# Boundary Spanning for health-
## The role of community connectors in accessing people hardly reached by services

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# Presentation overview

1. The issue
2. A way to address the issue
3. How I'm exploring this
4. What I've found
5. Policy implications

# The issue- accessing people 'hardly reached' by services

Sokol, R. & Fisher, E. (2016) Peer support for the hardly reached- a systematic review, *American Journal of Public Health, 106 (7) e1-e8.*

# Boundary spanners- 'community connectors'



Health service

Community connector

People hardly reached

# Community connector definition

*A member of the community who enables the flow of information, resources and relationships across cultural, social and organisational boundaries.*

# Study design and analysis

➢Aim- to find and describe what community connectors do, how this varies in different contexts and to develop a model of how health services can work with them.

➢Cross case analysis with international comparison (rural Australia and rural Ireland).

➢Organisational research partner in each case

➢Snowball and selective criteria (purposive) sampling

➢Semi- structured interviews with: Key Informants, staff, community connectors

➢Coding both inductive (open coding) and deductive (themes from literature review)

➢Utilising concepts of: boundary spanning (Tushman, 1977), boundary work (Pedersen,2017) boundary objects (Star, 2010)

➢Social media analysis

# Sample size

|  | Key informants | Staff | Community Connectors |
|---|---|---|---|
| Australia | 17 | 8 | 15 |
| Ireland | 16 | 12 | 17 |
| TOTAL | **33** | **20** | **32** |

# What have I found?

What connectors do: How to find them: How they interact with health services

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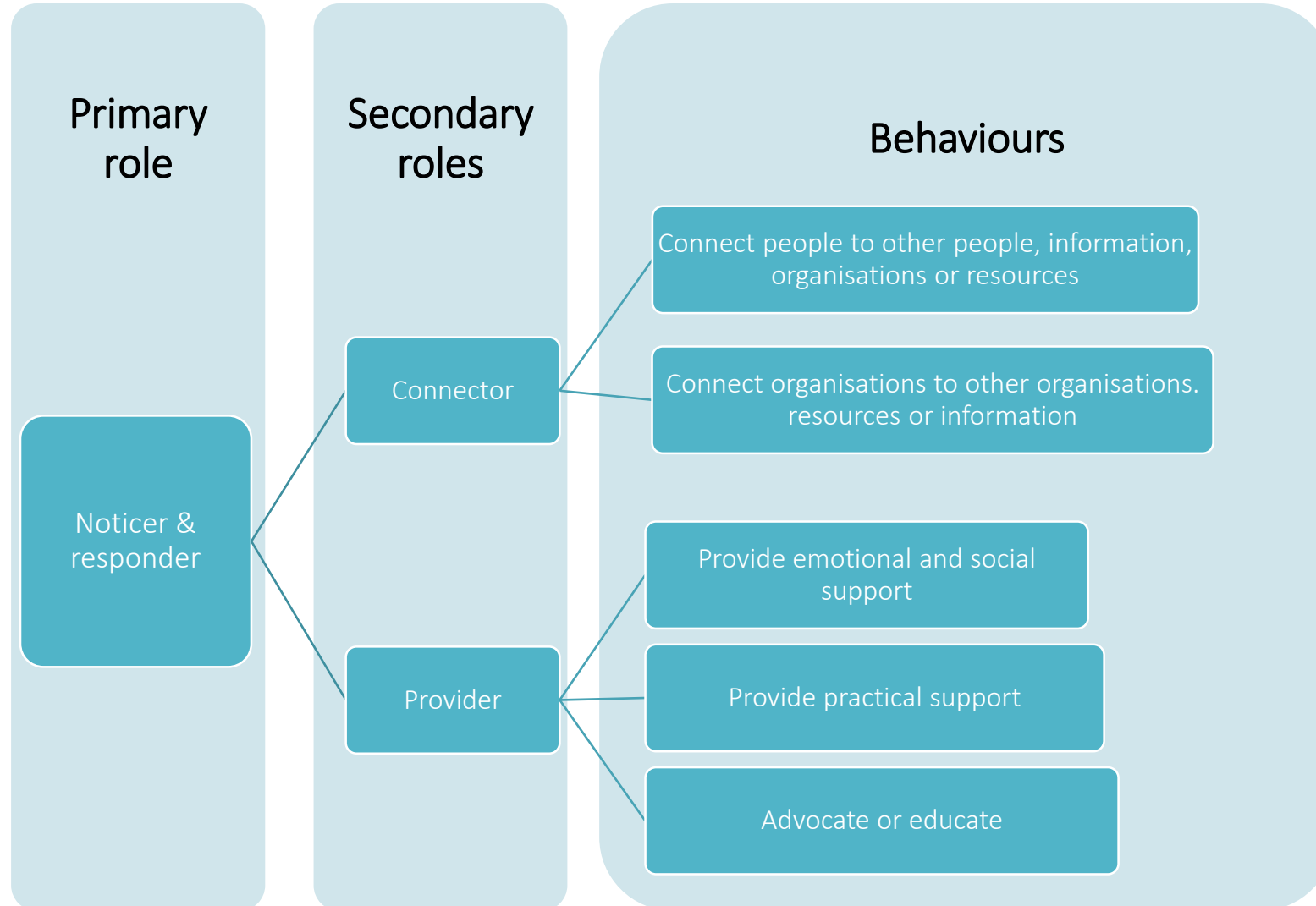
# Policy implications

1. Funding agreements should allocate time for relationship development and management- both across professional boundaries and community boundaries.

2. Success measures should include metrics for relationship maintenance and evidence of interaction with hardly reached groups.

3. Provide incentive payments for services that can demonstrate increased access by hardly reached groups.

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Check out two short films on Irish Community Connectors:

https://www.youtube.com/watch?v=4DZPMcU0hdc
https://www.youtube.com/watch?v=NlqLJ56bwsg