



COLLABORATIVE PARTNERSHIPS TO NURTURE COMMUNITY COHESION: Empowering and Listening to Communities



There are communities that nurture a cohesive culture by pulling people together on a regular basis to work together for the good of their community. The magic happens when multiple organizations, aligned with a shared purpose, join forces to connect, simplify support access and provide local resources for primary care providers. [The Health Data Coalition](#) (HDC), in collaboration with [UBC Continuing Professional Development](#), the [Practice Support Program](#) (PSP), and with interest holders [Pathways BC](#), and [Divisions of Family Practice](#), has developed a community-driven model for delivering [Adult Mental Health \(AMH\) learning sessions](#). These sessions aim to foster community cohesion, reduce provider isolation, and improve mental health care delivery through collective impact and localized education. Our recent work delivering AMH sessions to communities across BC reinforced how our organizations are well positioned to provide the ecosystem structure needed for collective impact.

The initiative is grounded in collective impact principles, which involves cross-sector collaboration toward a shared goal; in this case, enhancing mental health support for primary care providers. Key elements include: a shared vision and coordinated action plan, mutually reinforcing activities across organizations, and community involvement to ensure relevance and sustainability.

Recognizing the isolation experienced by providers during the COVID-19 pandemic and the erosion of community connectedness, the program intentionally integrates peer connection and relationship-building into its structure. This approach helps rebuild trust and engagement within communities.

Each partner contributes unique strengths: UBC CPD provides educational expertise, HDC offers data-driven insights and post-session support, PSP coaches facilitate practice improvement, Pathways BC supplies actionable mental health resources, and Divisions of Family Practice and local physicians guide session design and delivery. By working together, each partner understands their role, potential hand-offs, and subsequent engagement activities. Our team identified key learnings through embedded engagement activities within the overall delivery process, that contributed to the success of the sessions:

LESSONS LEARNED

- 01 Offer the community choice
- 02 Empower & support local leaders
- 03 Localize learning content & support

1. Offer the Community Choice

As a foundational kick off activity, the Divisions of Family Practice and community physician facilitators gather their input and select 1 of 4 case studies, that may reflect what is most relevant in the community. Once a case study is selected, learners are provided with a unique, multi-modal learning opportunity, including an online module and in-person session. Each learning activity is framed with a quality improvement lens to focus on a specific clinical topic.

2. Empower and Support Local Leaders

A cornerstone of the model is the 'train the trainer' approach, where local providers are equipped to lead sessions. This ensures authentic, community-relevant facilitation, sustainable skill development, and increased engagement and trust among participants. Survey feedback confirms the effectiveness of this model, with 95% of respondents valuing the local facilitation and requesting additional sessions.

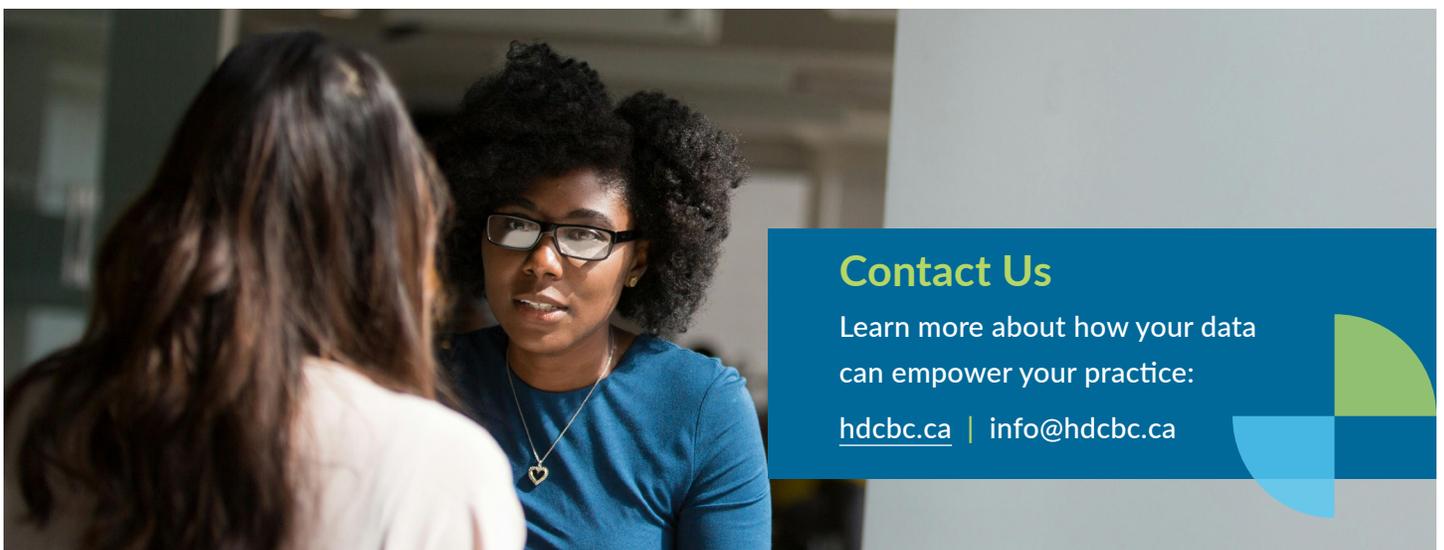
While this approach takes longer at the initiation stage, we have seen how the investment in time benefits the overall community over a longer-term. Efficiencies are apparent with subsequent sessions, as each community finds their own rhythm and participants become more familiar with the structure. In addition, local facilitators also highly influence the attendee connection and session tone, creating a welcoming and engaging environment.

3. Localize Learning Content and Support

Community-specific data is incorporated into sessions to highlight local mental health trends, inspire quality improvement initiatives, and connect providers to relevant local tools and resources. Attendees are invited to review mental health measures through the HDC Discover application to gain a quantitative perspective of what's happening in their practice. The Pathways BC orientation allows attendees to explore what local supports are available to their patients, while PSP coaches are ready to support the development of quality improvement plans and translation into practice change.

Building on the success of the AMH sessions, the partners plan to expand the model to Child and Youth Mental Health topics. The goal is to continue nurturing community cohesion and improving care delivery through regular, responsive educational offerings.

Have another topic in mind? We would love to hear from you about your community's interests or needs. Connect with us at info@hdcbc.ca.



Contact Us

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[1] [Collective Impact](#), John Kania and Mark Kramer, Stanford Social Innovation Review (Winter 2011)