

HMRF grantee office hours: Continuous quality improvement

August 24, 2021, 2:00 – 3:00 ET

OFFICE OF FAMILY ASSISTANCE

An Office of the Administration for Children & Families

OPRE

HMRF
HEALTHY MARRIAGE & RESPONSIBLE FATHERHOOD

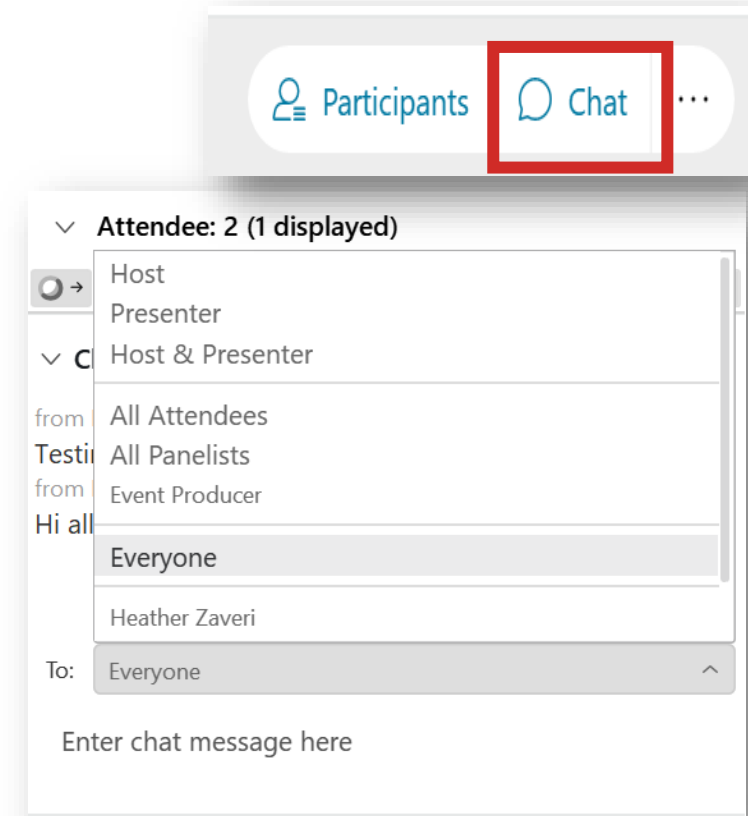


Mathematica
Progress Together

Build
Building Usage, Improvement, & Learning
with Data in HMRF Programs

How you can participate

- / **Use the chat to ask questions or share experiences**
- / **Respond to polls about specific CQI topics**
- / **REMINDER: Never text or email client personally identifiable information (PII), including during office hours or when contacting the TA teams**



Today's focus

- / Step 1: Identifying and prioritizing root causes of challenges to inform strategies for improvement**
- / Step 2: Consulting a range of sources to generate ideas for improvement strategies**
- / Step 3: Developing a rationale for your improvement strategy**

