Tips and Resources to Enhance Your Implementation Team

Continuous Quality Improvement (CQI) Office Hours

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CQI TA resources for all HMRF grantees

▶ Monthly CQI office hours

▶ CQI Best Practices Series

  ▶ Tools and tips disseminated by the HMRF CQI Team

  ▶ Most recent additions:

    ▶ Implementation Team Agreement Worksheet

    ▶ Grantee Implementation Team Sample Meeting Agenda

Today, we are going to talk about the two latest resources

▶ NIRN will describe the content of these resources

▶ The session will also provide practical examples of how organizations have used and benefited from these resources

Intended Results

At the end of this CQI Office Hours, you will be able to:

1. Understand how to form Implementation Team agreements to support CQI efforts

2. Understand how to structure Implementation Team meetings through agenda development

Implementation Team Agreements

CQI Best Practices — HMRF (HEALTHY MARRIAGE & RESPONSIBLE FATHERHOOD)

IMPLEMENTATION TEAM AGREEMENT WORKSHEET

This worksheet provides a template that implementation teams can use to define core team agreements. Questions are provided in each section to guide the development of a team agreement with a focus on CQI.

Implementation teams are responsible for actively supporting implementation of the program. Team members should have detailed knowledge of the program. An implementation team is not an advisory group, but rather a team that is actively and regularly involved in program implementation.

COMPONENT	GUIDING QUESTIONS	RESPONSES AND NOTES
Vision	• What is the overarching vision for the team? How does the vision emphasize CQI? • Does this align with the organization's vision?	
Goals and Objectives	• What are the main purposes of the team related to CQI? • What are the team's goals for using data to inform decision-making and improvement?	
Roles, Responsibilities and Scope	• Who participates and in what roles? • What are the team's responsibilities? • How do team members share accountability for CQI? (For example, who will be responsible for gathering data and information?)	

- Provides an overview of the team's vision, goals, roles, responsibilities, communication, resources available, authority, and deliverables

- Facilitates co-creation of agreements with team members to allow for mutual understanding and buy-in

- Supports mutual accountability and transparent expectations

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Vision	• What is the overarching vision for the team? How does the vision emphasize CQI? • Does this align with the organization's vision?	
Goals and Objectives	• What are the main purposes of the team related to CQI? • What are the team's goals for using data to inform decision-making and improvement?	
Roles, Responsibilities and Scope	• Who participates and in what roles? • What are the team's responsibilities? • How do the team members share accountability for CQI? (For example, who will be responsible for gathering data and information?) • How does the IT communicate or work with other groups (like an evaluation team, or outside partner/group)?	

COMPONENT	GUIDING QUESTIONS	RESPONSES AND NOTES
Communication Protocols	• How does the team communicate internally? • How do team members gather and share information outside the team and feedback related to CQI efforts? • When improvement decision are made, how are they communicated? • Who communicates team activities and decisions and how often?	
Resources available to the group or project	• What resources are available to support the implementation team's work? Specifically, what resources are available to support CQI? • What resources are important to document in this agreement?	
Authority and Influence and Decision-Making Process	• What authority does the team have in making CQI improvement decisions? • How does the team make decision? • What are the limits of the team's authority?	
Deliverables	• What are expected deliverables (and anticipated timings of the team and it's members)	

Implementation Team Agreement Discussion Questions

1. What questions do you have about the Implementation Team Worksheet?
2. How do you see your Team using the worksheet?
3. What would you need to develop an effective CQI Implementation Team Agreement?

Implementation Teams: Where and When?

Teams should have standardized and consistent processes for meetings and communication at all stages of implementation.

Consistent meeting times, protocols

Protocols for bi-directional stakeholder communication

Defined quality improvement processes

Opportunities for team members to grow and learn

Implementation Team Agenda Template

- Provides a structure for regular meetings focused on learning and improvement

- Identifies actions needed, resources, person responsible and timeframes

- Supports mutual accountability and transparent expectations

Strong Families NYC Quarterly Implementation Review Cycle

Quarterly Implementation Review Cycle		
Onsite Meeting	**Follow-ups: Conference Call and Check-in**	**Citywide Implementation Team Meeting**
Quarterly *Meeting held with Agency Implementation Team Onsite*	*Monthly* *Check-in via Conference Call*	*Monthly* *In-person at ACS*

1. Review Implementation Progress from Previous 6-12 months - *What:*
    o *What did you notice in the review of data?*
    o *What Stood Out?*
    o *What patterns or trends did you see?*
 	
    o Case Planner Caseload and Supervisory Ratio Compliance
 	
    o CANS-NY
      a. Approval Rate Data
      b. Quality Check Data
 	
    o PfS:
      a. Components Completed
      b. CBT+ Consideration and Tracking
      c. Changes in Practice/Service Provision
 	
    o ABC:
      a. Number of Referred
      b. Percentage of Referral Target Reached
      c. Outreach and Engagement Efforts
 	
2. Identify changes and adjustments be made - *So What:*
    o *What does this mean?*
    o *Why is this important for IV-E Waiver implementation and achieving permanency?*
    o *What hypothesis or conclusions can you make?*
 	
3. Develop a plan to implement adjustments during the upcoming quarter - *Now What:*
    o *What actions make sense based on the data?*
	1. Review finalized Plan of Change
	2. Review data during quarter to determine if plan is working
	3. Adjust plan as necessary
	4. Identify elements that were working, highlight lessons learned and share best practices
		1. Review system level data and implementation struggles
		2. Address Policy Practice Feedback Loops
		3. Provide Technical Assistance and review Best Practices
		4. Incorporate Peer-to-Peer Learning activities

Benefits for NYC ACS

- Reduced jargon and made CQI accessible for everyone

- Created shared language and protocols for CQI

- Integrated CQI processes into standard program monitoring. In turn, CQI became the way of work rather than something additional to do

- Created mutual accountability between ACS and service providers

It worked! Service providers demonstrated improvements on implementation indicators

Implementation Team Agenda Discussion Questions

1. What questions do you have about the Implementation Team Agenda Template?
2. How do you see your Team using the Implementation Team Agenda Template?
3. What would you need to effectively use this Implementation Team agenda template for your team meetings?

THANK YOU!