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Overcoming challenges of working with a system as an outsider

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Partnering with a service organisation

Conflict vs Symbiosis



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Symbiosis

Service organisation

A problem to solve

Objective to improve client outcomes

Academic organisation

Likes to solve problems

Outcomes include publications,
presentations, further research



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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



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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



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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



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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



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Review effectiveness of proposed research methodology

Pilot test interventions

Acceptable to patients, clinicians, administrators

Show willingness to change and adapt



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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



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Symbiosis

Conflict

Negotiation

Feedback

Sustainability



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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.

