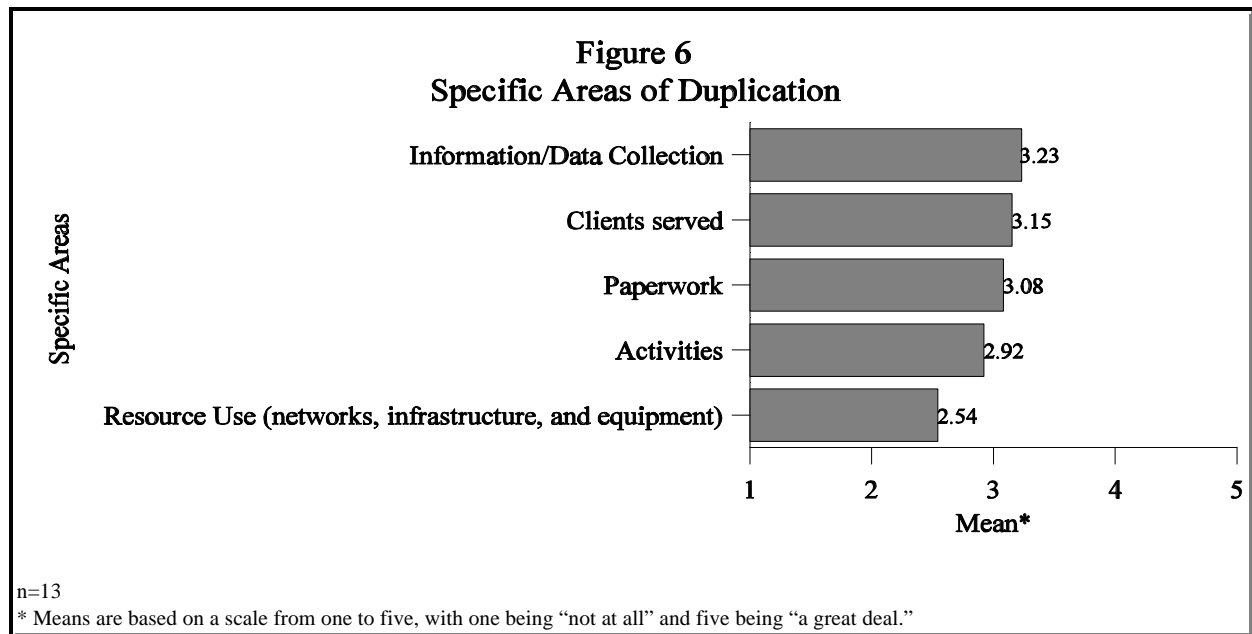


Duplication of Services

- Respondents indicated the amount of duplication of services among HCWB partners was less than average. In addition, respondents said the collaborative's effort at reducing duplication was also less than average (Figure 5 - Appendix Tables 5).

