

# Erlauntza\* Relationships of high mutual trust

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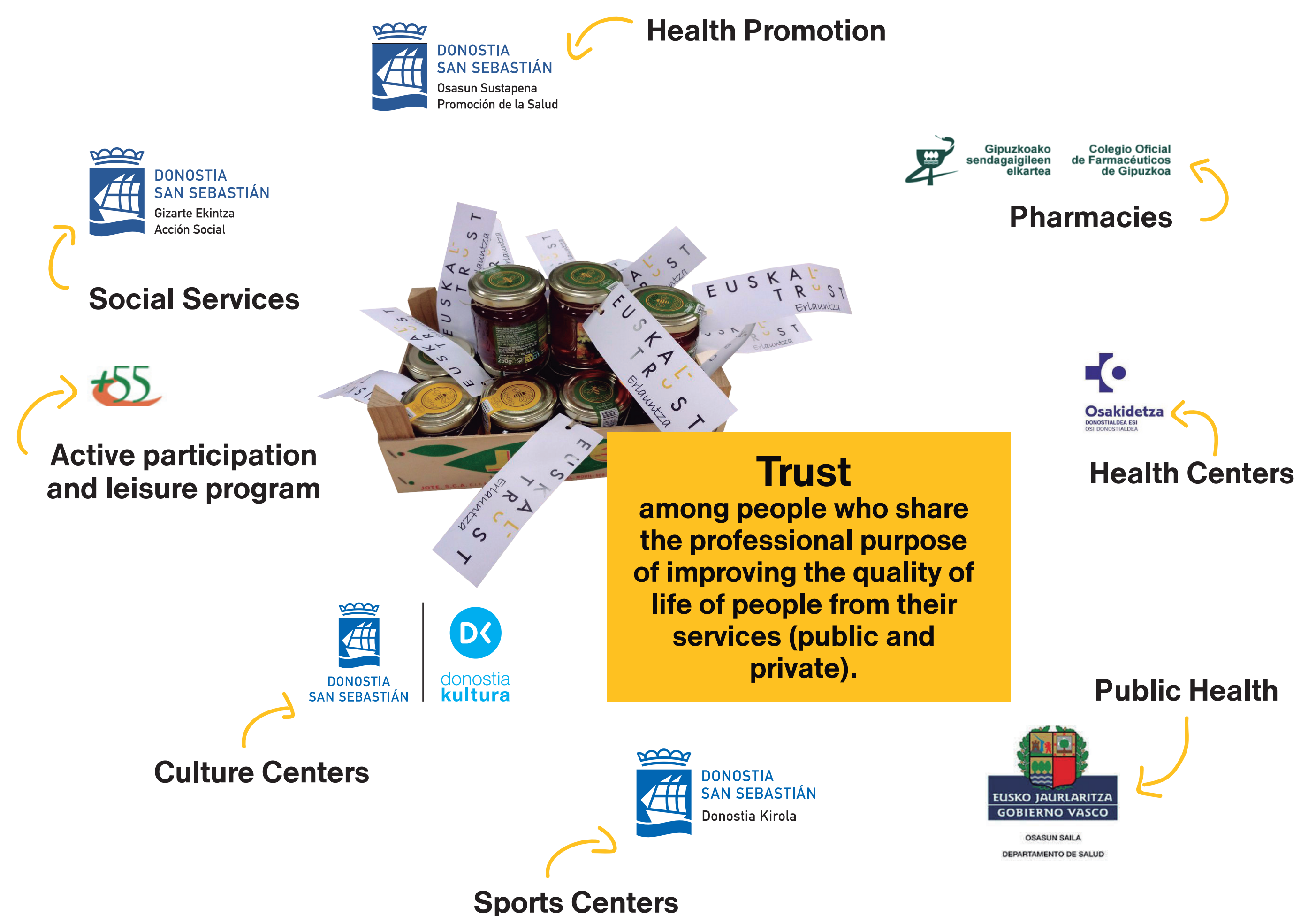
## What is Erlauntza?

Professionals at neighborhood level from different health, social, cultural, sports and active ageing public services and pharmacies, that meet every 8 weeks to share their plans and to request mutual support to develop them.

**Goal: To build relationships of high mutual trust between the people who work in and for the neighborhoods in different services for mainly the elderly, to offer better prescription and orientation.**

## Process engaged

1. A promoter group was created with the managing directors of all services involved: to get to know each others' services and to identify the shared purpose, so that we could later start working locally at neighborhood level.
2. Starting from the shared purpose, two Erlauntza groups were launched in Egia and Intxaurreondo, both neighborhoods in Donostia. A first meeting to get to know all the professionals involved, followed by a meeting every two months with an agenda that includes the exchanges occurred in the last weeks and mutual support requests for the plans to be developed for the next 8 weeks. Rotation of the meeting place is a must to get to know the neighborhood facilities and teams.



## Results

- Two Erlauntza groups (Egia and Intxaurreondo) advanced in the generation of exchanges of value between the different professionals, creating joint programs and, in short, improving the scope of their services through better prescription and orientation to the people living in the neighborhood.
- Two additional Erlauntza groups (Gros and Parte Vieja) just launched and starting the meetings.
- Transfer of leadership to the Health Promotion team of the Health and Environment Department of the Donostia-San Sebastián City Council.
- Design of a tool to measure how the groups are strengthening their trust level and their goals.
- Work in progress to have two additional Erlauntza groups in the first semester of 2019.

## Conclusions

- ✓ **COST/EFFECTIVENESS:** substantial improvements in operational activities are achieved by activating trust-building mechanisms.
- ✓ **METHOD AND SYSTEM:** The above is possible if time is dedicated and specific method to Erlauntza: mutual knowledge, declaration of interests, systematic communication, sharing of resources and shared design of future actions.
- ✓ **DIRECTIVE SUPPORT:** the support of the intermediate management teams of the organizations to which the professionals involved belong is a must.
- ✓ **VALUE OF THIS WORK:** This stable relationship and the dynamics that they generate are permanent sources of operational innovations of direct application in the goals of the organizations.
- ✓ **SPECIALISTS ON TRUST:** creating and developing links of trust at the operational level between professionals can be a trade.
- ✓ **METRICS:** personal relationships are complex contexts as is the case of Erlauntza. They require adhoc design of metrics: the Erlauntzometro.

## How to measure if a group is improving its trust level?

Design of an ad hoc qualitative measurement tool:

### ERLAUNTZOMETRO:

This tool provides a focused discussion between the professionals in each group. The figures shown are for illustration purpose only, as we are starting the first measurement in February 2019.



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