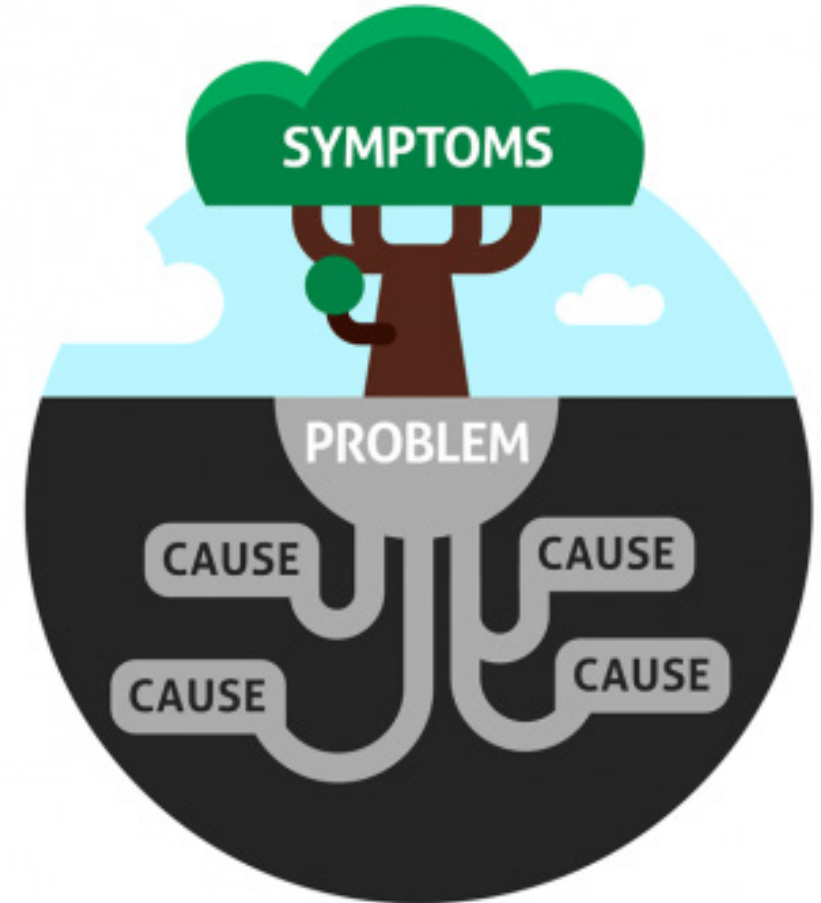
Identifying and prioritizing root causes of challenges

CQI template (D2): Strategy development

Area for improvement (from Section D1)	Strategy for improvement	Process for how strategy was developed	Rationale for the strategy: Why might this strategy lead to improvements?
<i>Example: Low attendance at workshops</i>	<i>Call each couple the day before the workshop</i>	<i>Facilitators, case managers, and supervisors brainstormed ways to improve attendance. The team agreed this strategy was relatively easy to implement with high potential for improving attendance.</i>	<i>Checking in will remind couples about the upcoming workshop, encourage staff and the client to build rapport, and allow the staff to help troubleshoot if the couple has barriers to attendance (such as <u>child care</u> or transportation issues).</i>

A review of root causes

- / **Root cause analysis: The process of breaking down challenges into discrete causes**
- / **Ensure that you're addressing the cause of a problem, rather than a symptom of it**
- / **Identifying discrete causes allows your team to develop targeted improvement strategies**



Breaking down high-level challenges

The CQI team identified low attendance as a challenge

Scenario A

The CQI team **offered incentives to boost attendance** at workshops because they've used attendance incentives with success in past programs. They saw a small bump, but improvement was not sustained.

Scenario B

The CQI team **talked to low-attending and high attending participants to understand barriers** to joining the workshop. They learned that it's hard for participants to consistently attend every week for 24 weeks due to other obligations. The team decided to **offer a condensed version**, with longer sessions over 12 weeks, and saw sustained improvement.