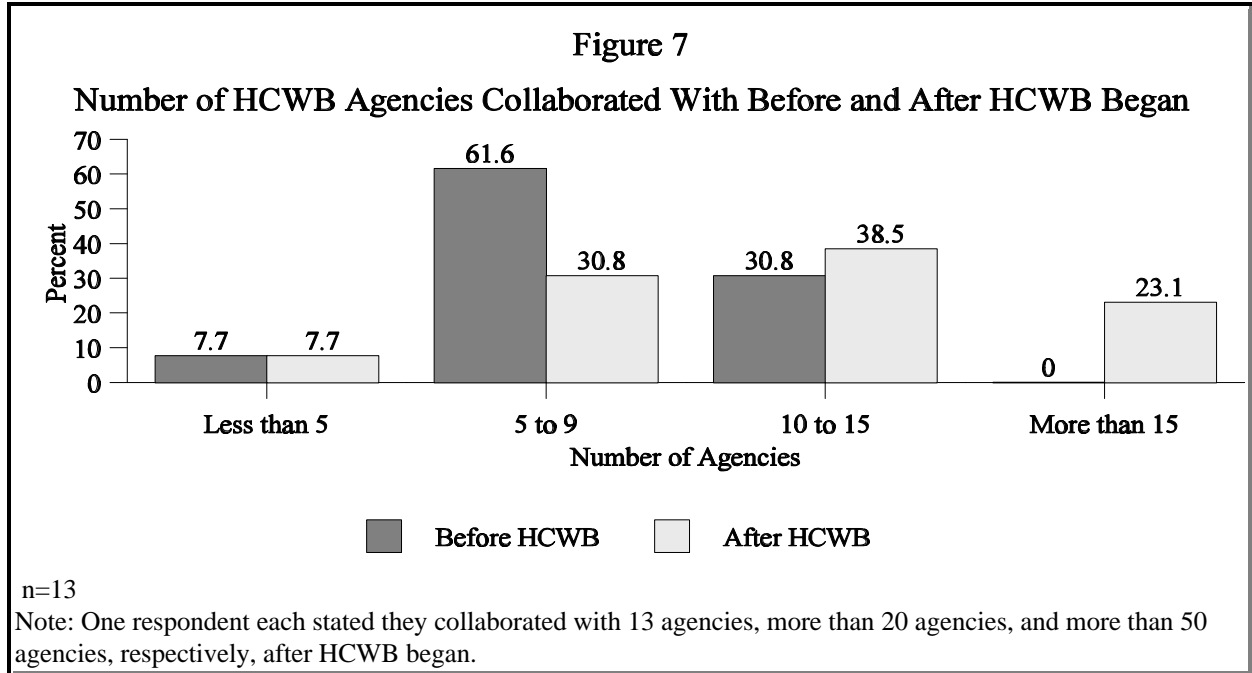


- Respondents reported the greatest area of duplication among HCWB partners was information and data collection followed by clients served. Respondents indicated the least amount of duplication occurred in resource use (Figure 6 -Appendix Table 6).

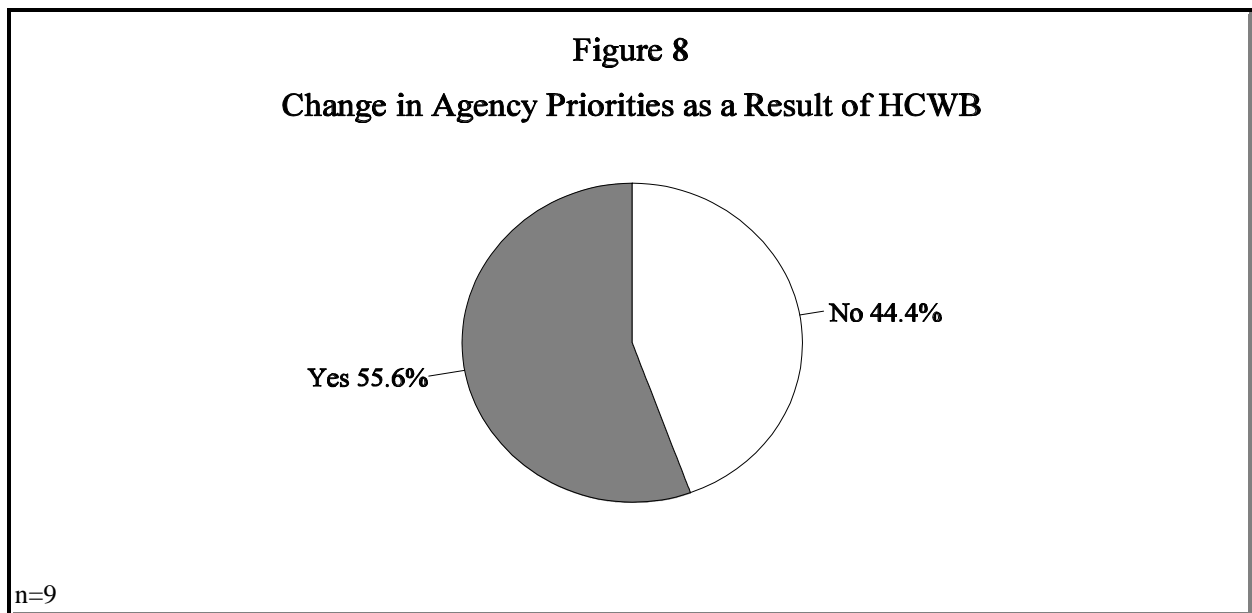


Collaboration

- Nearly 70 percent of respondents stated their agency collaborated with less than 10 HCWB agencies before the development of HCWB. After HCWB began, 62 percent of respondents reported collaborating with 10 or more HCWB agencies (Figure 7 - Appendix Table 7).



- C More than 55 percent of participants indicated their agency had changed its priorities as a result of HCWB (Figure 8 - Appendix Table 8).



