Overcoming challenges of working with a system as an outsider

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Partnering with a service organisation

Conflict vs Symbiosis
Symbiosis

Service organisation
A problem to solve
Objective to improve client outcomes

Academic organisation
Likes to solve problems
Outcomes include publications, presentations, further research
Conflict

Service organisations
- Time poor
- Resources constrained

Academic / Divisions of General Practice etc:
- Research methods pedantic
- Ask service providers for extra work, effort
- Processes outside normal work demands
Academic organisations present at the invitation of the service organisation

Therefore:

– Negotiate research outcomes and methods
– Make research methodology user-friendly
– Review effectiveness of proposed research methodology
– Constant feedback
Negotiate research outcomes and methods

Advisory committee of stakeholders

Don’t rely on single outcomes:
  – the system may not be able to deliver
  – try to measure a patient outcome
  – value process outcomes
Make research methodology user-friendly

Close examination of work practices

Identify where current practices may not be effective

Adapt methods and instruments to fit to normal work
Review effectiveness of proposed research methodology

Pilot test interventions

Acceptable to patients, clinicians, administrators

Show willingness to change and adapt
Constant feedback

Is recruitment up to expectations?
What might be impeding recruitment? eg inclusion and exclusion criteria too tight

What are preliminary results?
Discuss how can they can be interpreted?
Plan dissemination,
  incorporate into work programme;
  ensure partners are included in outcomes
Sustainability

Understand the system

Look at incorporation into existing system

Expect less than hoped for
  systems are hard to change!!

But....
The system can change for the better over time.