HMRF grantee office hours: Continuous quality improvement

May 25, 2021, 3:00 – 4:00 ET
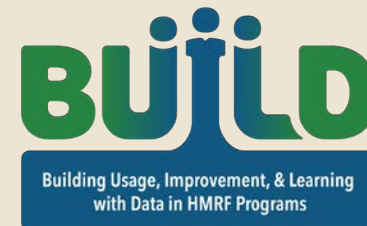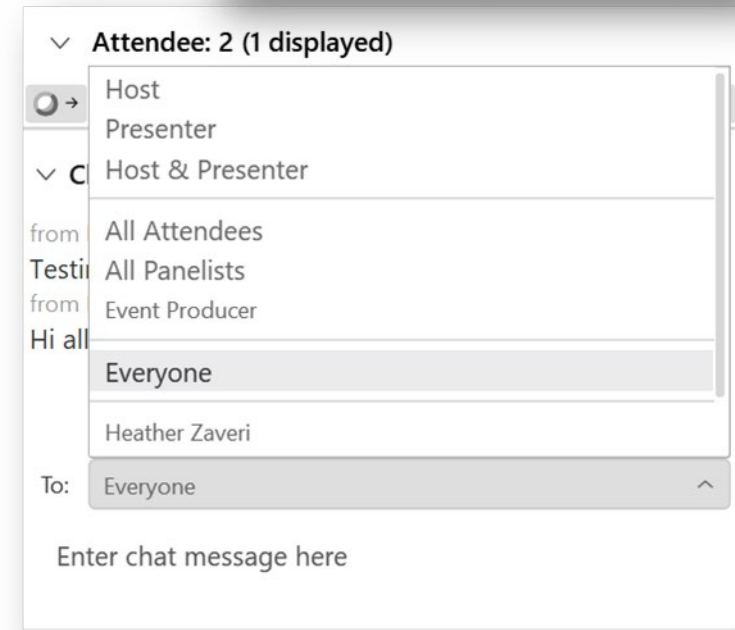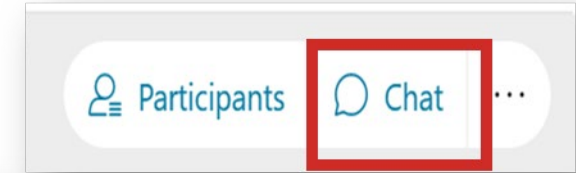
How you can participate

/ **Use the chat to ask questions or share experiences**

/ **Respond to polls about specific CQI topics**

/ **Select Everyone**

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Monthly CQI office hours

/ **1-hour sessions on a distinct topic related to CQI**

/ **Participatory in nature with opportunities for Q&A and grantee sharing**

/ **Responsive to your needs**

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Recap of our April session

/ **What is the CQI implementation team?**

/ **What does the team do?**

/ **Who is on it and what are the roles?**

/ **What are some considerations for forming the team?**

/ **The CQI template as a tool to support team planning**

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Today's focus

/ **Planning and facilitating effective CQI implementation team meetings**

/ **Developing stakeholder communication practices**

/ **Processes and tools to support these goals**

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Planning and facilitating effective team meetings

Develop a structured agenda

/ **Helps the team make sense of their collective work**

/ **Promotes clarity of expectations about how to participate**

/ **Breaks down what needs to be done and presents a sequence and timeline for working through tasks**

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Sample meeting structure: W3

/ **What: What's the issue? What stands out about it?**

  - To engage in collective sensemaking when examining program data

/ **So What: Why is it important and what are the conclusions?**

  - To get on the same page about why to take action

/ **Now What: What actions make sense? How will we determine progress is being made?**

  - To ensure everyone is aware of next steps

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Sample meeting agenda

/ **Context**

- **Setting**: HMRF program serving adult couples

- **Challenge**: Facilitators are noting that many women are attending without their partner

- **Goal**: Learn more about the challenge

Time	Task/activity	Resource
20 min	**What?** Examine program demographic and attendance information. Which couples are attending together? Which are not? Is it the same couples that don't attend together?	nFORM 2.0 data
20 min	**So what?** Discuss the impact of couples not attending together, gathering insights from frontline staff about group dynamics and leadership about program goals.	Conversation café
10 min	**Now what?** Develop a plan to inform the development of improvement strategies related to attendance at sessions. What can the team do to learn more before our next meeting?	Impact effort matrix

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Share your strategies

How do you structure your CQI implementation team meetings? What has worked well for your team?

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Promote broad participation

/ **Send agendas in advance to:**

- Give others an opportunity to provide input on topics

- Be clear about the plan and allow participants to prepare

/ **Use facilitation tools to be inclusive of all voices**

Use decision-making tools

/ **Decisions include:**

- Which challenges to prioritize

- Narrowing in on an improvement strategy

- Determining next steps

/ **Specify decision-making processes in your agreement**

/ **Be systematic by using tools like an impact-to-effort matrix**

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Share your strategies

What strategies and tools do you or will you use to ensure that everyone on the CQI team has a voice?

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Developing stakeholder communication practices

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Stakeholder communication

/ **Which stakeholders are impacted by the CQI implementation team's work?**

/ **How will the team communicate with these stakeholders?**

/ **Why develop a stakeholder communication plan?**

- To keep partners and staff in the loop about progress and develop buy-in for recommended practice changes
- To ensure the team is sharing back information with others (e.g., staff outside the team or participants) and not just asking for information
- To celebrate successes

/ **Map stakeholders by their levels of interest and influence to help plan communication**

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Stakeholder communication worksheet

/ **Spend an early team meeting developing your stakeholder communication plan**

/ **For each stakeholder, think about purpose, messaging, frequency, channels**

COMMUNICATION PROTOCOL WORKSHEET
These are questions to think about within your implementation team when developing your communication protocol(s).

