



A Community Coalition

The Challenge

Readmissions and high Emergency Department (ED) utilization remain significant for some patients and require complex solutions. Despite multiple efforts, some patients continue to return. Hospitals alone cannot address all their various needs.

The Idea

Forming or participating in a coalition of community partners is an efficient strategy for addressing the intricate issues of care coordination and readmission reduction. A coalition is a group of individuals or organizations that commit to working together toward a common goal.

Impact

By collaborating with community-based providers and partners, all participants become more informed, and involved in solutions and effective improvements can be made to support patients with the programs and services they need to achieve optimal health outcomes.

Steps for Implementation

1. Determine if there is an existing group in your community. Reach out to join their efforts.
2. Identify organizations and individuals with similar goals to organize if no group exists.
3. Conduct individual meetings to gain commitment and identify the resources to support the coalition (staff, space, time, skills, data, etc.)
4. Ask volunteers to be part of a small leadership group to coordinate and lead meetings.
5. Coordinate invitations and communication about meetings.
6. Develop and distribute an agenda.
7. Conduct meetings.
8. Execute follow-up activities with volunteers.

Tips for Success

- Develop a **coalition charter** so all members know the goals and expectations.
- Craft an **organizing statement** to help everyone easily share the coalition's purpose.
- **Meet consistently.** Determine if the group would like virtual, in-person, or hybrid meetings. Meeting more frequently in the early development of a coalition will strengthen relationships and commitments faster.

- **Share roles and responsibilities**, such as meeting facilitator, notetaker, timekeeper, scheduler, etc. Some virtual platforms can capture a meeting summary electronically, which saves time.
- Some groups may **start small** and focus on a particular care setting (i.e., hospital and local nursing homes); others may **engage community-based organizations and programs** (EMS, faith communities, Area Agencies on Aging, local wellness and health programs, etc.).

Resources

[Sample Coalition Charter Template](#)

An Organizing Statement:

We are organizing ____ (**WHO – constituency**) ____ to do ____ (**WHAT – measurable aim**)
 ____ by ____ (**HOW – tactics**) ____ in order to ____ (**WHY – motivating vision**) ____
 by ____ (**WHEN – timeline**) ____.

References:

Organizing Statement from the Centers for Medicare & Medicaid Services Quality Improvement Program’s Leadership, Organizing in Action initiative, 2019.

Put new ideas to work in your community:

A community coalition is one of several care transition interventions highlighted in HQI’s [Ideas That Work series](#). To explore other strategies for strengthening care coordination activities in your community, check out our [YouTube Playlist](#) and the [HQIN Resource Center](#).