Share with us

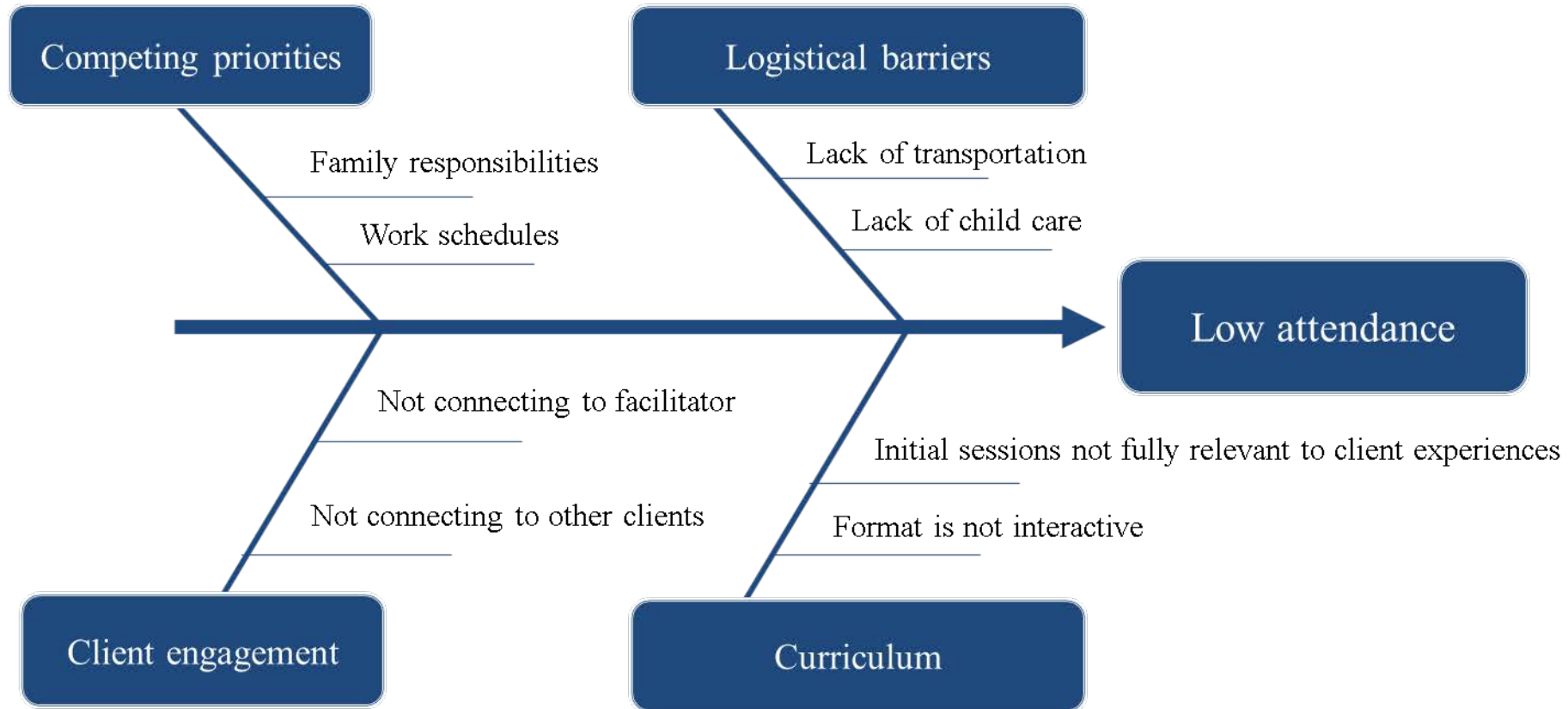
- / What process do you follow or plan to follow for determining what challenges and root causes to address?**
- / How could your process be improved?**



Learning about root causes

- / Explore your nFORM data to look for patterns that might relate to root causes**
- / Listen to participants to understand what is and is not working for them**
 - Empathy interviews
 - Pulse surveys
- / Facilitate conversations with staff and partners to draw on their insights**