WHO: Who are the partners that need to communicate (e.g., the implementation team, organization leadership, partnering organizations)? Who is responsible for facilitating communication?

WHY: What is the communication goal?

WHAT: What needs to be communicated (e.g., updates, successes, challenges)? What data will be shared in communication? What actions will be expected in response?

WHEN: How often should communication occur? With what frequency?

HOW: What method(s) of communication will be used? What communication format will be used? What response is expected and in what format (e.g., we will respond to questions and feedback within two weeks)?

IMPROVEMENT: What communication barriers are anticipated? What processes can be put in place to avoid these barriers? How will our group assess whether communication is working?

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Stakeholder communication map

High interest/low influence:
Keep informed on progress and successes

High interest/high influence
Active collaborators, regularly engage

Low interest/low influence:
Share essential information; minimal contact

Low interest/high influence
Anticipate and meet needs

STAKHOLDER INTEREST

STAKEHOLDER INFLUENCE

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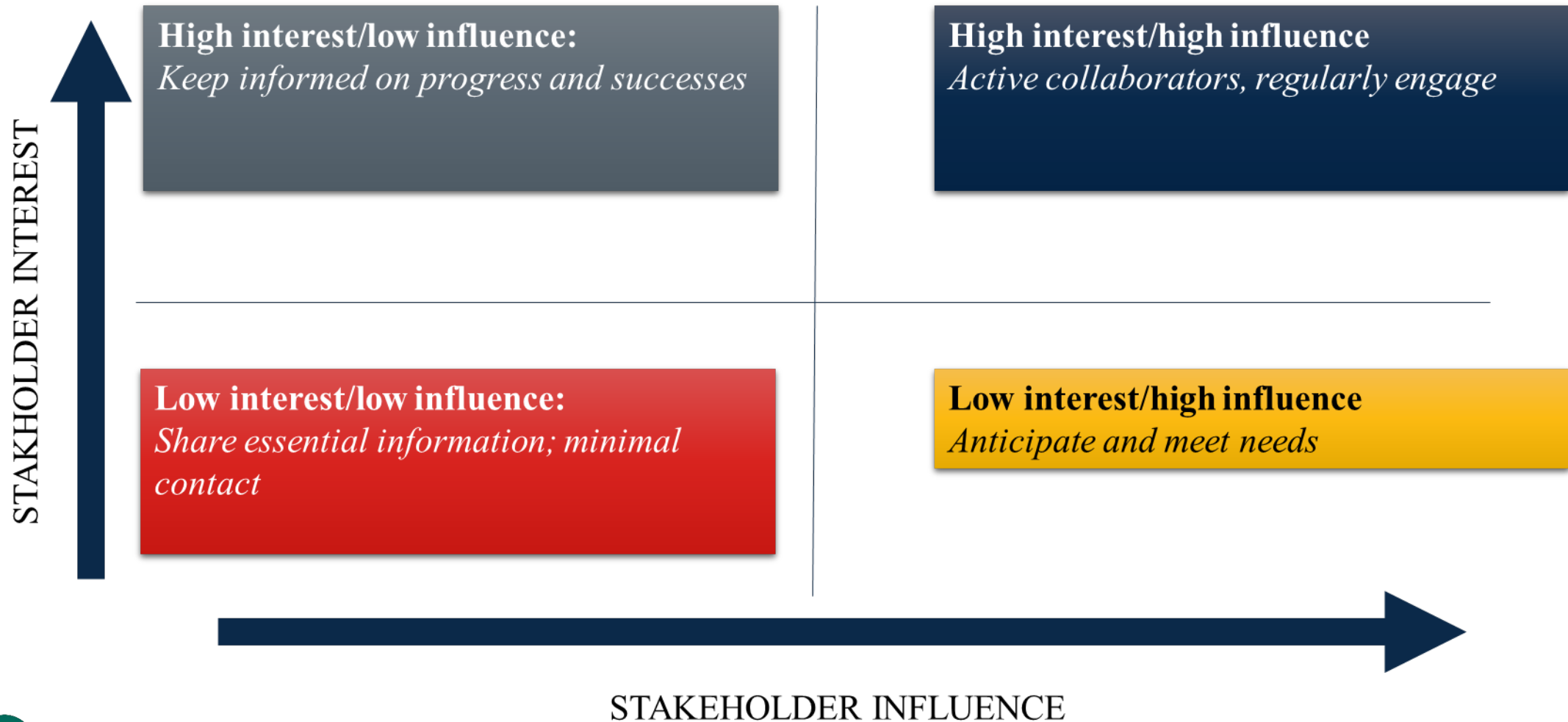
Share your strategies

/ **Who are some of your high influence stakeholders?**

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Open Q&A

Resources

/ On HMRF Resources

- [CQI Implementation Team Sample Agenda](#)
- [Facilitation Strategies for Fostering Discussion and Consensus tip sheet](#)
- [Two Decision-Making Models tip sheet](#)
- [Communication Protocol worksheet](#)

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Additional questions?

/ **For more resources:**

- HMRF Grant Resources (https://hmrfgrantresources.info/continuous-quality-improvement) contains tip sheets and informational resources related to CQI

/ **Next office hours June 22, 2021, from 2-3pm ET**

/ **Submit questions to hmrfcqi@mathematica-mpr.com**

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