

**Healthy Communities Team
Omaha System Problem Review and KBS**

Problem 1: Communication with Community Resources

Difficulty understanding role/responsibilities of the coalition and its members

Knowledge

1 – No Knowledge

- Members new to the coalition
- Newly formed coalition; less than 6 months old
- New coalition or going through major changes

2 – Minimal knowledge

- In transition or young/new coalition or new members
- Members somewhat clear about their role in the coalition and community

3 – Basic knowledge

- Know some detail about the coalition's work but rely on others to lead
- Some members understand some coalition processes and purpose
- Some members know how coalitions work and their role within the group

4 – Adequate knowledge

- Most members know about roles, relationships and effective communication within the coalition.
- Most members understand their role and responsibilities within the coalition

5 – Superior knowledge

- All members know about the coalition's purpose and process
- All members understand their role and how to be effective communicators within the coalition and within the community.

Behavior

1 - Not appropriate behavior

- Non-democratic process used during meetings
- Rare/poor attendance
- Members monopolize the conversation
- Facilitator is ineffective; controlling
- Members speak for own organization and disregard coalition
- Do not engage other community resources

2 – Rarely appropriate behavior

- Rarely uses the democratic process for coalitions

- Sporadic attendance
 - Facilitator is rarely effective during meetings
 - Coalition is disjointed
- 3 – Inconsistently appropriate behavior
- The democratic process is inconsistently used during meetings
 - Some members participate in discussions
 - Some members attend the meetings
- 4 – Usually appropriate behavior
- The democratic process is used most of the time
 - The majority of members attend meetings
 - Often members participate in discussions and decisions
 - Facilitator usually gets responses from members as requested
 - Appropriate forms of communication are usually used and effective
- 5 – Consistently appropriate behavior
- Other members step in to keep the conversation going
 - Cohesive and democratic group process
 - Group works toward consensus
 - Uses various and appropriate forms of communication
 - Facilitator get responses from members as requested
 - Effective; timely communication with members
 - Members actively engaged in decision making

Status

- 1 – Extreme signs/symptoms
- Coalition works in a silo
 - Does not seek resources outside coalition meetings
 - An ineffective coalition for the community
- 2 – Severe signs/symptoms
- Coalition often works in silos
 - Rarely seeks resources outside coalition meetings
 - Rarely connects with the community
- 3 – Moderate signs/symptoms
- Sometimes works in silos
 - Often seeks resources outside coalition meetings
 - Somewhat effective within the community
- 4 – Minimal signs/symptoms
- Shows effective networking skills most of the time
 - Readily seeks resources outside of meetings

Coalition is engaged in the community

5 – No sign/symptoms

Effective networking

Uses the coalition and community as resources

Effective coalition that meets the community needs

Interventions:

Interaction – Coordination among members and the community – coalition building

Communication – Other-public health perspective and strategies

Continuity of Care – Coordination among members – group dynamics, group capacity to address the issue

Problem 2: Interpersonal Relationship

Difficulty establishing/maintaining relationships within the coalition

Incongruent values/goals/expectations/schedules

Challenging group dynamics from inception

Knowledge

1 – No Knowledge

Members unaware of group dynamics/working with groups

2 - Minimal knowledge

Members have mixed expectations and values for the coalition

Have some knowledge of group dynamics

3 – Basic knowledge

Understands group process

Some understand their role in the coalition

4 – Adequate knowledge

Most members understand their role in the coalition

Clearly understand group values and expectations

5 – Superior knowledge

Understands and works to improve group dynamics for the benefit of the coalition

Behavior

- 1 – Not appropriate behavior
Members rarely participate in coalition meetings; No contact with other members outside of meetings
- 2 – Rarely appropriate behavior
Limited engagement with other members
Develop roles that interfere with the group process
- 3- Inconsistently appropriate behavior
Some interaction with other members outside of meetings
Sometimes the majority of members participate in the coalition meetings
- 4 –Usually appropriate behavior
Often participates in the coalition and engages other members as resources
Often interacts with members outside of meetings
- 5 –Consistently appropriate behavior
Members share leadership role
Active sub-committees
Members volunteer for tasks and duties
Members fully participate in the coalition and engage other members outside of meetings as resources
Majority of coalition members have a good working relationship with each other
Members help form a cohesive group

Status

- 1 – Extreme sign/symptoms
Tense, volatile atmosphere
Ineffective communication within the coalition
- 2 – Severe sign/symptoms
Limited, brief communication and interaction; often tense
- 3 – Moderate signs/symptoms
Some limited, polite communication and interaction
Sometimes engages new members
Sometimes members communicate effectively
- 4 - Minimal signs/symptoms
Some warm, usually polite, rarely tense communication and interaction
Most members have a good working relationship within the group
- 5 – No signs/symptoms

Frequent, open communication and interaction
Opportunities to get to know each other
Opportunities for networking

Interventions:

Communication – develop/improve skills; foster positive group interactions, improve ability to impact the community

Support systems – work associates; role model positive interaction skills within the group

Interaction – status of relationships; how well do individuals get along and work together