Fishbone tool for analyzing root causes



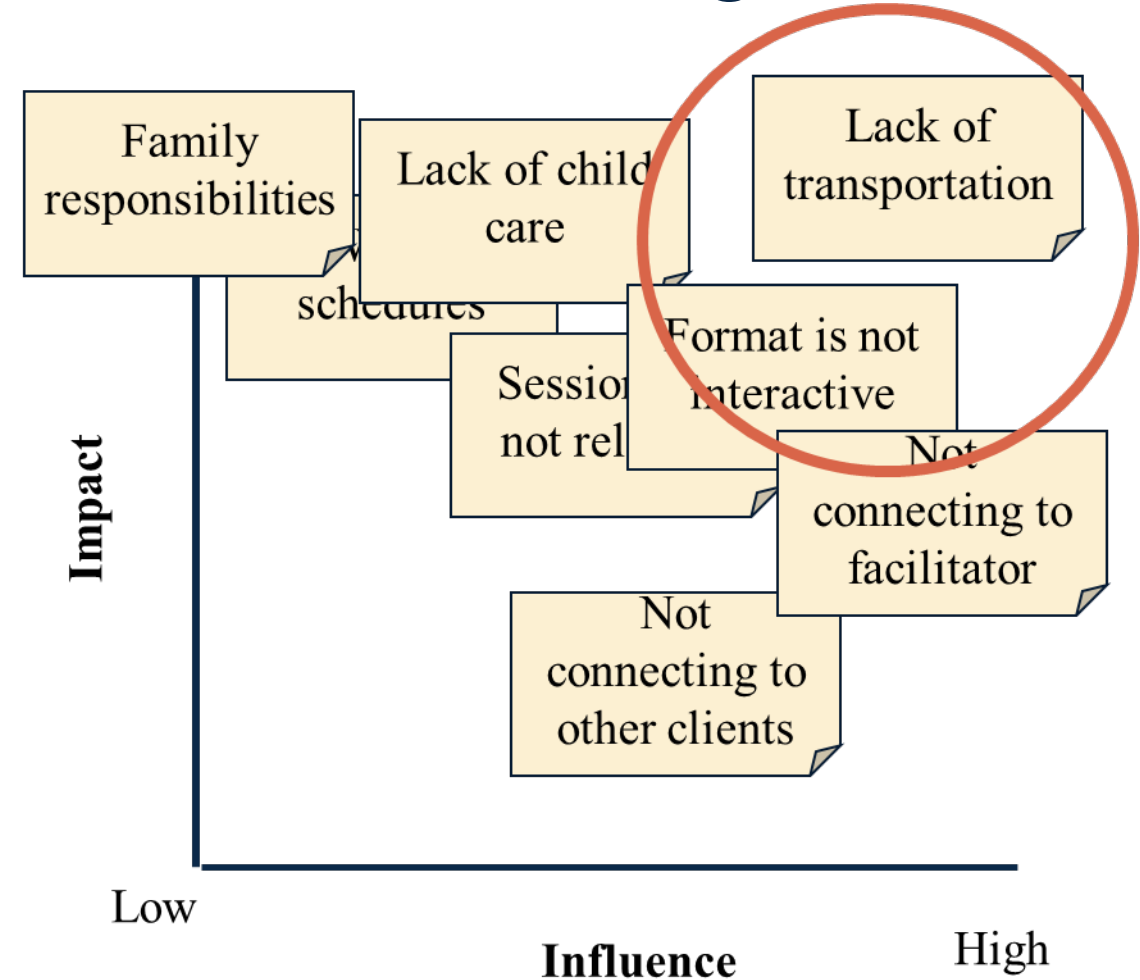
From root causes to improvement strategies

/ Prioritize root causes

/ Map root causes on matrix

- Impact: Extent to which addressing root cause would make a difference
- Influence: Extent to which root cause is within CQI team's control

