

# HMRF grantee office hours: Continuous quality improvement

November 2, 2021, 2:00 – 3:00 ET

**OFFICE OF FAMILY ASSISTANCE**

An Office of the Administration for Children & Families

**OPRE**

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HEALTHY MARRIAGE & RESPONSIBLE FATHERHOOD

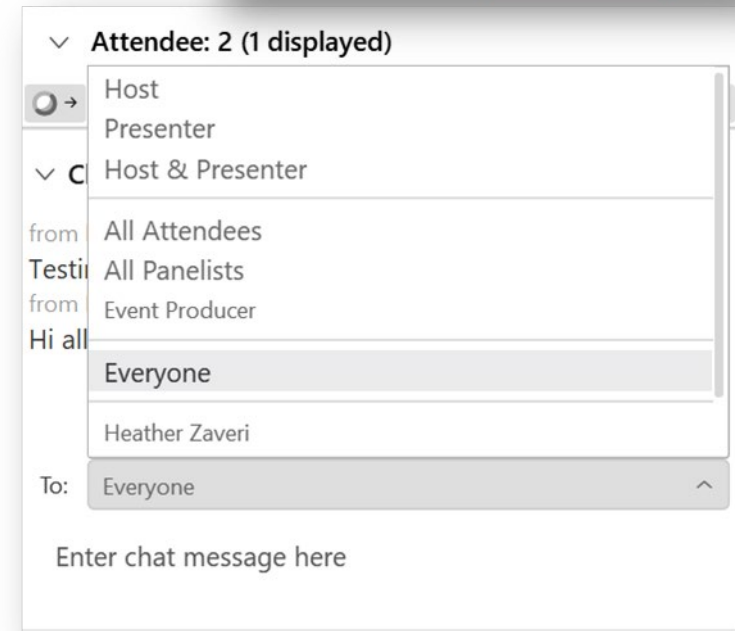
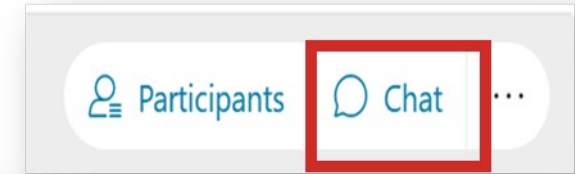


Mathematica  
Progress Together

**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
- / Respond verbally using the hand raise feature
- / **REMINDER: Never text or email client personally identifiable information (PII), including during office hours or when contacting the TA teams**



# Today's focus

- / **Planning a road test**
- / **Conducting a road test**
- / **Monitoring change**

# Where are we on the CQI template?

## D3. Conducting a road test: Assessing how well a strategy fits with the program

Please answer the following questions on how you will test the strategy.<sup>3</sup>

a. What is the strategy being tested?

b. What are your learning questions for the road test?<sup>4</sup> For example, if testing calls before each workshop: How do families respond to calls before each workshop? How well are staff able to fit this task into their existing responsibilities?

## D4. Analyzing the road test results: What worked well, what should change?<sup>5</sup>

After a program has collected feedback from relevant stakeholders such as supervisors, staff, and clients, it is time to analyze and interpret the information. Analysis should seek to identify strengths and challenges of the implementation process as well as opportunities and concrete suggestions for improvement. Please use your data to answer the following questions.

a. What seems to have worked *consistently* well and not so well? What was *inconsistent*?

b. What, if anything, was surprising, given expectations about how the new strategy would work?

