**Relational Coordination in the VA**

 **2021 Project Application**

Through Service Directed HSR&D funding, we are offering 20 VA teams an opportunity to include relational coordination in their current projects **as a predictor of key performance outcomes, and as a baseline for improving them.**

**Relational Coordination**

Relational coordination is a theory of organizational performance. The theory proposes that highly interdependent work is most effectively coordinated by workers with each other, their customers, and their leaders. This occurs through relationships built on shared goals, shared knowledge and mutual respect. It is reinforced by communication that is frequent, timely, accurate, and problem-solving. Relational coordination drives performance outcomes including quality, efficiency, client satisfaction, worker well-being and engagement. Relational coordination is a key component of delivering an effective, reliable, highly coordinated experience of care. As such, relational coordination is a key aspect of high reliability organizing. The VA is exploring how to study and enhance relational coordination across settings, populations, and conditions.

**What Am I Applying For?**

The Relational Coordination in the VA (RC in VA) program offers 20 teams a project license to use the Relational Coordination (RC) Survey items for your project. The RC survey is a validated measure of coordination and team performance that assesses the quality of communication and relationships among teams. The survey will be administered by your research team using VA Redcap or other on-line platform.

Survey administration includes access to:

* RC survey guidebooks
* RC survey analytic manuals
* Design, recruitment and analytic assistance from RC Analytics
* Free membership in the Relational Coordination Collaborative

**Who’s Eligible to Apply?**

Project criteria:

* Project lead must be currently supported by VA operations, academic, or research dollars
* Project must be conducted in the VA and address one of the Secretary’s priorities
* Project must have current IRB approval or waiver
* Survey administration must be completed by **within the calendar year of application (2020, 2021, 2022)**

**RC in VA Program: Background**

Heather Gilmartin, PhD, NP (heather.gilmartin@va.gov) of the Seattle-Denver COIN is leading the RC in VA Program. Brigid Connelly (brigid.connelly@va.gov) is the RC in VA project manager.

RC in the VA aims to study and build relational coordination in all aspects of the VA with the goal of improving employee and Veteran experiences and outcomes.

To help us understand your project, please complete the information below and return it to

Ms. Connelly (brigid.connelly@va.gov)

|  |
| --- |
| **Section 1. Contact Information & Project Details** |
| **Primary investigator(s):**  |  |
| **Project manager:** |  |
| **VA site/facility:**  |  |
| **Primary contact email address:** |  |
| **Primary contact phone number:** |  |
| **Name of project:** |  |
| **Project funder:** | [e.g. CDA, IIR, pilot funds, operational funds] |
| **Phase of project:** | [e.g. preliminary work, year 1, 2, 3] |
| **IRB status:** | [e.g. QI, research] |
| **Secretary priority area (s):** | [e.g. care coordination, pain, suicide, high reliability] |

|  |
| --- |
| **Section 2. Project Summary*****Include a brief description of the background, methods and analytic plan for your project, how relational coordination informs this work, and how the RC survey will be incorporated into your project.*** |
|  Description of background, methods and analytic plan:How is relational coordination informing this project?How will the RC survey be incorporated into your project? |
| ***List the specific aims of your project and how the RC survey will support the aims and study progress.***  |
|  Specific aims:How will the RC survey support the aims and study progress? |

|  |
| --- |
| **Section 3. RC Survey Details** |
| ***What is the* work process *that would benefit from enhanced relational coordination?***  |
| **How many sites will be surveyed?** | [ e.g. 5 VAMCs, 10 PACT sites] |
| **How many participants will be surveyed?** | [ e.g. 5 per site x 15 sites] |
| **What are the roles you will be surveying?** | [ e.g. primary care nurses, social workers, etc.] |
| **Potential survey launch date?**  | [ e.g. 1st week March 2019] |
| **Will an IRB amendment be required prior to launch?** | [Yes/No] |
| *Note: RC Analytics recommends launching a survey on a Tuesday and a survey duration of 2 weeks.* |

|  |
| --- |
| **Section 4. Data Feedback/Intervention Strategies/Techniques*****Use this space to describe your plans for feeding the data back to study participants and any potential relational coordination-related interventions you are considering to address the aims of your study or to address gaps in relational coordination as part of your project.***  |
| Data feedback plansPotential relational coordination-related interventions to address aims or gaps identified? |

|  |
| --- |
| **Section 5. Questions*****Please list any question you have regarding the RC in the VA project so we can respond in writing*** |
|  |