/ Brainstorm strategies to address high-impact, high influence root causes



Consulting a range of sources to generate ideas for improvement

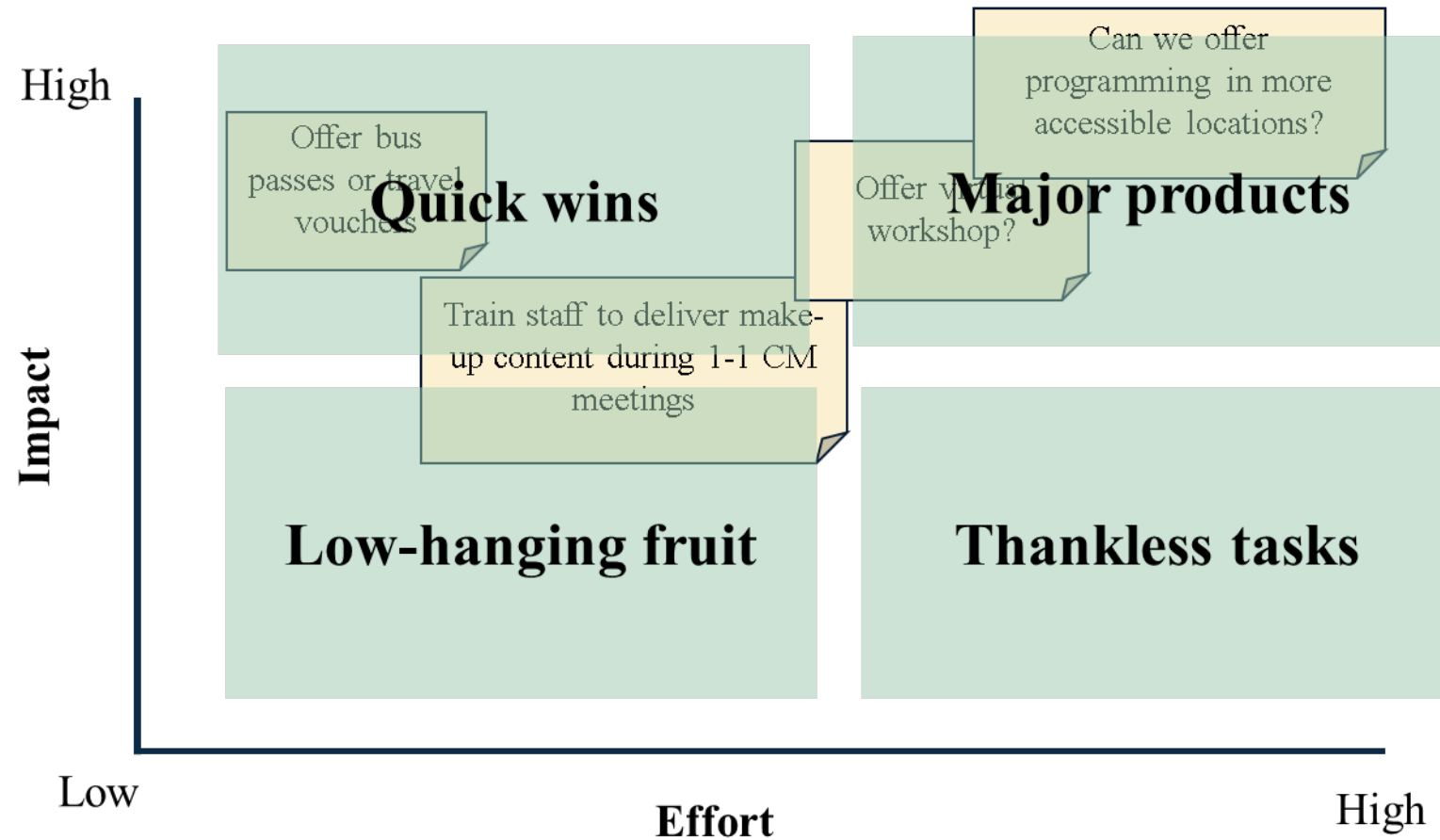
Sources for ideas on improvement strategies

- / **Staff, clients, and partners**
- / **Other practitioners**
- / **FPSs**
- / **TTA providers and resource sites**
- / **Research on effective implementation**
- / **Design thinking**

Creative matrix example

	How might we address transportation barriers to help clients attend?
Training	Train staff to deliver make-up content during 1-1 CM meetings
Technology	Offer virtual workshop? Offer asynchronous version of the program
Incentives /supports	Offer bus passes or travel vouchers
Other	Can we offer programming in more accessible locations?

Identify priority strategies



Share with us

- / What are your best sources of ideas for improvement strategies?**
- / How do you prioritize which strategies to pursue?**



Developing a rationale for your improvement strategy

Developing a rationale for your strategy

What is our strategy?

Offer a virtual workshop

How will this address our challenge?