Table D5. Monitoring progress toward SMART goals

SMART goal (from Section D1)	Strategy for improvement (from Table D2)	Data source(s) to assess progress toward goal	Frequency of monitoring	Staff responsibilities
<i>Example: Increase attendance at group workshops from 60 percent to 80 percent within the next three months</i>	<i>Call each family the day before the workshop</i>	<i>nFORM service data</i>	<i>Monthly for three months before testing another strategy</i>	<i>- Facilitators enter workshop participation data in nFORM - Site administrator will analyze participation rates and inform rest of CQI team</i>

# Planning a road test

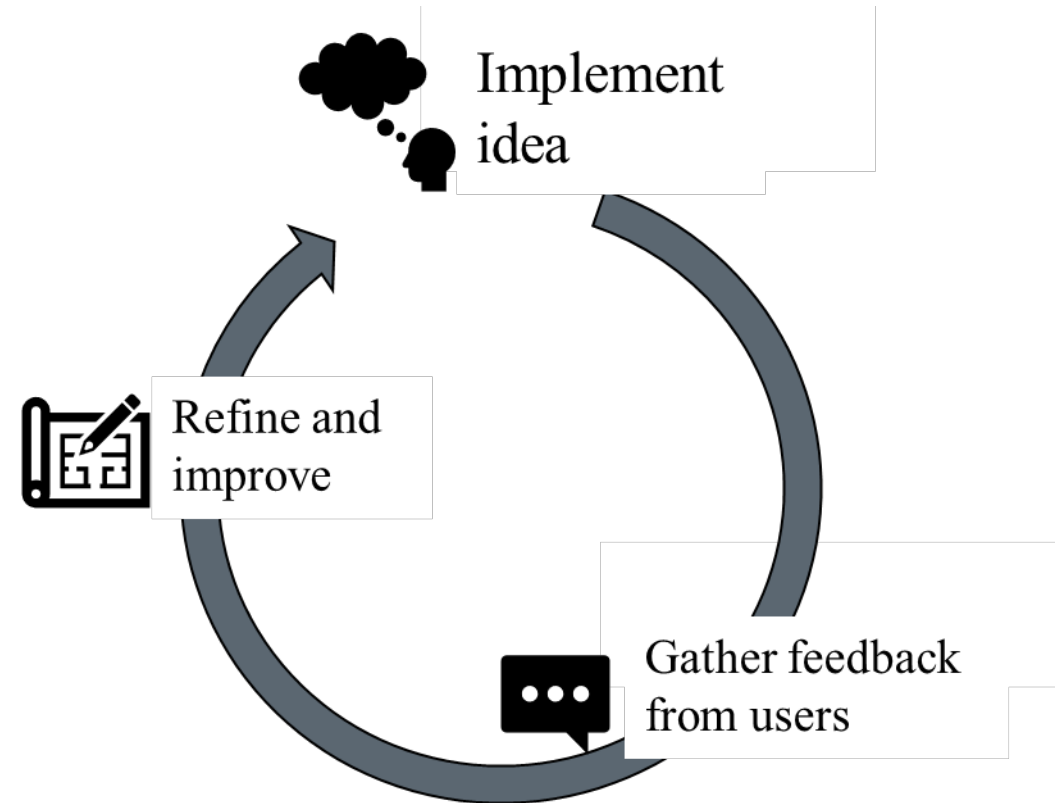
# What is a road test and why conduct one?

