



Partnering for Impact: Insights from the University of Louisville's Center for Health Organization Transformation



SCHOOL OF PUBLIC HEALTH & INFORMATION SCIENCES

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CHOT is a National Science Foundation Center with the mission to advance the knowledge and practice of transformational strategies in evidence-based management and clinical practice.

WHAT IS CHOT?

- CHOT is an industry-academic partnership
- UofL is one of six CHOT sites:



- Partners pay \$50,000 to join CHOT and the funds pay for their specific research project
- Each industry partner has one vote for the CHOT national Industry Advisory Board (IAB)
- The IAB meets twice a year, alongside CHOT university sites, to share learnings and vote on pressing research topics to pursue in the upcoming research year

WHO ARE OUR PARTNERS?

- UofL CHOT works alongside industry partners to identify and solve challenges within their organization
- We currently have five partners:



WHAT ARE WE LEARNING ABOUT PARTNERSHIP?

Research team debriefs and partner interviews have allowed us to reflect on lessons learned about the academic-industry partnerships we have developed.

- ❖ Increased partner engagement and satisfaction with the project are more likely when there is co-development of the project plan
- ❖ Clear communication and expectations about the project deliverables at the outset lead to more successful outcomes and a more positive experience
- ❖ Relationship building is an ongoing process
- ❖ Be flexible but chart a clear path forward
- ❖ Complex challenges require interdisciplinary teams that bring together researchers and industry partners with different perspectives and skill sets
- ❖ The CHOT IAB voting structure is effective only when partners understand their role and purpose within it
- ❖ Take time to celebrate success and reflect on what didn't work



RECOMMENDATIONS FOR MOVING FORWARD

- ❖ Create a structured onboarding process for new industry partners that clearly describes the IAB structure and expectations moving forward
- ❖ Utilize the CHOT Program Manager to cultivate a deeper relationship with the partner through frequent but strategic communication
- ❖ Convene local partners at least twice a year to share successes and present opportunities for collaboration across projects
- ❖ Complete after-action reviews with industry partners after the project to illuminate lessons learned
- ❖ Create a section on the UofL CHOT website highlighting project successes
- ❖ Actively seek out project collaborations with other CHOT university sites to expand resources and amplify impact

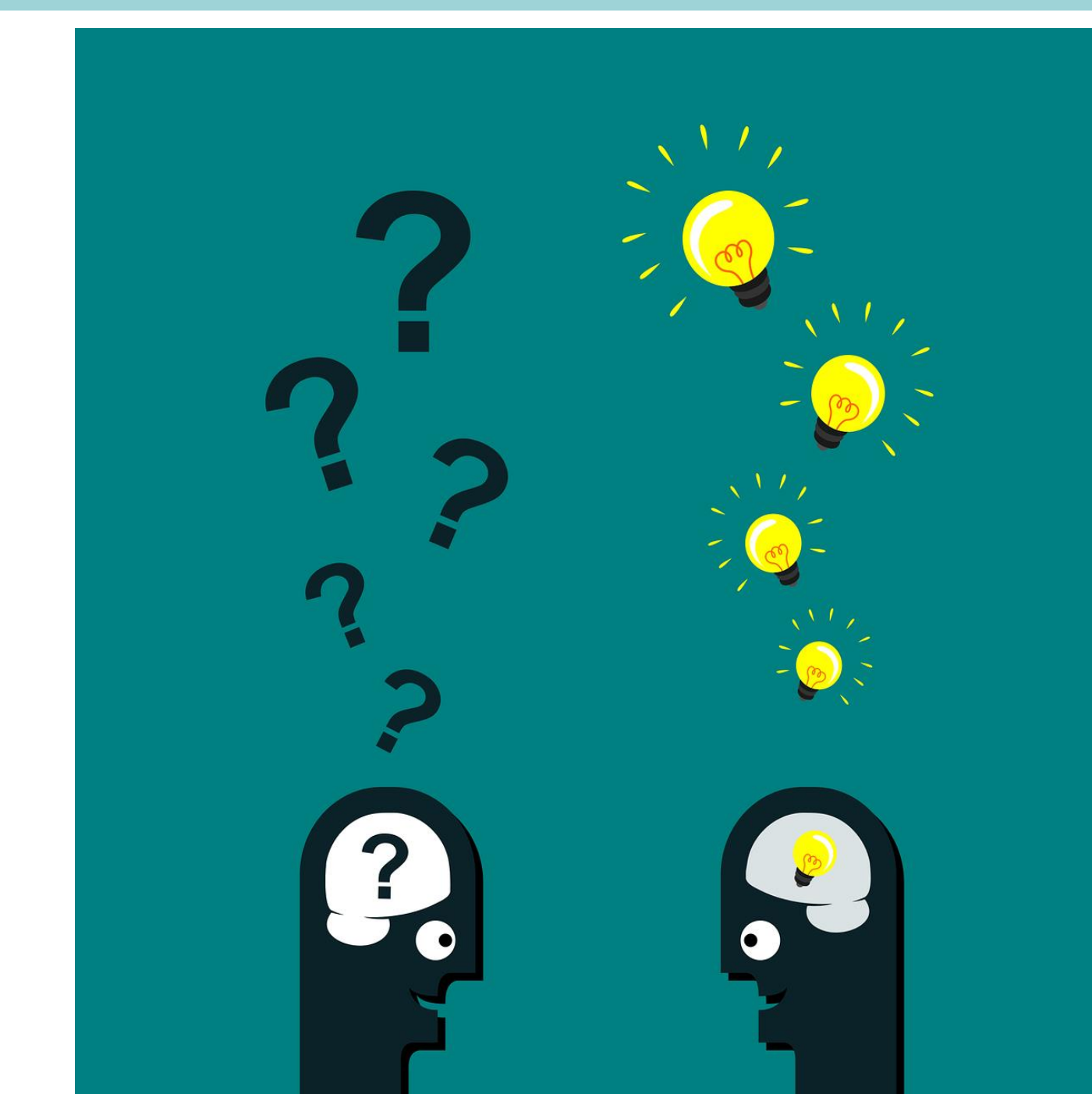
Visit us online at:

UofL CHOT: <https://louisville.edu/sphis/departments/chot>

National CHOT: <https://chotnsf.org>

HOW DO WE WORK WITH PARTNERS?

- Partners drive the research concept, based upon the challenge(s) they are facing
- UofL CHOT research team and partner co-create a detailed project plan with milestones
- Research teams include faculty and graduate research assistants
- CHOT team meets regularly with partners to ensure the plan is on track and is still aligned with partner needs
- CHOT Program Manager works in coordination with the research team to:
 - Ensure communication is regular, open and clear
 - Serve as a liaison between national CHOT and UofL CHOT for partners
 - Assist with partner recruitment and promotions of CHOT and its research findings



WHAT ARE OUR RESEARCH AREAS?

- Assessing workplace culture to explore innovation capacity
- Assisting a hospital with developing a telehealth service line for burn wound care
- Supporting strategic development and evaluation for a non-profit organization
- Evaluating the effectiveness of a clinical intervention to reduce opioid tolerance
- Providing technical assistance to develop a cost/savings analysis for adding a diabetes benefit to a health plan