

Case Example: Regular Meeting Group to Provide Input on Center Level Strategic Planning



Organization

The Center for Healthcare Organization and Implementation Research (CHOIR) is one of 19 Centers of Innovation (COINs) across VA. It formed out of a partnership between the Bedford, MA and Boston, MA VA research centers in 2012. Today it is one of the largest COINs in the nation and benefits from individual and organizational research and implementation expertise across the two campuses. CHOIR's Veteran Engagement in Research Group (VERG) is a joint endeavor of both campuses that began in 2015.

Mission Statement

The mission of CHOIR's Stakeholder Council is to inform the Center's strategic priorities, ensure that our research is timely and relevant, and identify new or emerging directions for research. CHOIR's strategic priorities include advancing research in three main focal areas - Recovery, Medication Optimization, and Health Communication - and identifying opportunities to advance VA's priority areas. Stakeholder Council members not only reflect on the alignment of our research with Veterans' and Veteran Health Administration (VHA)'s ongoing needs and interests but also guide our efforts to develop, implement, and disseminate important, high quality research.

Who is involved?

- Stakeholder Members
There are approximately 12 members of CHOIR's Stakeholder Council. Members are selected based on unique experiences and perspectives that we thought would be important to consider in our research. These include:
 - *Veteran Perspectives:* 2 Veterans who currently use VA services and 2 Veterans who do not use VA services
 - *Macro-level Perspectives:* 4-5 individuals who are leaders of Veteran serving organizations (e.g., Vet Centers, Veteran state and local government or advocacy services, Veteran Service Organizations, New England Center and Home for Veterans, Supportive Services for Veterans Families, Soldier On, Got Your Six, etc.)
 - *Provider Perspectives:* 4-5 Clinical and non-clinical services providers within and outside of the VA that provider services to Veterans
- Stakeholder Leadership
The Stakeholder Council is co-chaired by a Veteran member of the Stakeholder Council and an Investigator-level member of CHOIR. The team also includes a Stakeholder Council Coordinator who is a Project Manager-level member of CHOIR.
- Center-level Leadership
At least one member of CHOIR's Executive Leadership Team (Directors and/or Associate Directors) will be present at each Stakeholder Council meeting

Organization of meetings

Stakeholder Council meetings are held on a quarterly basis. Prior to each meeting, the Stakeholder Leadership team meets several times to plan the agenda. The CHOIR Co-Lead reaches out to members of the Executive Leadership Team to identify any informational needs they have for the Center. We also reach out to representatives from each of our Focus Areas to identify opportunities they have to share their work or strategic planning and/or need for input in a specific area. The agenda has a standing item for Stakeholder Council members to discuss issues, concerns, opportunities they see in their work or experience.

Stakeholder Council meetings begin at 5:30 pm with dinner that is usually prepared by CHOIR staff. The formal meeting runs from 6:00-8:00 pm. The meeting is co-facilitated by the Co-Chairs. The Coordinator takes notes for the meeting. Meeting notes are prepared and shared after the meeting with Stakeholder Council members and CHOIR staff.