## / A process for trying out an improvement strategy before committing to it, in order to:

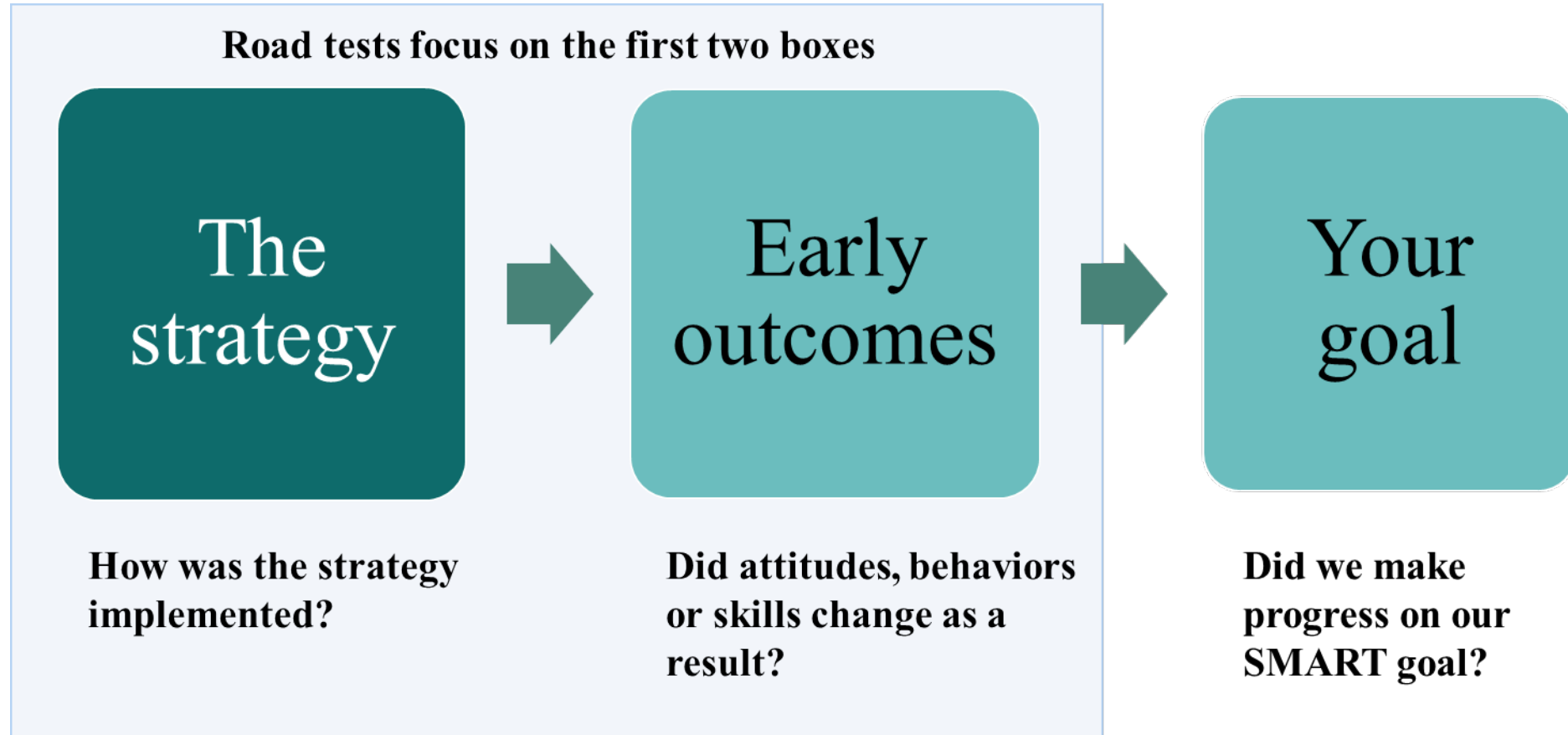
- Understand how to implement the strategy well
- Understand the strategy's promise for improvement

## / Steps in a road test plan:

- Articulate your strategy
- Develop learning questions
- Create an implementation plan



# What does a road test examine?



# When do you need to road test?

**/ You're developing a complex improvement strategy or are unsure how a strategy is going to work**

**/ Examples of when road testing is useful**

- Launching a new marketing campaign to recruit clients
- Revising your attendance incentive structure
- Incorporating prerecorded videos into workshop lessons

**/ Road testing experiences**

- Jean Wintz-Dabney, Health Promotion Council of Southeastern Pennsylvania
- Donna Burton; University of South Florida



# WELCOME TO WITHIN MY REACH!®

WE'RE SO GLAD TO MEET YOU!



Jennifer Hills, Group Facilitator (Family Enrichment Services) – (727) 933-1827

Funding for this project was provided by the United States Department of Health and Human Services, Administration for Children and Families, Grant# 90Z0024-01-00. Any opinions, findings, and conclusions or recommendations expressed in this material are those of the author(s) and do not necessarily reflect the views of the United States Department of Health and Human Services, Administration for Children and Families. These services are available to all eligible persons, regardless of race, gender, age, disability, or religion.

