



PARTNERCPRM
A Community Partner Relationship Manager

Informal Health System Survey Template

This document lists the PARTNER “INFORMAL HEALTH SYSTEM” survey. That is, the questions are specific to informal health systems. You can use this document as a template to review questions and make edits, before working on the online version of the survey. The wording here is suggested wording based on past surveys that the PARTNER team has developed on a variety of projects. We encourage you to modify it for your own community/cultural contexts.

NOTE: This survey is ONLY approved for use within the PARTNER CPRM platform. It is not available for use in other platforms or survey tools. If you are interested in adopting or licensing the use of this survey instrument, please contact us at hello@visiblenetworklabs.com

How should you use this survey template? The entire survey is modifiable, although in some limited ways. You can use this template (in Word) to draft up your own language and customize question changes. If you follow the structure of this template, you will be able to fit changes into the online survey.

Any questions? Contact us at hello@visiblenetworklabs.com

THIS TEXT IS THE DEFAULT CONSENT AND INSTRUCTIONS THAT IS AUTO-FILLED INTO THE PARTNER SURVEY. IT IS ALL MODIFIABLE.

Consent:

By starting the survey, you are agreeing to participate. Your participation is voluntary, and you can stop at any time. There are no known risks to participate in this survey. If you have questions about your participation in the survey, please reply to the email invitation you received, or contact the PARTNER team at partnertool@visiblenetworklabs.com.

Instructions:

Thank you for taking this survey. To begin, you will be asked to answer a few questions about your own organization. You will then be asked to answer questions about other organizations.

Answer all questions from the perspective of your organization, rather than yourself as an individual. Feel free to check with others in your organization for more information.

At any time, you can save the responses and continue the survey later. When complete, you can review your responses and modify them, if required.

Q#	Question Text	Question Response Options	Notes on how question can be modified in the PARTNER system
1	Your organization should be listed below. If it is not, please return to the original email you received inviting you to take this survey, and click on the link included. Your organization should be listed below. If it is not, please return to the original email and click on that link.		This question is not modified, rather it is based on the respondent list

2	What is your job title?		This can be modified to any question where you elicit a short answer, short open-ended response, for example, “what is your organization’s mission?” or “what is your motivation for joining?”
3	<p>What is the length of time (in months) that you have been working in that role?</p> <p>Note: type numerals (e.g. 11, not eleven)</p>		This can be modified to any question where you elicit a numerical value as a response, such as “how long have you worked in the area of community health?”
4	Please indicate what your organization can potentially contribute to the system. (choose as many as apply)	<ol style="list-style-type: none"> 1. Access to high risk target population 2. Advocacy 3. Communication/public relations technical assistance 4. Community connections 5. Community resources (housing, food banks, libraries, etc.) 6. Data 7. Expertise in breastfeeding or baby-friendly programs 8. Expertise in chronic disease prevention 9. Expertise in community-clinical linkages 10. Expertise in creating or managing community initiatives 11. Expertise in early childhood education 12. Expertise in healthy food/food production & harvesting 13. Expertise in social, emotional, & mental health 14. Expertise in worksite wellness 	<p>The wording of this question can be modified to be customized to this network (this question is linked to Q5). Usually this is a question asking about what member orgs can or can potentially contribute to the network.</p> <p>The response options listed here are from our default survey, but you can modify these to match resources/activities that you hope the organizations will bring to the network.</p>

		<p>15. Expertise other than in health</p> <p>16. Expertise other than in health</p> <p>17. Facilitation/community convener</p> <p>18. Fiscal management (e.g. acting as fiscal agent)</p> <p>19. Funding</p> <p>20. In-kind or matching resources (e.g., meeting space and printing)</p> <p>21. IT/web resources (e.g. website development, social media)</p> <p>22. Knowledge of resources (information/feedback)</p> <p>23. Leadership in the health field</p> <p>24. Organizational management & expertise</p> <p>25. Paid Staff</p> <p>26. Services for residents in County</p> <p>27. Strategic planning skills/expertise</p> <p>28. Support & commitment to engage in systems building (e.g. developing partnerships, collective impact, shared goals)</p> <p>29. Training and professional development opportunities</p> <p>30. Volunteers and volunteer staff</p>	
5	<p>What is your organization's most important potential contribution to the system? (Choose one)</p>	<p>Same response list as #4</p>	

