

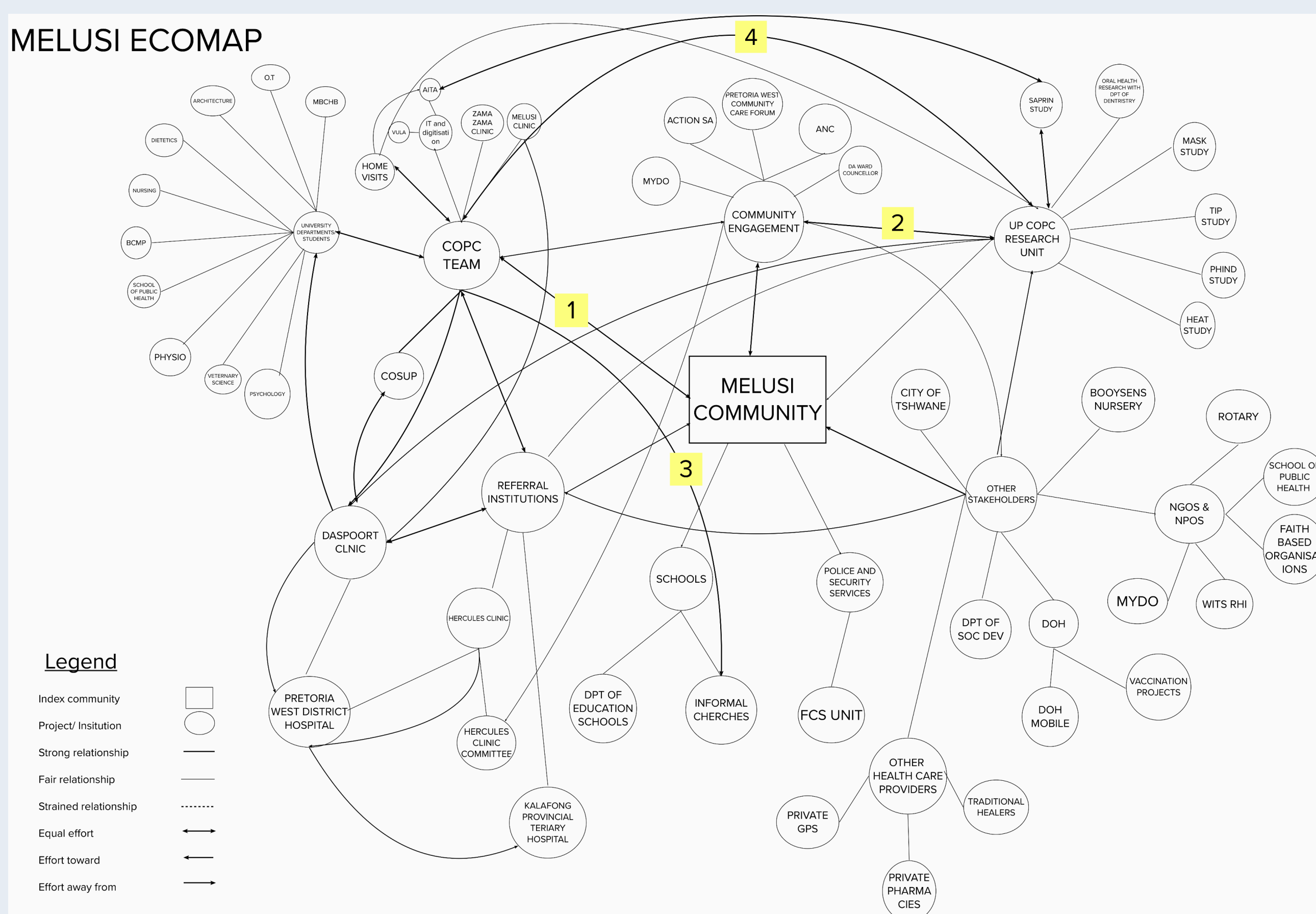


Moema MK, Hugo JFM
University of Pretoria

Using ecomaps in the assessment of care coordination in Melusi informal settlement, Tshwane.

Introduction

Melusi is an expanding informal settlement in the City of Tshwane. The university of Pretoria COPC unit has formed part of an integrated health system in this community since 2012. This poster outlines a quality improvement (QI) project embarked on by the COPC team in Melusi. An ecomap was used to outline the complex care coordination pathways in the community. Key collaboration relationships were identified and evaluated.



Melusi care coordination ecomap

Methods

A collaboration assessment was conducted using a novel assessment tool on four important care coordination relationships in the community at the beginning of the QI cycle in May 2022. Each care coordination relationship was scored in seven areas of key performance adding up to a score of twelve. Recommendations were made by the team and implemented through a six-month period. The collaboration assessments were repeated in March 2023 to assess the impact of the reflection and the plans implemented. (See table 1 & 2).

Results

The care coordination relationships that scored poorly showed an improvement after the six-month implementation period (table 1 & 2). There was improvement in the system and structure of communication between the COPC team and the community itself, and an improvement in the joint knowledge creation between the COPC research unit and the community engagement structures.

References

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Discussion

This quality improvement project used novel methods to represent the care coordination pathways in the Melusi community and to assess aspects of care coordination relationships. The reflection and subsequent implementation strategies resulted in an improvement in the collaboration of various stakeholders and better integration of the health teams.

Table 1

Entities being assessed	Melusi COPC team and Melusi Community	COPC Research unit and Community engagement structures	Melusi COPC team and informal creches	Melusi COPC Team and COPC research unit
Respect score	2	1	2	2
Joint knowledge creation score	1	0	1	1
Power relationship score	2	1	2	1
Listening communication score	1	1	1	2
Building a system and a structure score	0	2	1	1
Effort score	1	1	2	2
Judgment and blame score	1	0	0	2
Total	6/12	6/12	9/12	7/12

Table 2

Entities being assessed	Melusi COPC team and Melusi Community	COPC Research unit and Community engagement structures	Melusi COPC team and informal creches	Melusi COPC Team and COPC research unit
Respect score	2	1	2	2
Joint knowledge creation score	1	2	1	1
Power relationship score	2	1	2	1
Listening communication score	1	1	1	2
Building a system and a structure score	2	2	1	1
Effort score	1	1	2	2
Judgment and blame score	1	0	0	0
Total	8/12	8/12	9/12	9/12

Coordination assessment tables. Table 1: Assessment 1, May 2022. Table 2: Assessment 2, March 2023.

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