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# Conducting a road test

# Conducting a road test

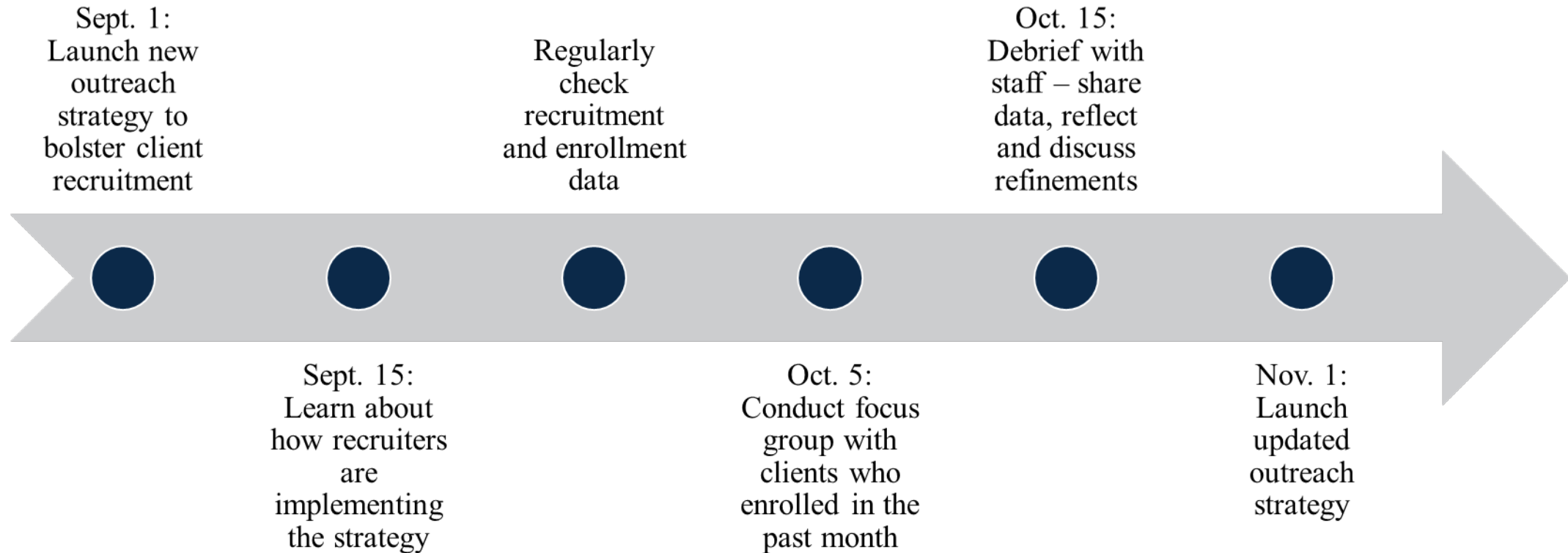
## / **Critical ingredients of success**

- Clear, active leadership
- Efficient coordination
- Communication about efforts, successes, and challenges

## / **How to integrate them**

- Clear, active leadership: Designate one person to oversee the process
- Efficient coordination: Designate a coordinator to manage the day-to-day
- Communication: Develop a communications plan that indicates how, and how often, the team will communicate