Collaboration (continued)

How *activities* have changed as a result of the collaboration with HCWB

- Attempt to coordinate: Involve several partners
- Collaboration on more projects (e.g. Cancer prevention) with Public Health agencies and writing grants together
- Immunization awareness with families and outreach to newborns
- Increase sponsorship
- Develop joint programming

How *equipment* has changed as a result of the collaboration with HCWB

- Added a computer for clients to utilize as they arrive at the family service center and want to search for information
- Share equipment when possible/share scanner for survey development/share computer

How *information* has changed as a result of the collaboration with HCWB

- Added a computer for clients to utilize as they arrive at the family service center and want to search for information
- Generate less - borrow more
- More knowledge about what other agencies are doing
- On-going continuous process
- Work to get out consistent messages to clients

How *networks* have changed as a result of the collaboration with HCWB

- Applied for grants in collaboration
- Communicating more on distribution of flyers, brochures, and workshops
- Increased use of computer resources for work
- Website collaborative

How *paperwork* has changed as a result of the collaboration with HCWB

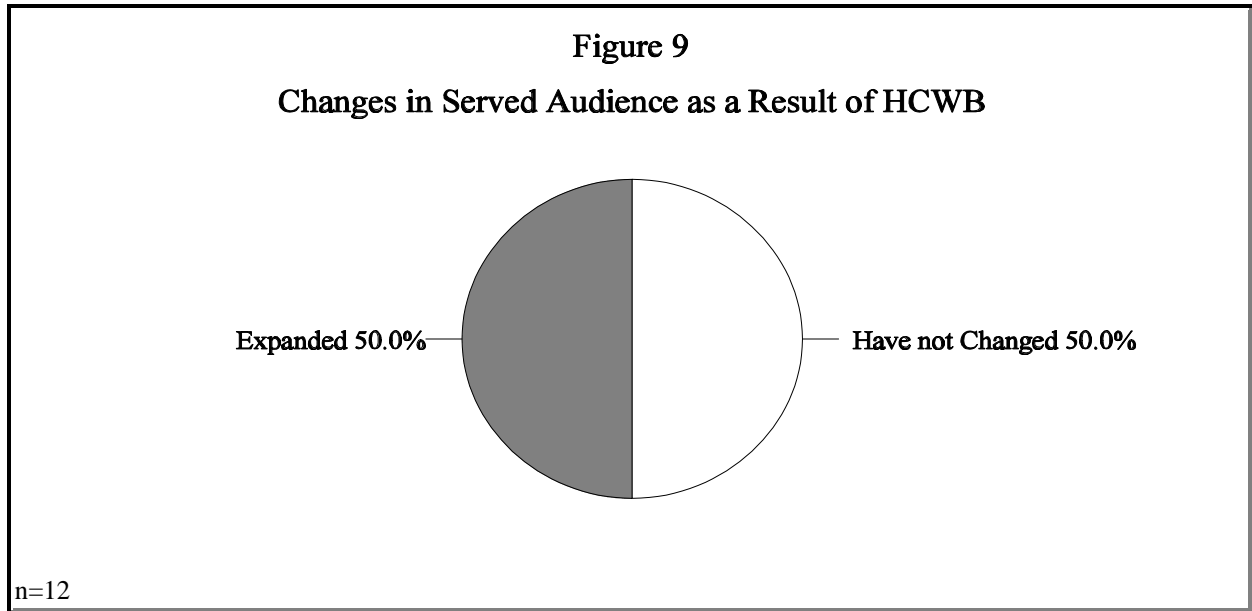
- Increase our mailing list for newsletters, workshops

How *resources* have changed as a result of the collaboration with HCWB

- Becoming a habit to seek funding as a collaborative vs. alone
- Grant more health related and prevention grants
- Used public health survey

Collaboration (continued)

- Participants were evenly split between audience expansion and no change in audience when asked how their audience served has changed since HCWB began (Figure 9- Appendix Table 9).



How agency has *expanded* the audience they serve since HCWB began

- Doing more projects with other agencies. Increase mailing list. Used survey software to interview businesses on diversity issues.
- More health activities
- Our numbers are higher, we get more referrals
- Technical resource sharing
- Include Clay County

Appendix

Resource Sharing

Appendix Table 1. Extent to which specific types of information and resources are shared with other agencies

Types of Information/ Resources	Mean	Respondents									
		Not at all 1		2		3		4		A great deal 5	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Data (n=13)	3.46	0	0.0	3	23.1	4	30.8	3	23.1	3	23.1
Networks or Contracts (n=13)	3.85	0	0.0	3	23.1	2	15.4	2	15.4	6	46.2
Newsletters (n=13)	3.92	0	0.0	1	7.7	4	30.8	3	23.1	5	38.5
Various Reports (n=13)	4.08	0	0.0	2	15.4	1	7.7	4	30.8	6	46.2
Web Pages or Other Electronic Media (n=12)	3.83	0	0.0	2	16.7	3	25.0	2	16.7	5	41.7
Shared funding or other money (n=12)	3.5	1	8.3	0	0.0	6	50.0	2	16.7	3	25.0

* Means are based on a scale from one to five, with one being “not at all” and five being “a great deal.”