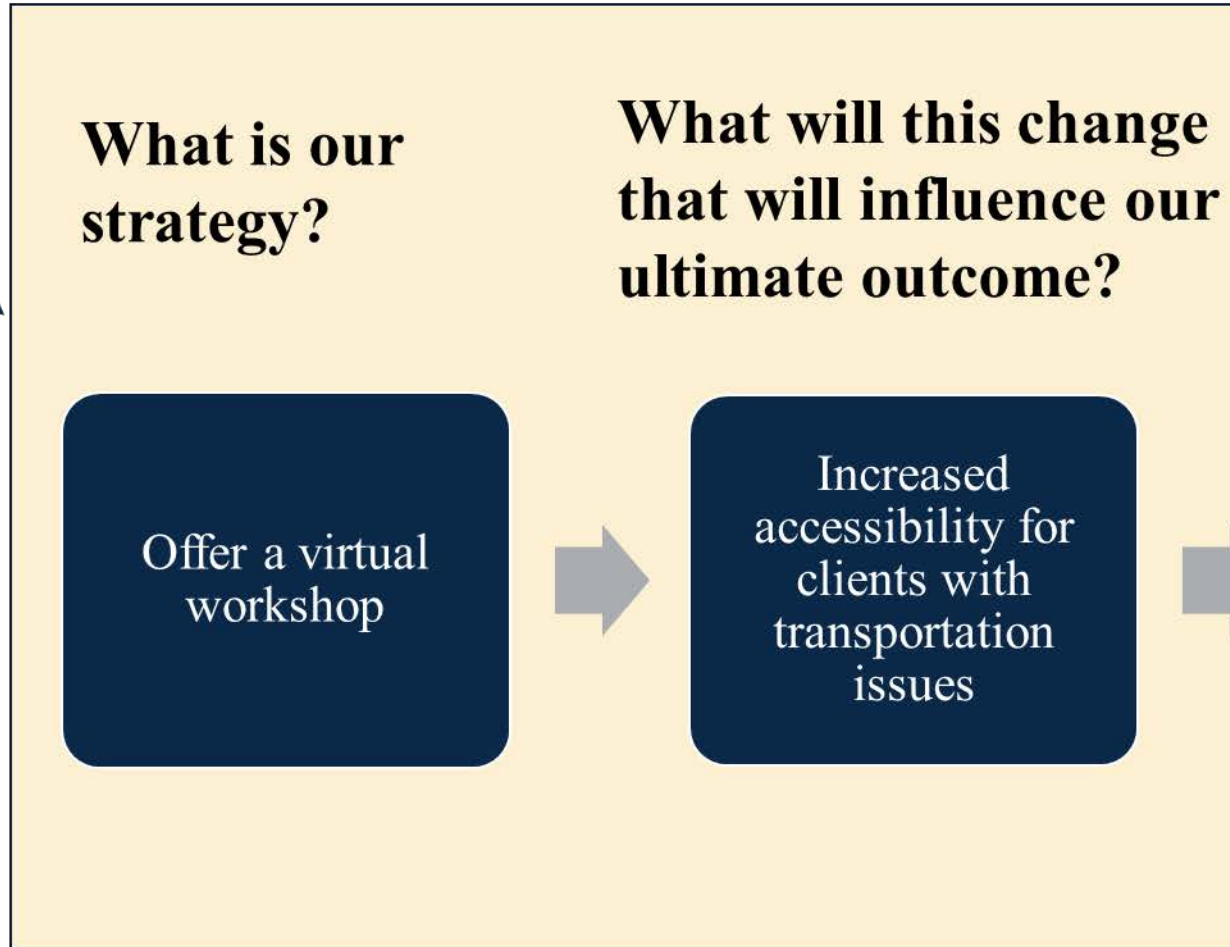
Increased accessibility for clients with transportation issues

What does success look like?