# Sample road test timeline

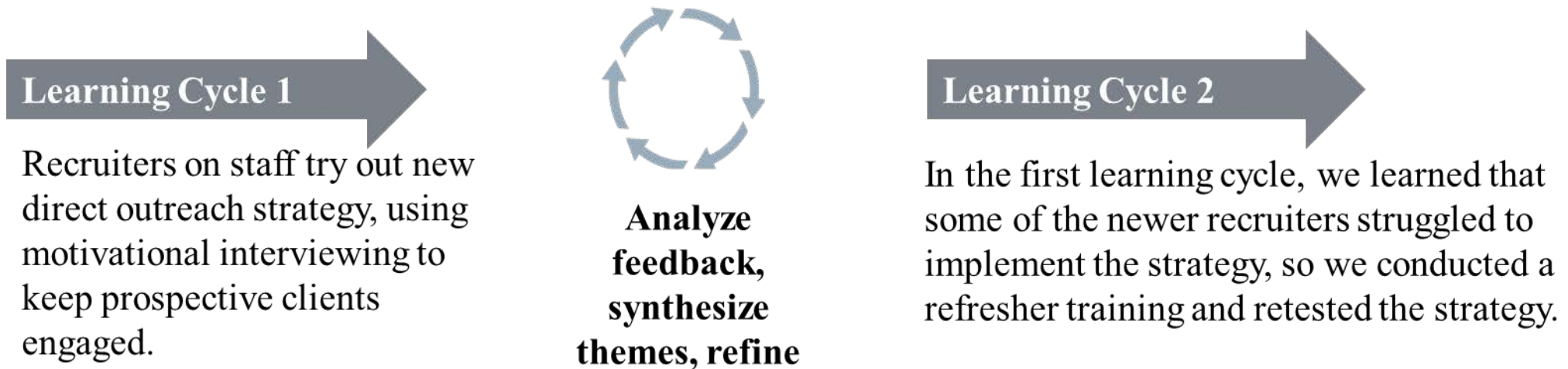


# What is a learning cycle?

## / A learning cycle is a feedback period

- Run the test, collect feedback, reflect and revise

## / Within a road test, you might have multiple learning cycles



# When do you need multiple learning cycles?

**You learn that the strategy wasn't implemented as intended, so you provide more supports to those implementing and test again**

**Your team identifies a challenge in implementing the strategy, so you refine and test the revised approach**

**Your strategy includes multiple components, so you will implement and test them separately**

**You want to test your strategy in different contexts**

# Assessing learning cycle findings

**/ After each learning cycle, assess what was learned. Specifically, ask your team:**

- What worked *consistently* well and not so well? What was *inconsistent*?
- What was surprising?
- Does feedback suggest that staff or client attitudes, behaviors, or skills are changing?
- How can you build on strengths and resolve challenges?

**/ These reflection questions are in step D4 of the CQI template**

# Reflect on next steps after each cycle

## / **Maintain.**

- The strategy is working well

## / **Adapt.**

- The strategy could work but you need to test again

## / **Abandon.**

- The strategy isn't feasible to implement or doesn't appear to be promising



# Maintain, adapt, abandon?

Recruiters are trained in the motivational interviewing approach to be more effective in keeping prospective clients engaged and interested in enrolling in the program. In gathering feedback at the end of the learning cycle, you learn that staff weren't clear on how to apply the strategies and often resorted back to their old approach.

# Maintain, adapt, abandon?

- / Adapt. The strategy wasn't implemented properly, so you aren't able to assess its success. Your team will need to retrain or support staff to implement the approach as intended.**

