

How to access RC Database

Step One:

- Click on the following link.
[Relational Coordination Research Database | The Heller School at Brandeis University](https://heller.brandeis.edu/ihs/research/rc-research-database.html)
- Scroll down to [**Access to Database**] and click on [[access this database here](#)]



Heller School · Institute on Healthcare Systems · Research

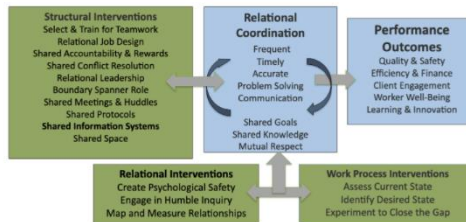
IHS Research
Building a Relational Society
Relational Coordination Research Database



Relational Coordination Research Database

The Relational Coordination Research Database aims to summarize all evidence about how stakeholders can achieve desired outcomes by strengthening relational coordination, published by researchers who have tested some aspect of the Relational Model of Organizational Change. This database will help researchers and practitioners to understand what works, what does not work - and where additional innovation and research are most needed!

The Relational Model of Organizational Change



In this database, you will be able to conduct a customized search for evidence from 73 countries and 36 industry contexts about:

- **Outcomes of relational coordination**, which include efficiency and financial outcomes, quality and safety outcomes, client engagement, worker well-being, as well as learning and innovation.
- **Predictors of relational coordination**, which include structures such as selecting for teamwork, shared accountability and rewards, shared conflict resolution mechanisms, boundary spanner roles, shared information systems and more.
- **Interventions to strengthen relational coordination**, which include structural, relational and work process interventions.
- Where relational coordination is measured quantitatively or qualitatively, within organizations, between organizations, and/or with clients
- Based on a systematic review of the literature conducted from 1991 through 2019 - see **Methods** below!
- Next update - July 2021

Methods for Building This Database

This database was built by Caroline Logan (Abt Associates), Rendelle Bolton (Veterans Health Administration), and Jody Hoffer Gittell (Brandeis University), with technical support from Jessica Maryott (Brandeis University) and Francesca Grandonico (Colorado College).



We conducted a systematic review following preferred reporting items for systematic reviews and meta-analyses (PRISMA) guidelines. We began with a broad search of the term relational coordination in Google Scholar for articles in the peer-reviewed literature, published dissertations, and publicly available conference proceedings. We selected Google Scholar as our primary search engine due to the breadth of relational coordination literature across industries and contexts and a desire to capture the gray literature, including null and unanticipated findings, which would not be included in publication indexes alone. After removing duplicates, two researchers screened all remaining abstracts and eliminated all works that did not meet our inclusion criteria: available in English, empirically measuring relational coordination (whether qualitatively or quantitatively), and empirically testing the relationship between relational coordination and the outcomes and/or predictors of relational coordination.

"Revisiting Relational Coordination: A Systematic Review"

Bolton, R., Logan, C., and Gittell, J.H. (2021). The Journal of Applied Behavioral Science. Published online Feb. 15, 2021.

[Here is the first paper](#) to summarize the findings from this RC Research Database - and [here is a blog post](#) about it from SAGE Publications!

Access to Database

Members of the Brandeis University community (faculty, students, staff) can [access this database here](#).

Partners of the Relational Coordination Collaborative can [access this database here](#). To become a partner of the RCC, a global learning community for researchers and practitioners, please visit relationalcoordination.org.

For questions about this database or how to access it, please contact Professor Jody Hoffer Gittell at jgittell@brandeis.edu.

Step Two:

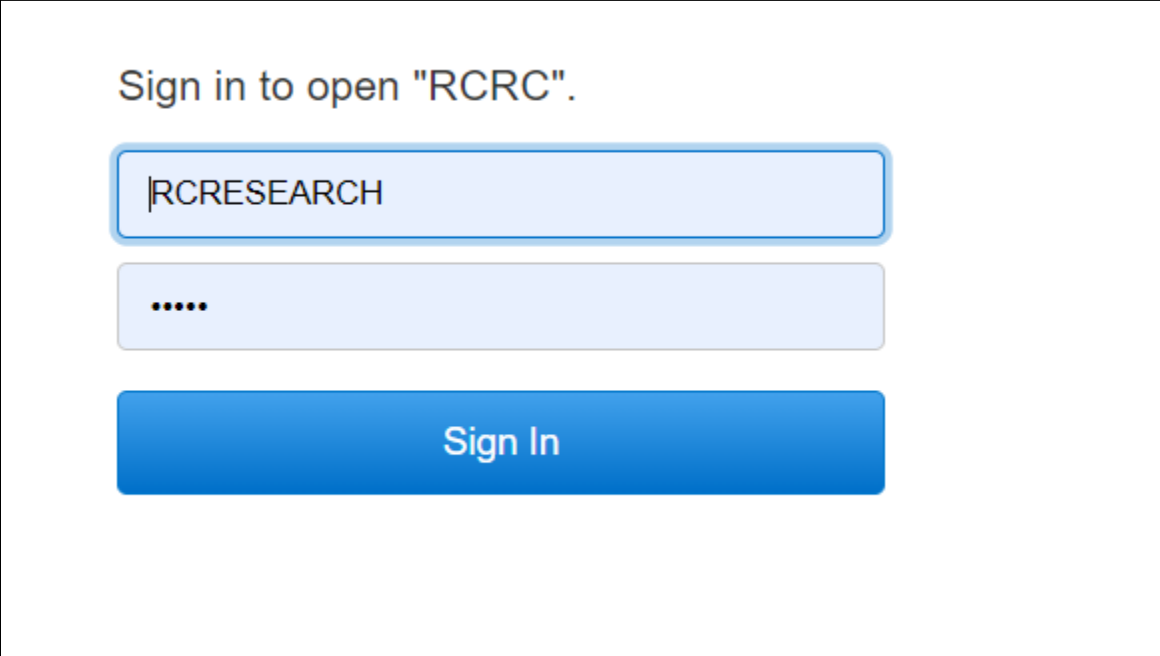
- Log in to the database using the following credentials:

