Conclusion

A Pentagram Partnership that embraces all partners simultaneously with an appreciative inquiry approach to building upon existing strengths is an effective route to positive systems change. These partnerships are most effective when developed at all scales in a complex system. This approach can succeed where standard planning and partnership development methods (SWOT analysis, gap identification, monetary incentivization, etc.) fail.

Partnership at all scales of the system

Partnership Pentagram

Characteristics of Socially Accountable Health System

- **Relevance:** Services oriented towards priority needs of high-risk population
- **Quality:** Practice according to norms, improvement of population health, user satisfaction
- **Equity:** Availability and access of services for all, empowerment of people
- **Cost-effectiveness:** Sharing roles, cost control, information exchange, appropriate use of resources

Four “Ds”:

1. **Discovery** – asking positive questions, seeking what works, what empowers, what gives life to our community or group, when we feel particularly energized
2. **Dream** – visioning of what could be, where we want to go
3. **Design** – making an action plan based on what we can do, and making personal commitments
4. **Delivery** – start taking actions now

Appreciative Inquiry

- A belief that the future can be built on the lessons learned from the best of the past.
- A search for new knowledge to enrich the images of the future.
- A theory that acknowledges that collective action is a vital part of creating a way to enact the values and vision of a group, an organization, or a society.
- A realization that human systems can create what they imagine.