Resource Sharing (continued)

Appendix Table 2. Degree agency has increased the sharing of specific resources with other agencies

Types of Resources	Mean	Response									
		Not at all 1		2		3		4		A great deal 5	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Funding (including grant opportunities)/Other money (n=13)	3.46	1	7.7	3	23.1	1	7.7	5	38.5	3	23.1
Infrastructure, including buildings, utilities, inventory, etc. (n=13)	3.31	1	7.7	3	23.1	2	15.4	5	38.5	2	15.4
Staff or employees (n=13)	2.92	2	15.4	2	15.4	5	38.5	3	23.1	1	7.7
Supplies or equipment (n=13)	3.15	2	15.4	1	7.7	5	38.5	3	23.1	2	15.4

* Means are based on a scale from one to five, with one being “not at all” and five being “a great deal.”

Interagency Relationships

Appendix Table 3. Degree agency has increased the specific types of interaction with other agencies

Types of Interaction	Mean	Respondents									
		Not at all 1		2		3		4		A great deal 5	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
General Collaboration (n=13)	4.31	0	0.0	0	0.0	1	7.7	7	53.8	5	38.5
General Information Sharing (n=13)	4.38	0	0.0	0	0.0	0	0.0	8	61.5	5	38.5
Grant Activities (n=12)	3.92	0	0.0	1	8.3	3	25.0	4	33.3	4	33.3
Joint Communications (n=13)	3.54	0	0.0	2	15.4	5	38.5	3	23.1	3	23.1
Joint Staff Meetings (n=13)	3.62	1	7.7	0	0.0	5	38.5	4	30.8	3	23.1
Task Sharing or Cooperation (n=12)	3.83	0	0.0	2	16.7	1	8.3	6	50.0	3	25.0

* Means are based on a scale from one to five, with one being “not at all” and five being “a great deal.”

Interagency Relationships (continued)

Appendix Table 4. Interagency relationships affecting specific activities

Specific Activities	Mean	Respondents									
		Not at all 1		2		3		4		A great deal 5	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Access to databases or other information (n=13)	2.92	1	7.7	3	23.1	6	46.2	2	15.4	1	7.7
Participation in decision making and activities among HCWB agencies (n=13)	3.23	1	7.7	2	15.4	5	38.5	3	23.1	2	15.4
Dependence on other agencies for future existence or development (n=13)	2.85	1	7.7	6	46.2	3	23.1	0	0.0	3	23.1

* Means are based on a scale from one to five, with one being “not at all” and five being “a great deal.”

Duplication of Services

Appendix Table 5. Degree of duplication and reduction of services existing among HCWB partners

	Mean	Respondents									
		Not at all 1		2		3		4		A great deal 5	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Duplication of services among HCWB partners (n=13)	2.92	0	0.0	4	30.8	6	46.2	3	23.1	0	0.0
Collaborative's reduction of duplication of services (n=13)	2.83	1	8.3	2	16.7	7	58.3	2	16.7	0	0.0

* Means are based on a scale from one to five, with one being "not at all" and five being "a great deal."

Duplication of Services (continued)

Appendix Table 6. Duplication of effort in specific areas

Areas of duplication	Mean	Respondents									
		Not at all 1		2		3		4		A great deal 5	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Activities (n=13)	2.92	1	7.7	5	38.5	3	23.1	2	15.4	2	15.4
Clients served (n=13)	3.15	0	0.0	3	23.1	6	46.2	3	23.1	1	7.7
Information/Data collection (n=13)	3.23	1	7.7	3	23.1	3	23.1	4	30.8	2	15.4
Paperwork (n=13)	3.08	0	0.0	5	38.5	3	23.1	4	30.8	1	7.7
Resource use (networks, infrastructure, and equipment) (n=13)	2.54	3	23.1	3	23.1	4	30.8	3	23.1	0	0.0

* Means are based on a scale from one to five, with one being “not at all” and five being “a great deal.”

Collaboration

Appendix Table 7. Number of HCWB agencies collaborated with before and after HCWB began

Time Frame	Respondents									
	Total		Less than 5		5 to 9		10 to 15		More than 15	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Before HCWB	13	100.1	1	7.7	8	61.6	4	30.8	0	0.0
After HCWB	13	100.1	1	7.7	4	30.8	5	38.5	3	23.1

Note: Percentages may not add to 100 due to rounding.