# Maintain, adapt, abandon?

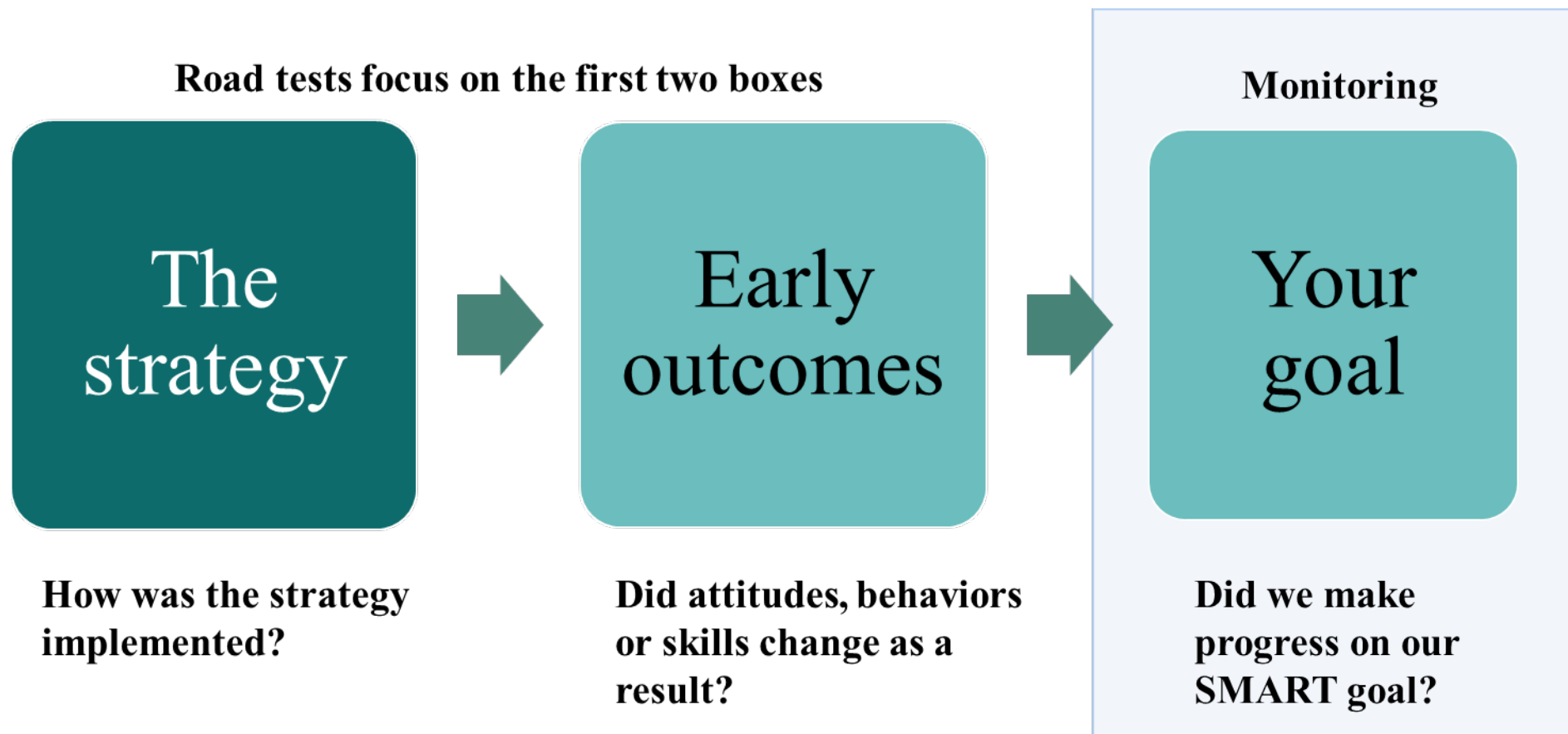
You test a hybrid class, incorporating a virtual option for clients who experience transportation barriers and have difficulty attending in person. Few take advantage of the virtual option and some who can't attend in person drop out. You talk with a few of these clients and learn that the virtual option is not engaging; they feel like they are watching rather than participating.