6	<p>Outcomes that the system should focus on over the next year include (or could potentially include):</p>	<ol style="list-style-type: none"> 1. Assess, plan and develop strategies to identify and address significant health issues facing residents 2. Commitment of partners to take action to implement a comprehensive community-wide health improvement plan 3. Connected many organizations in the community to one another 4. Coordinated local leadership opportunities 5. Creating a more coordinated approach to address access to needs of the community 6. Decreased incidence and prevalence of disease and improved community health 7. Developing a comprehensive community-wide health improvement plan 8. Developing effective strategies to support quality, availability, and access to services 9. Enhanced community/clinical linkages 10. Identifying a common goal 11. Identifying key issues that challenge the communities' ability to reach their vision 12. Identifying new opportunities for collaboration among partners 13. Identifying untapped existing community resources to address identified health needs 14. Improving/increasing capacity among partners 15. Increased knowledge and access to quality resources/materials for community organizations, providers, and partners 16. Increased regional collaboration around a shared goal 17. Increasing referrals to community programs among cross-domain partners 	<p>You can customize the wording of this question (this question is linked to Q7). Usually this is a question asking about outcomes achieved or potential outcomes to achieve.</p> <p>The response options can be edited, but will be the same for both Q 6 and Q 7.</p>
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7	Which is the system's most important outcome to focus on over the next year? (Choose one.)	Same response list as #6	Whatever responses someone chooses in Q 6 will populate as possible responses for Q7.
8	Prior to this initiative, how successful have partners in the system been at collaborating with one another? (Choose one)	<ol style="list-style-type: none"> 1. Not Successful 2. Somewhat Successful 3. Successful 4. Very Successful 	<p>This can be modified to any question where you elicit a single choice response.</p> <p>If this is a new network, you can find another question to ask here if you do not think this fits.</p> <p>You could ask what their potential role in the network could be or what level of involvement they could contribute.</p>
9	Please indicate which of the following are incentives to your organization's participation in the network? (Choose all that apply)	<ol style="list-style-type: none"> 1. Ability to distribute information to outside stakeholders 2. Bringing together diverse stakeholders 3. Collective decision-making 4. Enhance program/services 5. Exchanging info/knowledge 6. Having a shared mission, goals 	This can be modified to any question where you elicit a multiple choice response.

		<ul style="list-style-type: none"> 7. Having a variety of communication channels 8. Informal relationships created 9. Meeting regularly 10. Sharing resources 11. Utilizing connections and networks of partners 	
10	<p>From the list, select <u>organizations/programs/departments</u> with which you have an established relationship (either formal or informal). In subsequent questions you will be asked about your relationships with these <u>organizations/programs/departments</u> in the context of the system.</p>		<p>Question can be modified but list of organizations to choose from will be based on the respondent list uploaded.</p>
<p>The next set, questions 11-18 are relational questions, meaning that the respondent will answer each question about the organizations they selected in Q10.</p> <p>Q11-12: Below are the relational questions, however there are several options for the content of these questions. At the end of this table are other options to choose from (in blue text), but all can be modified. In total, we recommend only choosing a total of 3 relational questions (q11, q12, and the 3rd option will become Q19).</p> <p>Questions 13-18 are also relational, but instead of assessing the content and type of relationship between two partners, they assess the quality in terms of Value and Trust. Questions 13-15 are three measures of Value and questions 16-18 are three measures of Trust. The wording of Q13-18 can be slightly modified for your network, but the context cannot change. These are trademark PARTNER questions and usually yield the most useful data.</p>			
11	<p>What kinds of activities does your relationship with this partner entail (pick all)?</p>	<ul style="list-style-type: none"> 1. Advocacy/Awareness 2. Attend Conferences/Trainings 3. Client Referrals 4. Collect/store data 5. Conduct research 6. Develop Guidelines 	<p>You can modify the language/wording of the question and response options.</p> <p>However, the nature of this question has to be “relational”</p>

		<ul style="list-style-type: none"> 7. Develop standards 8. Develop Tools 9. Fund Research 10. Intellectual Exchange 11. Legal/Regulation Change 12. New Technologies 13. Provide Educational programs 14. Provide training 15. Service Delivery 16. Technical Assistance 	<p>(something they are answering about their relationship with each partner they selected). See other examples at the end of this table.</p>
12	<p>Please describe the nature of your relationship with this <u>organization/program/department</u> [note: the responses increase in level of collaboration]?</p>	<ul style="list-style-type: none"> 1. None 2. Cooperative Activities: involves exchanging information, attending meetings together, and offering resources to partners (Example: Informs other programs of RFA release) 3. Coordinated Activities: Include cooperative activities in addition to intentional efforts to enhance each other's capacity for the mutual benefit of programs. (Example: Separate granting programs utilizing shared administrative processes and forms for application review and selection.) 4. Integrated Activities: In addition to cooperative and coordinated activities, this is the act of using commonalities to create a unified center of knowledge and programming that supports work in related content areas. (Example: Developing and utilizing shared priorities for funding effective prevention strategies. Funding pools may be combined.) 	<p>You can modify the language/wording of the question and response options.</p> <p>However, the nature of this question has to be "relational" (something they are answering about their relationship with each partner they selected). See other examples at the end of this table.</p>