Appendix Table 8. Change in agency priorities as a result of HCWB

Response	Respondents	
	Number	Percent
Yes	5	55.6
No	4	44.4
Total	9	100.0

Appendix Table 9. Changes in audience served since HCWB began

Response	Respondents	
	Number	Percent
Expanded audience	6	50.0
Narrowed audience	0	0.0
Have not changed	6	50.0
Total	12	100.0

Survey Instrument

1999 Health Care Without Borders Evaluation Survey

Agencies Involved:

Clay County Children's Mental Health	Fargo Cass Public Health
Clay County Data Processing	Fargo Schools
Clay County Joint Powers Collaborative	Inter-Agency Early Intervention Committee (IEIC)
Clay County Public Health	Migrant Health
Southeast Human Service Center	Red River Health Promotion Coalition
Cultural Diversity Project	Reg. V Children's Services Coordination Committee
Early Childhood Family Education	Family Healthcare Center

Resource Sharing

Please rank on a scale from 1 to 5, with 1 being "not at all" and 5 being "a great deal."

1. To what extent are the following types of information shared with other agencies?

a. Data	1	2	3	4	5
b. Networks or Contacts	1	2	3	4	5
c. Newsletters	1	2	3	4	5
d. Various Reports	1	2	3	4	5
e. Web Pages or Other Electronic Media	1	2	3	4	5
f. Other _____	1	2	3	4	5
g. Other _____	1	2	3	4	5

2. To what degree has your agency shared funding (including grant opportunities) or other money?

	1	2	3	4	5
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3. To what degree has your agency *increased* the sharing of the following resources with other agencies?

a. Funding (including grant opportunities)/Other Money	1	2	3	4	5
b. Infrastructure, including buildings, utilities, inventory, etc.	1	2	3	4	5
c. Staff or Employees	1	2	3	4	5
d. Supplies or Equipment	1	2	3	4	5

Interagency Relationships

Please rank on a scale from 1 to 5, with 1 being "not at all" and 5 being "a great deal."

4. To what extent has your agency *increased* the following types of interaction with other agencies?

a. General Collaboration	1	2	3	4	5
b. General Information Sharing	1	2	3	4	5
c. Grant Activities	1	2	3	4	5
d. Joint Communications	1	2	3	4	5
e. Joint Staff Meetings	1	2	3	4	5
f. Task Sharing or Cooperation	1	2	3	4	5

5. To what extent do you have access to databases or other information?

	1	2	3	4	5
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6. To what extent do you participate in decision making and activities among HCWB agencies?
 1 2 3 4 5
7. To what extent do you depend on other agencies for future existence or development?
 1 2 3 4 5

Duplication of Services

Please rank on a scale from 1 to 5, with 1 being “not at all” and 5 being “a great deal.”

8. How much duplication of services exists among HCWB partners? 1 2 3 4 5
9. How much has the HCWB collaborative reduced duplication of services? 1 2 3 4 5
10. In which of the following areas do you think there is duplication of effort?
- | | | | | | |
|---|---|---|---|---|---|
| a. Activities | 1 | 2 | 3 | 4 | 5 |
| b. Clients Served | 1 | 2 | 3 | 4 | 5 |
| c. Information/Data Collection | 1 | 2 | 3 | 4 | 5 |
| d. Paperwork | 1 | 2 | 3 | 4 | 5 |
| e. Resource Use (networks, infrastructure, and equipment) | 1 | 2 | 3 | 4 | 5 |
| f. Other _____ | 1 | 2 | 3 | 4 | 5 |

Collaboration

11. Of the list of agencies at the beginning of the survey, how many agencies was your agency collaborating with before HCWB began? _____

12. How many agencies is your agency collaborating with currently? _____

13. Have you changed any priorities as a result of your collaboration with HCWB? Yes No
 If Yes, please circle which priorities and indicate the way in which they were changed.

- | | |
|-------------------|-------|
| a. Activities | _____ |
| b. Clients | _____ |
| c. Equipment | _____ |
| d. Information | _____ |
| e. Infrastructure | _____ |
| f. Networks | _____ |
| g. Paperwork | _____ |
| h. Resources | _____ |

14. How have you changed the audience you serve since HCWB began?

a. Expanded the audience
 In what ways? _____

b. Narrowed the audience
 In what ways? _____

c. Have not changed