# Maintain, adapt, abandon?

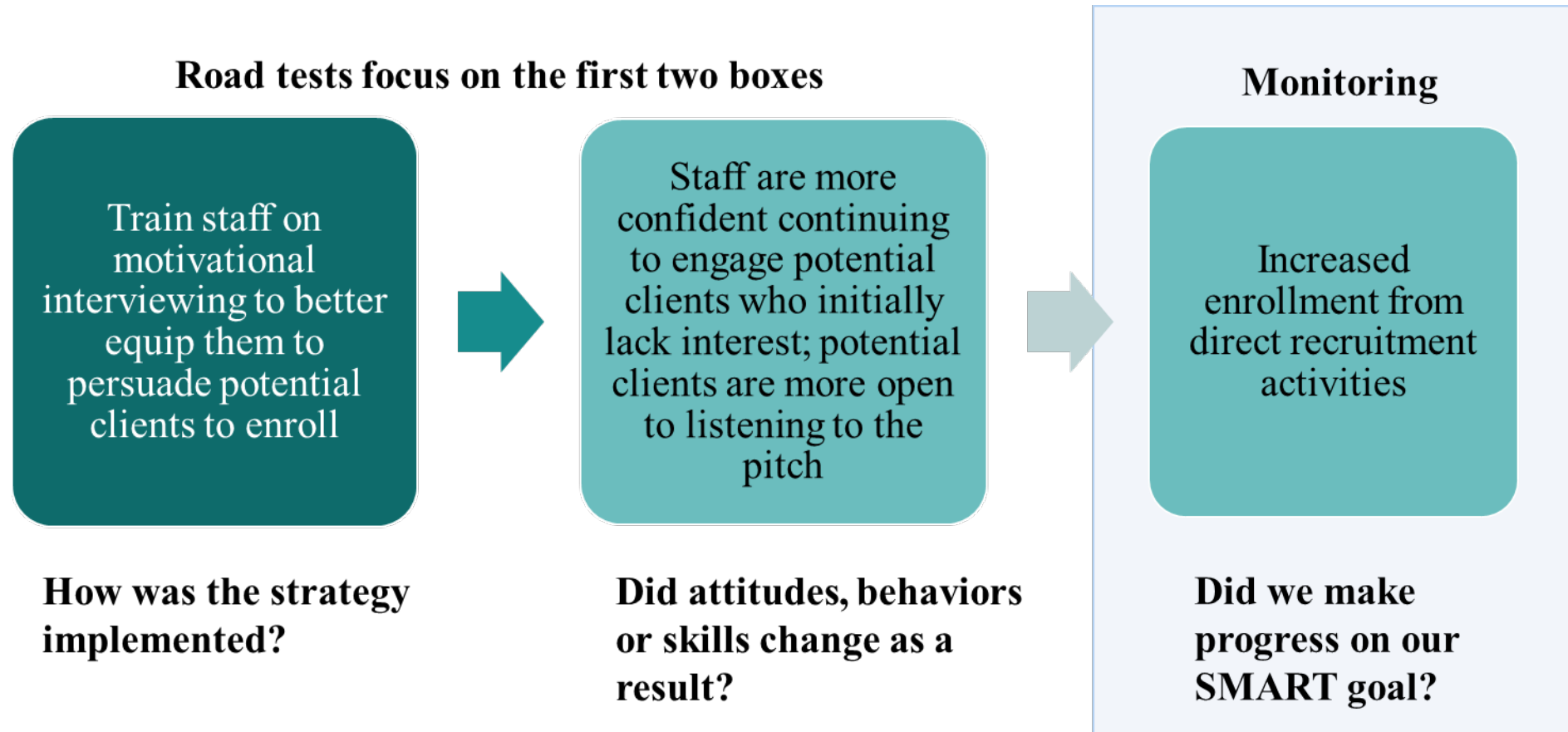
- / It depends! You can adapt the strategy to make the hybrid sessions more engaging to virtual attendees, for example by having two facilitators and building in virtual activities. But clients and staff may still prefer separate virtual or in-person classes over a hybrid model.**