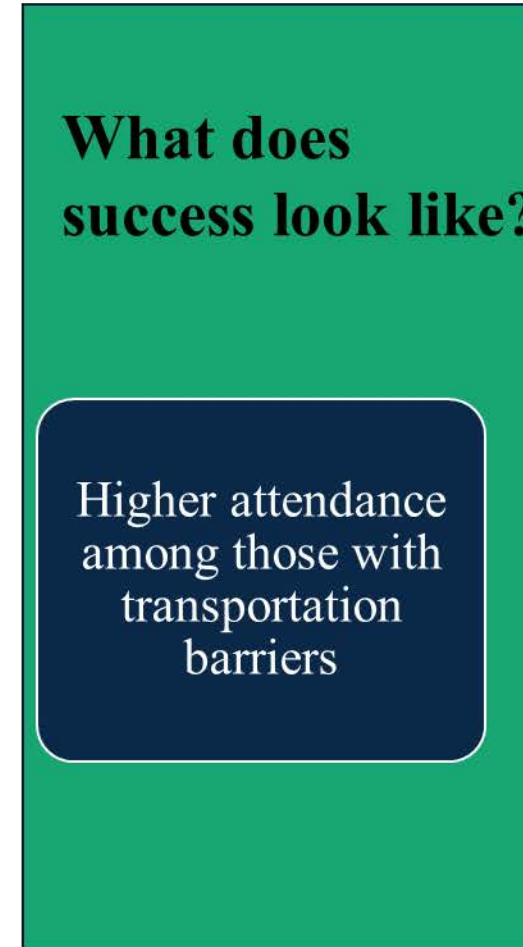
Higher attendance among those with transportation barriers

Why is it important to take this step?

Focus of the road test



Focus of the SMART goal



Get specific about your strategy

/ **Be clear about the “what” and “how” of your strategy**

/ **Elements to specify (as applicable)**

- Schedule (duration and frequency of virtual workshop)
- Staff roles and responsibilities
- Technology requirements for clients and staff
- Plan for training and supports

Plan out a detailed strategy

/ **OK:**

- We will offer a virtual workshop

/ **Better:**

- We will offer one virtual workshop each quarter, as an option among in-person groups
- Sessions will be targeted to clients who have transportation barriers (assess at enrollment)
- All staff will be trained on the virtual approach; training will cover topics including planning for a virtual session; use of technology to enhance delivery
- Virtual sessions will involve two facilitators (one will be supporting delivery and coordinating technology – e.g., monitoring the chat; organizing breakout rooms)

How the steps map to section D2 of template

Area for improvement (from Section D1)	Strategy for improvement	Process for how strategy was developed	Rationale for the strategy: Why might this strategy lead to improvements?
<p>Step 1: Learn about the challenge and identify root causes</p>	<p>Call each the day before the workshop</p>	<p>Facilitators, case managers, and</p> <p>Step 2: Consult a range of sources to generate ideas for improvement</p> <p>strategy was relatively easy to implement with high potential for improving attendance.</p>	<p>Checking in will remind families about the upcoming work</p> <p>Step 3: Develop a rationale for your improvement strategy</p> <p>an improvement strategy as barriers to attendance (such as <u>child care</u> or transportation issues).</p>

Next steps related to your CQI plan

/ September 30

- Identify CQI **implementation team**
 - [April](#) and [May](#) office hours
 - [CQI Implementation Teams Tip Sheet](#)

/ December 31

- Plan for first **road test (through section D3)**
 - [June office hours](#) and [Using nFORM to investigate programmatic challenges tip sheet \(in development\)](#)
 - July office hours and [Guiding CQI with SMART goals tip sheet](#)
 - This office hours and [Identify an improvement strategy tip sheet \(in development\)](#)
 - September office hours: Plan a road test

Open Q&A

Additional questions?

/ For more resources:

- HMRF Grant Resources (<https://hmrfggrantresources.info/continuous-quality-improvement>) contains CQI template, tip sheets and other CQI resources

/ Next office hours on **September 28, 2021, from 2-3pm ET**

/ Submit questions to hmrfcqi@mathematica-mpr.com