

Assessing and Integrating Community Engagement in Health Care Quality Programs & Policies

External

Tools

Support

Engagement



NATIONAL ACADEMY OF MEDICINE

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The [Assessing Meaningful Community Engagement in Health and Health Care Policies and Programs project](#), developed by the [National Academy of Medicine Leadership Consortium: Collaboration for a Learning Health System](#), identifies concepts and metrics that can best assess the extent, process, and impact of community engagement. This effort developed a Conceptual Model, produced Impact Stories, and identified Assessment Instruments to measure community engagement.

As essential as measuring engagement is, equally critical are the processes used to engage communities (e.g., approaches, methods, and strategies), the stories told that demonstrate impact, and the evaluation plans developed with communities. In this document, you will find lists of related external tools compiled to support audiences in identifying processes for engaging communities, telling the story of community engagement and its outcomes, and developing engagement assessment plans. Please note that these lists are not comprehensive, and the tools listed here are not endorsed by the Assessing Community Engagement Organizing Committee or the National Academy of Medicine.

In addition to the Assessing Community Engagement resources and the external tools, a Guide for Using the Resources was developed to explain how each of the three project resources may be used to support measuring community engagement. The Guide also offers considerations for building a plan for assessing community engagement. Click [here](#) to view the Guide.

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cooperatively strengthen the vital conditions necessary for improving individual and community resilience and well-being nationwide.

[Gainesville Community Engagement Guidebook](#)

The City of Gainesville, Florida has enlisted Public Participation Partner's (P3) help in developing resources for standardizing the City's community engagement and training staff. As part of these efforts, P3 interviewed City staff members and community partners to gather information on current community engagement practices. With a better understanding of existing processes, P3 developed a comprehensive, 80-page guidebook outlining a standard and equitable process for planning for and implementing community engagement in Gainesville.

[Head Start Parent, Family, and Community Engagement Framework](#)

The Head Start Parent, Family, and Community Engagement Framework

[NYC Department of Health and Mental Hygiene Community Engagement Framework](#)

The New York City Department of Health and Mental Hygiene, New York, launched a multi-faceted internal reform effort called Race to Justice, which aims to build our organizational capacity to advance health equity, and includes a community engagement framework for the agency.

[Pathways Community HUB Institute Connecting Those at Risk to Care: The Quick Start Guide to Developing Community Care Coordination Pathways](#)

This quick start guide is a reference and resource for public and private stakeholders engaged in improving the community care coordination system for identifying high-risk individuals; documenting their specific health, social, and behavioral health risk factors; and addressing those risks in a pay-for-performance approach.

[Patient stakeholder engagement in research: A narrative review to describe foundational principles and best practice activities](#)

The aims of this narrative review are to identify, quantify and summarize (a) the conceptual foundational principles of patient stakeholder engagement in research and (b) best practice activities to support these efforts.

[PCORI Guide for Engaging with Research Partners about Data and Analysis: Activities to Support Research Partner Involvement in](#)

	<p>examine community participation and its intermediary role in health and social change outcomes.</p>
<p>Public Health Institute (PHI) Report & Toolkit: Strategies for Strengthening Community Engagement</p>	<p>PHI's Center for Wellness and Nutrition (CWN) provides tailored TA and support to public health organizations and communities to help launch, scale and evaluate community engagement strategies—helping to build trust and sustainable change, and leading to greater impact and advancement of equity goals. The following CWN resources provide insights, tools, guidance, local examples and more to help strengthen your community engagement efforts.</p>
<p>Racial Equity Tools: Strategies</p>	<p>Racial justice organizations use a variety of strategies to end structural racism and advance social change. Given how entrenched structural racism is in the U.S., the decision on what strategy to deploy is often a matter of audience, goal, and outcome. This section includes information on 18 different strategies, for example using the arts, advocacy, community organizing, and policy change, plus relevant frameworks, evaluation tools and reports, and, where appropriate, a link to key organizations and sites for more information. For further insights and ideas about channeling strategies into a plan of action, please refer to the section on Informing the Plan.</p>
<p>ReseArch with Patient and Public invOlvement: a RealisT evaluation – the RAPPORt study</p>	<p>The objective of this paper was to determine the types of</p>

	<p>topics that are important to people on health issues that significantly impact their lives.</p>
<p>UNICEF Minimum Quality Standards and Indicators for Community Engagement</p>	<p>The purpose of the Minimum Quality Standards and Indicators for Community Engagement is to establish a common language among all stakeholders for defining community engagement principles, key actions, goals and benchmarks. They provide guidance for gender-sensitive community engagement approaches in high-, middle- and low-income countries, and in development and humanitarian contexts, across all sectors.</p>
<p>University of Colorado DICEmethods</p>	<p>Dissemination, Implementation, Communication, and Engagement (DICE) methods is a guide for health researchers for identifying engagement strategies.</p>
<p>Urban Institute: Community Engagement during the COVID-19 Pandemic and Beyond</p>	<p>This guide is meant to assist community-based organizations that are interested in facilitating remote community engagement activities. Although this guide was developed as a response to the COVID-19 pandemic, it can also be used by organizations looking to broaden their outreach strategy generally.</p>
<p>U.S. Department of Housing and Urban Development Citizen Participation & Equitable Engagement (CPEE) Toolkit</p>	<p>The CPEE Toolkit provides grantees with recommendations for conducting inclusive and equitable engagement that will inform and help create programs for the whole community, with a special emphasis and a targeted approach on historically vulnerable and underserved areas.</p>
<p>U.S. Department of Transportation Promising Practices for Meaningful Public Involvement in Transportation Decision-Making</p>	<p>The purpose of this document is to provide promising practices which can promote a shared understanding of meaningful public involvement. We aim to promote promising practices for transportation professionals to incorporate meaningful public involvement into each stage of the transportation decision-making process and project lifecycle, including operations and service provision. This guide is intended to support practitioners in all modes of transportation in va3.9 (ct5)-0.92 Tw 0 -1.229 TD(t)0li0 -1.229 TD</p>

External Tools for Telling the Story of Community Engagement & Its Outcomes

As a part of the Assessing Community Engagement effort, [Impact Stories](#) were developed as part of this effort to

[VoiceThread](#)

VoiceThread is a presentation and storytelling tool for the web, iOS, Android, and Chrome. It provides users a platform to create and share media projects incorporating video, image, voice, text, and drawing.

External Tools to Support Development of Community Engagement Assessment Plans

There are many ways to use the Assessing Community Engagement project resources—the Conceptual Model, Impact Stories, and Assessment Instruments—as a part of your engagement assessment plan. The Guide to Using

	and Communicating and Celebrating successes. Each phase incorporates Engagement and Reflection.
Community Tool Box	Millions of people use the Community Tool Box each year to get help taking action, teaching, and training others in organizing for community development. This page lists 46 Chapters through which you can obtain practical, step-by-step guidance in community-building skills, and shares related Toolkits that offer short outlines for key tasks.