Login

RCRESEARCH

Password

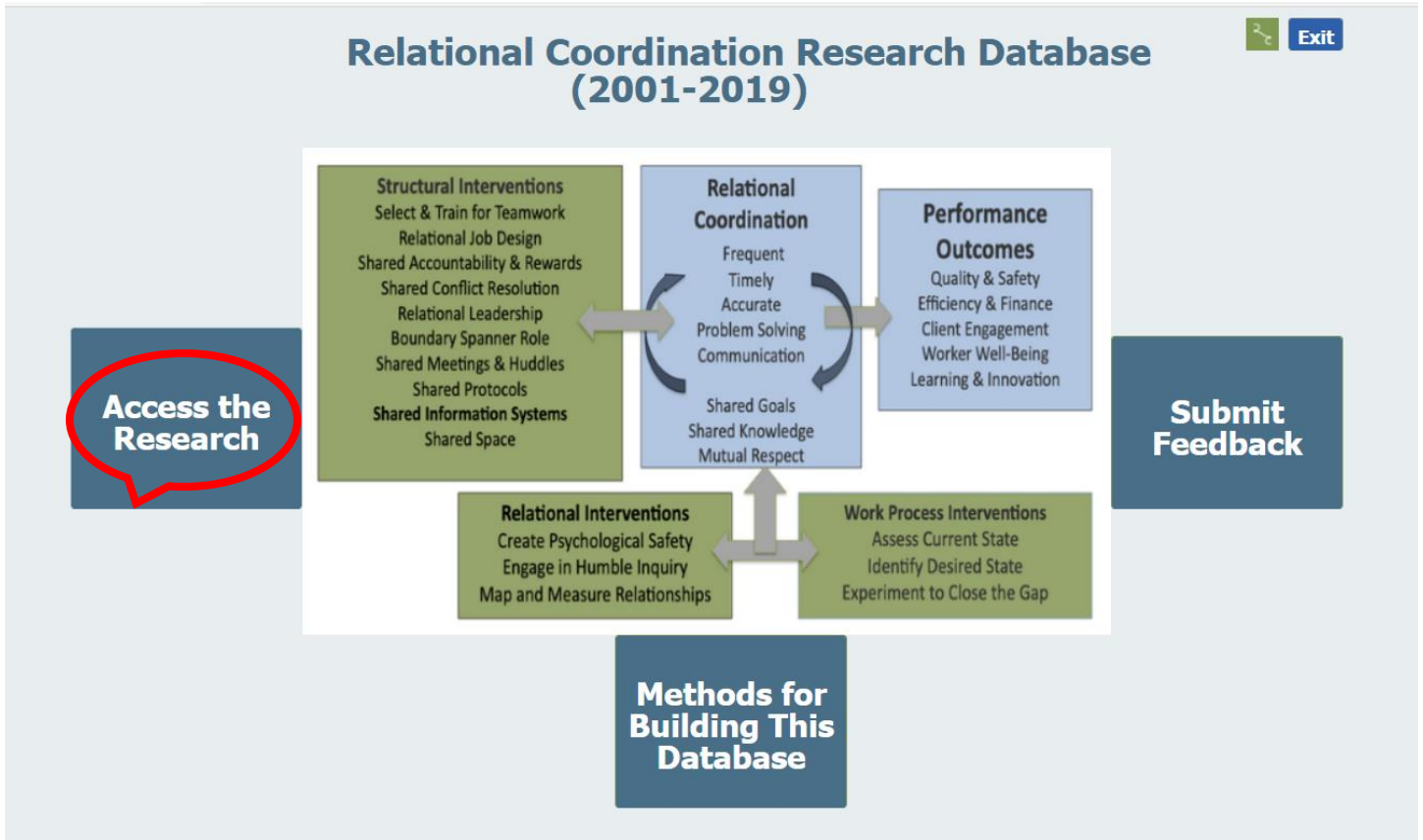
12345



Sign in to open "RCRC".