# Monitoring change

# Monitoring your SMART goal



# Monitoring your SMART goal: Example



# Assessing progress

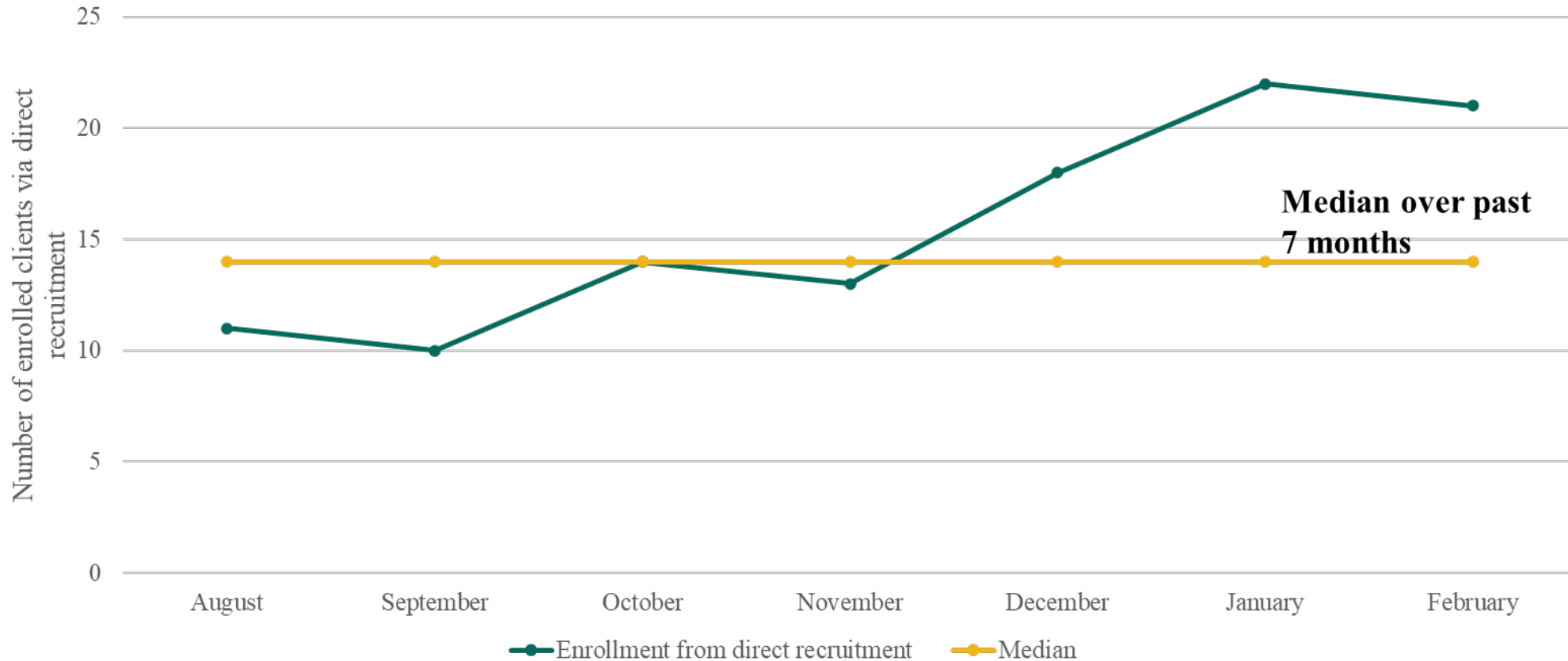
- / Are you seeing sustained progress or improvement?**
- / Is there progress towards your SMART goal for those impacted by your strategy?**
- / Does it make sense to implement the strategy more broadly?**



# Scaling a strategy

- / **Scaling means taking a strategy that was successful in one site or among a small group of staff and bringing it to additional sites or staff**
- / **Scaling tips**
  - Be strategic about the messenger and tell a story
  - Scale up slowly
  - Monitor whether the strategy is successful in new sites and with new staff
  - Consider how to support staff in continuing to implement well
  - Consider how you will institutionalize the new practice

# Run charts: visualizing sustained progress



# Balancing continued monitoring and new testing

**Table B1. Summary of past CQI issues addressed**

Past CQI work	Description
<b>Issue 1</b>	
Issue addressed	
Goal	
Data source for monitoring goal	
Road test status and results	
Progress toward goal	
Frequency of monitoring progress	
Next steps/Notes	

# CQI plan submissions to your FPS

## / December 31

- Plan for first **road test (through section D3)**
  - o [June office hours](#) on identifying and learning about challenges
  - o [July office hours](#) on SMART goals and [Guiding CQI with SMART goals tip sheet](#)
  - o [August office hours](#) on strategy development and [Identify an improvement strategy tip sheet \(in development\)](#)
  - o [October office hours](#) on planning a road test

# Open Q&A

# Additional questions?

## / For more resources:

- HMRF Grant Resources (<https://hmrfgantresources.info/continuous-quality-improvement>) contains CQI template, tip sheets and other CQI resources
- Coming soon! Three new tip sheets that provide specific examples of grantees' CQI strategies.

/ **Next office hours on December 7, 2021, from 2-3pm ET**

/ **Submit questions to [hmrfcqi@mathematica-mpr.com](mailto:hmrfcqi@mathematica-mpr.com)**