13	<p>To what extent does this <u>organization/program/department</u> have power and influence to impact the overall mission of the system?</p> <p>*Power/Influence: The organization/program/department holds a prominent position in the community by being powerful, having influence, success as a change agent, and showing leadership.</p>	<ol style="list-style-type: none"> 1. Not at all 2. A small amount 3. A fair amount 4. A great deal 	<p>Questions 13-18 are based on validated scales to measure perceived value and trust among partners, so they generally need to remain as is, although we can customize for your network. You can modify the language of the definition and what this term means to your group. Please do not modify the response options as it is linked to the analysis tool/calculations.</p>
14	<p>What is this <u>organization/program/department's</u> level of involvement in the system?</p> <p>*Level of Involvement: The organization/program/department is strongly committed and active in the partnership and gets things done.</p>	<ol style="list-style-type: none"> 1. Not at all 2. A small amount 3. A fair amount 4. A great deal 	
15	<p>To what extent does this <u>organization/program/department/s</u> contribute resources to the system?</p> <p>*Contributing Resources: The organization/program/department brings resources to the partnership like funding, information, or other resources.</p>	<ol style="list-style-type: none"> 1. Not at all 2. A small amount 3. A fair amount 4. A great deal 	

16	<p>How reliable is the <u>organization/program/department</u>?</p> <p>*Reliable: This organization/program/department is reliable in terms of following through on commitments.</p>	<ol style="list-style-type: none"> 1. Not at all 2. A small amount 3. A fair amount 4. A great deal 	
17	<p>To what extent does the <u>organization/program/department</u> share a mission with the system's mission and goals?</p> <p>*Mission Congruence: this organization/program/department shares a common vision of the end goal of what working together should accomplish.</p>	<p>it</p>	
18	<p>How open to discussion is the <u>organization/program/department</u>?</p> <p>*Open to Discussion: this organization/program/department is willing to engage in frank, open and civil discussion (especially when disagreement exists). The organization/program/department is willing to consider a variety of viewpoints and talk together (rather than at each</p>	<ol style="list-style-type: none"> 1. Not at all 2. A small amount 3. A fair amount 4. A great deal 	

	other). You are able to communicate with this organization/program/department in an open, trusting manner.		
19	How would you describe this organization as a current or potential partner? [please pick one]:	<ol style="list-style-type: none"> 1. None 2. Just learning about this organization, not really aware of how a partnership would benefit my organization 3. Aware of how my organization could benefit from a partnership with this organization, but have not built that relationship 4. Aware of how my organization could benefit from a partnership with this organization, and have interacted a few times to try out a partnership 5. Aware of how my organization could benefit from a partnership with this organization, and consider this organization a steady partner in our work 6. Fully engaged with this organization as a partner 	You can add any type of question here and after this point in the survey. If you added a 3 rd relational question, you would do so here followed by any other question(s) you would like to ask.
SURVEY END			
OPTIONAL ADDITIONAL QUESTIONS YOU WILL NEED TO ADD TO THE SURVEY TRANSFERRED TO YOUR ACCOUNT.			
20	In order to inform the system's future community engagements, can you suggest any other organizations in the system that were not included in the list of partners included in this survey?	Open-ended	

21	Please describe what your involvement could be in the system, if any. (Choose one)	<ol style="list-style-type: none"> 1. No Active Involvement 2. Minimal Involvement 3. Occasional Involvement 4. Consistent Involvement 5. Proactive Involvement and Leadership 	
22	Which of the following factors could FACILITATE your organization's ENGAGEMENT in the system? (Choose as many as apply)	<ol style="list-style-type: none"> 1. Diverse and multi-disciplinary network membership (including the makeup of organizations including their size, type, and racial/ethnic makeup) 2. Funding 3. History of collaboration/sharing among network members 4. In person meetings and institutes 5. Meeting regularly 6. Opportunities for technical assistance 7. Peer learning/sharing among network members 8. Sharing resources amount network members 9. Strong sense of trust among network members 10. Strong/well-connected network leadership (e.g., able to resolve conflicts) 11. The network is responsive to needs of members (e.g., timely, helpful, provides resources) 12. 23Other 13. Not sure 	
23	What are the greatest CHALLENGES your organization FACES in participating in the system? (Choose all that apply)	<ol style="list-style-type: none"> 1. Competition amongst the organizations in the system 2. Difficult to achieve regular participation by members in meetings and other system activities 3. Funding limitations 4. Lack of executive leadership support for system activities within my organization 5. Lack of trust among members 	

		<p>6. Members are already overburdened or too busy to fully engage</p> <p>7. Members do not work together collaboratively/productively (e.g., high levels of conflict or transition)</p> <p>8. Poor leadership (e.g., does not resolve conflicts, not organized)</p> <p>9. The system is NOT responsive to needs of members (e.g., not timely, not part of organization's priorities)</p> <p>10. There are no barriers</p>	
24	I believe that the work of the system helps the community to be more successful in doing its job.	<p>1. Completely Agree</p> <p>2. Somewhat Agree</p> <p>3. Somewhat Disagree</p> <p>4. Completely Disagree</p> <p>5. Not sure</p>	
25	Do you have any additional comments or feedback about the network?	Open-ended	