**BACKGROUND**

Four local health departments work together to improve community health through one We Choose Health Initiative (WCH). Each agency has its own set of norms that differ from the other three. These differences cause barriers between the agencies decreasing overall satisfaction in communication.

**AIM STATEMENT**

Increase coalition members’ satisfaction in communication with lead agency to a level of satisfied or very satisfied.

**PLAN**

To improve WCH Coalition satisfaction in communication, Wellness needs to establish communication standards. Each of the four agencies have different procedures for communication causing discord for the Coalition. Wellness needs to work with the Coalition to form group norms that fit the Coalition’s needs and not any one agency.

**DO**

Wellness worked with WCH Coalition to develop a WCH Coalition Charter. The Charter instituted a set rules for Coalition members to follow including specific direction on communication within the group. A Meeting Effectives Survey was developed to enhance communication improvements throughout the project.

**ACT**

Coalition Charters establish group rules and hold members accountable to the entire group versus one person. Adopt the Coalition Charter and allow updates to be made to the Charter as needed to benefit the outcome of the project.

**STUDY**

Satisfaction in communication increased in 4 areas: comfort, accessibility, timeliness and quality. Satisfaction remained the same in value of communication and overall satisfaction. Meeting Effectiveness Survey provided additional information to lead agency for improving the effectiveness of each meeting.

**WHAT THE RESULTS MEAN**

Setting group norms increase overall satisfaction in communication. Less discord occurred within the Coalition and members worked better with one another. Multi-agency collaboration is beneficial to all agencies and desirable in the future.

**SUSTAINING THE GAIN**

Work groups create a charter establishing group norms. Group facilitators understand the pros & cons of each meeting with Meeting Effectiveness Surveys and make improvements for the next meeting.

**Improvement Theory:** If expectations are establish collaboratively, barriers for communication will decrease and satisfaction will increase.