Step Three:

- To conduct research in the database; click on [**Access the research**]



Step Four:

- The search page will display the number of studies in the database, as well as three main windows:
 1. Research findings of each study
 2. Study title and reference
 3. Industry/sector and location of the study
- You can browse all studies by clicking top right/left green arrows.
- To search the database using specific keyword, click the top right button [**New Search**]

The screenshot shows a search results page with a dark blue header. On the left, there is a home icon and a 'New Search' button circled in red. In the center, there are navigation arrows and the text '1/224 Total Studies in Search'. On the right, there is an 'Exit' button. Below the header is a table with columns: 'Research Findings', 'Predictor Or Outcome', 'Type Of Predictor Or Outcome', 'Consistent With The Theory', 'RC Measured Between Organizations', and 'RC Measured With Customer'. The first row of data shows: 'Collaborative work redesign positively predicted increase in RC', 'Predictor', 'Relational Job Design', 'yes', 'no', and 'no'. Below the table are filter sections for 'Sector' and 'Industry Context' (with dropdown menus for 'Healthcare', 'Primary Care', and 'Gynecological Care'), 'Global Region' and 'Country' (with dropdowns for 'North America' and 'US'), and a list of search criteria on the right: 'Study Title' (Innovation in ambulatory care: A collaborative approach to redesigning the health care workplace), 'Publication Source' (Academic Medicine, 86(2), 211-216), 'Author(s)' (Johnson, Bookman, Baily, Harrington and Orton), 'Year of Publication' (2011), and 'Method for Measuring RC' (Qualitative assessment of RC using interview protocol).

Research Findings	Predictor Or Outcome	Type Of Predictor Or Outcome	Consistent With The Theory	RC Measured Between Organizations	RC Measured With Customer
Collaborative work redesign positively predicted increase in RC	Predictor	Relational Job Design	yes	no	no

Sector

Healthcare
Healthcare

Industry Context

Primary Care
Gynecological Care

Global Region

North America

Country

US

Study Title

Innovation in ambulatory care: A collaborative approach to redesigning the health care workplace

Publication Source

Academic Medicine, 86(2), 211-216

Author(s)

Johnson, Bookman, Baily, Harrington and Orton

Year of Publication

2011

Method for Measuring RC

Qualitative assessment of RC using interview protocol

Step Five:

- Write your desired keyword (example: Retention), then click enter on the keyboard.

The screenshot shows a search interface with a dark blue header. On the left, there is a home icon, a 'New Search' button, and navigation arrows. The search results are displayed as a table with the following columns: 'Research Findings', 'Predictor Or Outcome', 'Type Of Predictor Or Outcome', 'Consistent With The Theory', 'RC Measured Between Organizations', and 'RC Measured With Customer'. The search term 'Retention' is entered in the search box and is circled in red. Below the search box, there are several filter sections: 'Sector' and 'Industry Context' (both empty), 'Global Region' and 'Country' (both empty), 'Study Title', 'Publication Source', 'Author(s)', 'Year of Publication', and 'Method for Measuring RC' (all empty).

- Number of studies matching your searched keyword will appear on the top row.
- You can browse them by clicking top right/left green arrows.

The screenshot shows the search results page for the keyword 'Retention'. The search results are displayed as a table with the following columns: 'Research Findings', 'Predictor Or Outcome', 'Type Of Predictor Or Outcome', 'Consistent With The Theory', 'RC Measured Between Organizations', and 'RC Measured With Customer'. The search term 'Retention' is entered in the search box and is circled in red. Below the search box, there are several filter sections: 'Sector' and 'Industry Context' (both filled with 'Healthcare'), 'Global Region' and 'Country' (both filled with 'North America' and 'US'), 'Study Title', 'Publication Source', 'Author(s)', 'Year of Publication', and 'Method for Measuring RC' (all filled with the corresponding study details).

Research Findings	Predictor Or Outcome	Type Of Predictor Or Outcome	Consistent With The Theory	RC Measured Between Organizations	RC Measured With Customer
RC between Nurse-Family Partnership nurses and obstetrics was positively associated with client retention at birth, but not later	Outcome	Quality and Safety Outcome	yes	yes	no
RC between Nurse-Family Partnership nurses and pediatrics was positively associated with client retention from birth through 12 months, but not later	Outcome	Quality and Safety Outcome	yes	yes	no
RC between Nurse-Family Partnership nurses and nutrition program were positively associated with client retention after 12 months, but not before	Outcome	Quality and Safety Outcome	yes	yes	no
RC between Nurse-Family Partnership nurses and early intervention program was positively associated with client retention from birth through 22 months	Outcome	Quality and Safety Outcome	yes	yes	no
RC between Nurse-Family Partnership nurses and pediatric providers was positively associated with smoking reduction	Outcome	Quality and Safety Outcome	yes	yes	no

Filters:

- Sector: Healthcare
- Industry Context: Obstetric Care, Community Based Care
- Global Region: North America
- Country: US
- Study Title: Mixed-Methods Approach to Characterizing Cross-Sector Collaboration and its Effects in Nurse-Family Partnership
- Publication Source: PhD Dissertation, University of Colorado at Denver
- Author(s): Williams
- Year of Publication: 2019
- Method for Measuring RC: Validated 7-item survey (Gittel et al 2000)