RISE ⬆

Member charter for members of the RISE community of practice
(Draft last updated 31 July 2019)

Background

The emergence of Ontario Health Teams (OHTs) may one day be seen to be as landmark a development in Ontario's health system as the introduction of universal coverage for hospital-based and (later) physician-provided care. OHTs will not achieve their desired impacts on their own. They will need to rapidly learn and improve in their design of each of the eight OHT building blocks and in harnessing these building blocks to achieve metrics of the quadruple-aim: improving care experiences and health outcomes at manageable per capita costs and with positive provider experiences. In the U.S., the development and maturation of accountable-care organizations was supported by technical- (or implementation-) support platforms.

RISE's vision is a rapid-learning health system that continually 'ups its game' in achieving the quadruple aim. Its mission is to contribute to the ministry's 'one window' of implementation supports to OHTs by providing timely and responsive access to Ontario-based 'rapid-learning and improvement' assets.

Members of the RISE community of practice support the achievement of this vision and mission. In fulfilling this mission, RISE is committed to ensuring that:
1) OHTs have equitable access to technical support; and
2) members of the RISE community of practice have equitable opportunities to contribute to this technical support.

Members of the RISE community of practice can be drawn from any of the following groups:
1) researchers who bring research knowledge;
2) patient partners, family members and caregivers who bring lived experience;
3) health-system partners who bring experiential and tacit knowledge;
4) health-system partners who bring contextual knowledge (e.g., north);
5) health-system partners who bring delivery-mechanism capacity (e.g., coaching infrastructure for teams or communication infrastructure for physicians); and
6) ministry staff from relevant branches who bring many complementary perspectives.

Members of the RISE community of practice will likely have their greatest impacts through their active participation in supporting OHTs in their communities or broader regions, beginning with supporting them in preparing their OHT applications then moving on to supporting them in implementation if the application is approved. Members of the RISE community of practice can also support those teams in discovery and teams in development, who will eventually join their peers in preparing an OHT application.

The following expectations are being provided to encourage and support your active participation in a dynamic and flexible community of practice that strives to create win-win opportunities for all involved.

What you can expect of RISE

If you choose to become a member of the RISE community of practice, here's what you can expect:
1) opportunity to contribute to and learn from a community of practice focused on supporting rapid learning and improvement initiatives with a local-area focus (OHTs), a problem focus (e.g., cancer care across the province), or both;
2) opportunity to keep abreast of new developments through a website and monthly e-newsletter that may allow you to position yourself for additional initiatives; and
3) opportunity to raise your visibility, share your expertise and contribute to both local and system-wide impacts to:
   a. support the design of the eight OHT building blocks (e.g., defined patient population, patient partnership and community engagement, and digital health solutions), and
   b. support the design and execution of rapid learning and improvement cycles to achieve a particular target (e.g., reduced alternative-level-of-care days).

While the RISE community of practice is focused on support to OHTs, not funding or conducting research, there are potential ways to increase research-related metrics as an additional benefit of participation in the RISE community of practice:
1) you may be asked by RISE to contribute to a RISE brief (1-4 pages), rapid synthesis or other product, and you can add the citation that includes your name as an author to your CV if you meet the requirements for authorship;
2) you may be asked by RISE to be a merit reviewer of a RISE brief, rapid synthesis or other product, and your role will be explicitly acknowledged in the document (with your permission) and you can add the reviewing role to your CV;
3) you may be asked by RISE to lead or participate in a webinar for OHTs, and you can add the citation that includes your name as a presenter to your CV;
4) you may be called on by one or more OHTs to conduct innovative, applied research (and they may, in some instances, be able to fund this research if it aligns closely with their strategic and operational goals); and
5) you may be able to trace your contribution to local and system-wide impacts, which you can then document in applications for research funding, promotion, etc.

What the RISE community of practice and RISE will expect from you

If you choose to become a member of the RISE community of practice, here's what the community will expect from you:
1) be willing to share challenges and lessons learned as well as successes;
2) strive to create an environment of problem solving and to foster insightful discussions that respectfully challenge each other on the basis of ideas;
3) actively engage in the community of practice by contributing to the discussion forum on an online platform and to webinars;
4) build on each other's strengths and help other members to improve in areas in need of further development; and

5) use the information gained in the community of practice, but avoid identifying specific contributors to those outside of the communities without their explicit consent.

To achieve its mission of providing timely and responsive access to Ontario-based assets that support rapid-learning and improvement among OHTs, here's what RISE would like to expect from you:
1) complete the brief online survey about your areas of expertise;
2) respond within one, three or five business days (depending on the nature of the request) to requests to consider contributing to (or reviewing) a document, leading or participating in a webinar or playing another role that would be jointly agreed by you and RISE (unless, of course, you are on holidays or face other extenuating circumstances and recognizing that RISE cannot guarantee that requests will be made in your area of expertise given it is wholly demand driven and that members of the RISE community of practice are encouraged to decline requests that turn out to be outside their area of expertise or where there may be a conflict of interest);
3) honour any commitments you make to contribute to (or review) a document, lead or participate in a webinar or play another role, including the timeline that was agreed for its completion;
4) respect any requests made by RISE or OHTs to not disclose documents or information that are identified as confidential or to share any embargoed documents before the end of the embargo period is reached.

Regarding point 2:
1) requests will be sent by email but a text message alerting you to the email will also be sent by WhatsApp (or regular text if you don't use WhatsApp); and
2) all participants should declare any real or perceived conflicts of interest, both financial and professional, related to each request.

For further information about RISE, please check out our website, particularly the pages under 'Learn about RISE.'