**Relational Coordination in the VA**

**2018 – 2019 Project Application**

Through HSR&D pilot funding, we are offering 5 VA research teams an opportunity to study relational coordination in their current projects.

**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) pilot offers 5 research teams one-time administration of the Relational Coordination (RC) Survey 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 RC Analytics, through their on-line, proprietary survey platform (rcanalytics.com).

Survey administration includes individualized guidance regarding:

* The design and administration of the survey for your project
* Institutional review board submissions
* Refinement of relational coordination related aims and research questions
* Data feedback strategies
* Relational coordination interventions and coaching to address gaps
* Future measurement of relational coordination in your project

RC Analytics will provide the project team with:

* Administration of the RC Survey tailored to your project
* A summary report of RC Survey findings
* Project raw data
* Open access to the Relational Coordination Research Collaborative (rcrc.brandeis.edu)

**Who’s Eligible to Apply?**

Project criteria:

* Primary investigators 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 **September 30, 2019**

**RC in VA Pilot: Background**

Heather Gilmartin, PhD, NP ([heather.gilmartin@va.gov](mailto:heather.gilmartin@va.gov)) of the Seattle-Denver COIN is leading the RC in VA project, of which this pilot is the first major piece. 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

Dr. Gilmartin, PhD, NP (heather.gilmartin@va.gov)

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| **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] |
| **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] |

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| **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.*** |
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| ***List the specific aims of your project and how the RC survey will support the aims and study progress.*** |
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| **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] |
| **Is union approval required prior to launch?** | [Yes/No] |
| **Include Custom Questions:** | No  Yes\*  *\*If yes, please list custom questions at the end of this page or include as a separate attachment.* |
| *Note: RCA recommends launching a survey on a Tuesday and a survey duration of 2 weeks.* | |

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| **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. Note if you plan to use the RC survey in future work.*** |
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| **Section 5. Questions*****Please list any question you have regarding this pilot project so we can respond in writing*** |
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