Chapter Restructure & Redesign: Using Principles of Community Organizing to Support Chapter Engagement

The PSU & OHSU IHI Open School Chapter - Portland, OR, USA

Hannah Lobingier, Lisa Miller, Emileigh Canales, Jessica Currier, Sherril Gelmon, DrPH

Introduction & Background

Aim: To support increased Chapter member engagement and respond to the desires of students, the PSU&OHSU IHI Open School Chapter embarked on a six-month redesign process. Our new Chapter structure is built on student engagement in different capacities including leadership involvement, program liaison opportunities, and Chapter-approved project experiences.

Mission: To empower learners and leaders in the Portland region and beyond, and to develop interprofessional connections and competencies to improve the services and systems that promote health.

Vision: A growing network of innovative leaders carrying out community-based health improvement projects to develop the skills of community organizing and improvement science.

Redesign

Process: Beginning in Spring of 2015, the outgoing leadership team, Chapter members, and other Chapter stakeholders met to determine shared values, resources and relationships that would be the framework for developing a new Chapter structure.

Many Chapter leaders participated in the first IHI Change Agent Network course, and adopted the distributed leadership model. When this experience was successful, the Chapter voted to adopt a distributed structure for the Chapter leadership.

In addition, the Chapter voted to increase its support of student-led population health projects at both PSU and OHSU. The first PDSA of the Chapter structure reflects distributed Chapter leadership and a heavily project-based focus.

Chapter Structure

Project-Based Structure: With the shift in structure of the Chapter came new roles and new responsibilities for existing Chapter positions.

Position descriptions for all Leadership team positions were created and updated to reflect the new model.

Chapter Leadership Team

For successful chapter redesign, the leadership team clearly defined tasks of the newly formed “snowflake” leadership model.

- President
- Vice President
- Learning Coordinator
- Program Management Coach
- Program Representatives
- Communication Chair
- Secretary
- Treasurer

For more information, please contact the PSU&OHSU IHI Open School Leadership Team at: ihipsuohsu@gmail.com

Project Management

The Chapter’s increased focus on population health projects required a new Chapter position and new processes.

Project Management Coach responsibilities:

- Recruit for new Chapter projects through various forms of communication
- Engage interested project leads or new projects
- Act as liaison between leadership team and projects
- Provide ongoing coaching and support for project development and spread

Onboarding & Classifying Projects

Project leads seeking support from the PSU & OHSU IHI Open School Chapter follow a clear workflow:

1. Submit project Application
2. Project approved or denied by the leadership team
3. Project classified into one of the four 100 Million Healthier Lives Campaign domains of engagement: access to care, health behaviors, social determinants of health and clinical care
4. Project tiered based on financial needs, existing resources, and level of coaching needed

Ongoing Project Support

The Project Management Coach supports Chapter projects by coaching project leaders, collaborating with the Chapter Learning Coordinator to offer targeted learning opportunities, and connecting projects with the Chapter for financial support.

Current Chapter Projects

- IHiOS #ICANimprovehealth Pledge-a-thon
  - Pledging to fight homeless and housing insecurity in the greater Portland Metropolitan area from October 15th - November 15th, 2015.
- The Remedy Project
  - Reducing waste of medical supplies by donating usable items, that would otherwise have been thrown away, to organizations that can use them.
- The Conversation Project
  - Spreading awareness and providing support to help people talk about their end of life wishes.

Next Steps

- Continue to develop relationships with various community stakeholders to broaden network of chapter projects.
- Engage program and Chapter alumni to act as mentors for current students and leaders.
- Offer learning opportunities that fit the needs of Chapter members and projects.
- Plan and execute an assessment of the Chapter’s restructuring for continual improvement purposes.

For more information, please contact the PSU&OHSU IHI Open School Leadership Team at: ihipsuohsu@gmail.com