Mathematica
Progress Together

CQI Office Hours: Collective sensemaking to support improvement

May 24, 2022 | 2:00 – 3:00pm ET

HMRF
HEALTHY MARRIAGE & RESPONSIBLE FATHERHOOD

OPRE

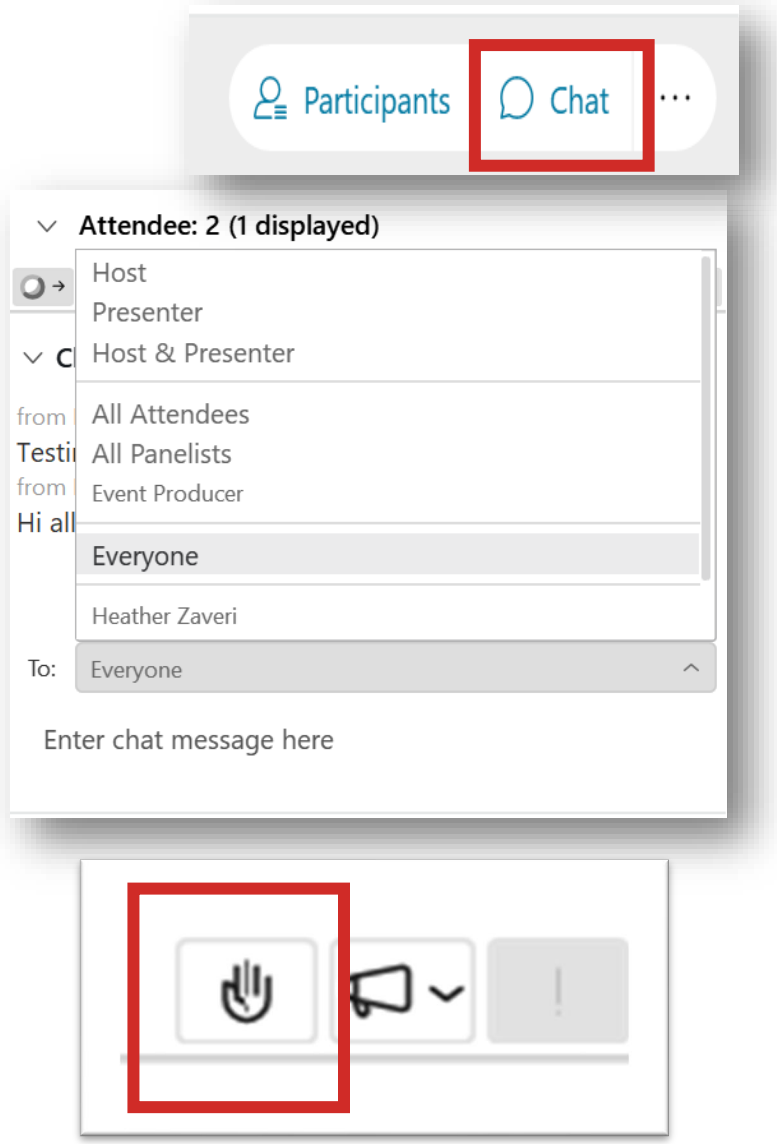
OFFICE OF FAMILY ASSISTANCE
An Office of the Administration for Children & Families

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

How you can participate

- Use the chat to ask questions
- Ask questions or share verbally using the hand raise feature

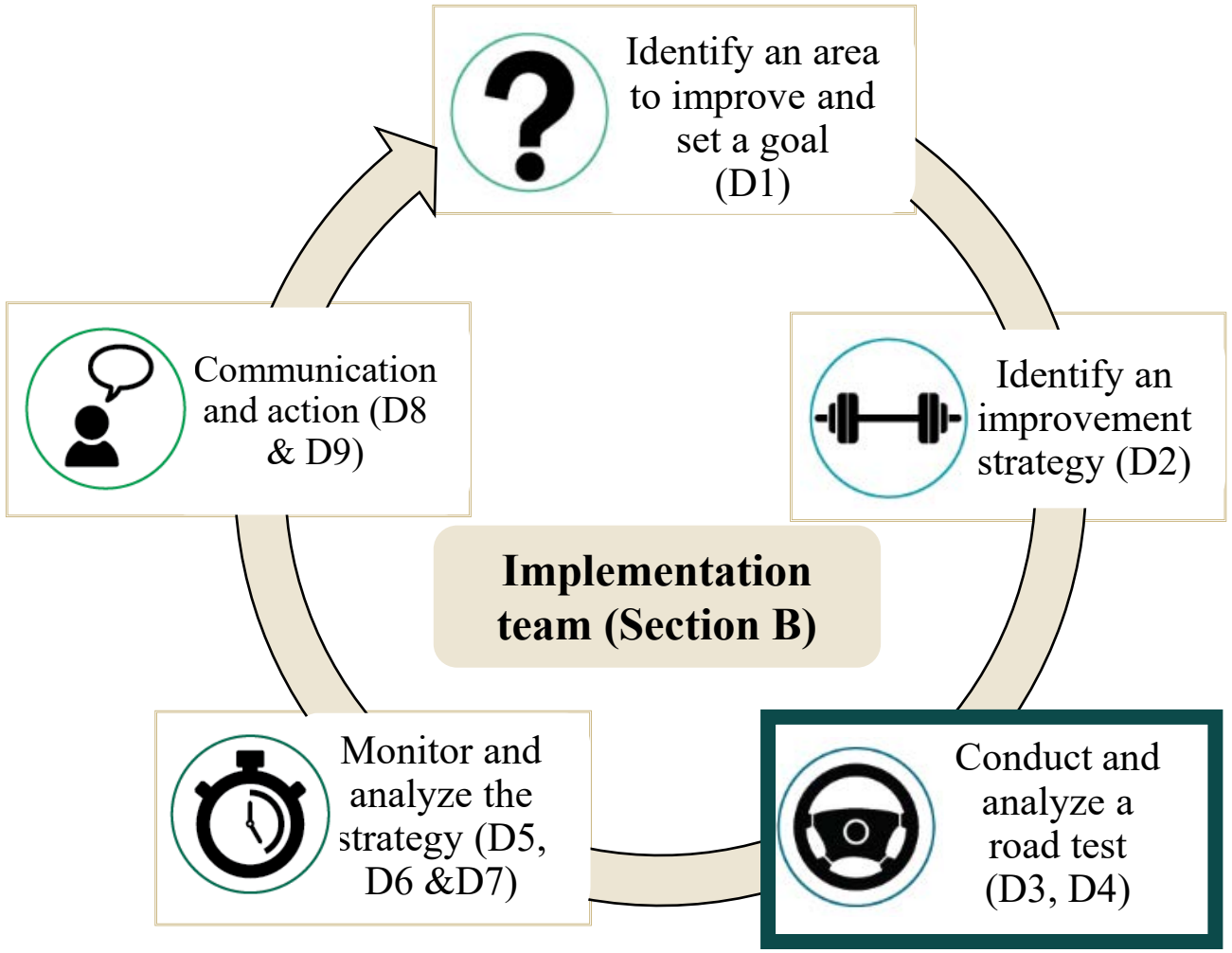
- REMINDER: Never text or email client personally identifiable information (PII), including during office hours or when contacting the TA teams



Today’s agenda

- Collective sensemaking to support improvement
- Facilitating data discussions
- Activity: engaging in a data discussion
- Key takeaways and next steps

Where are we in the CQI process?



We're here! D4: Analyzing the road test results

Preparing for and facilitating data discussions

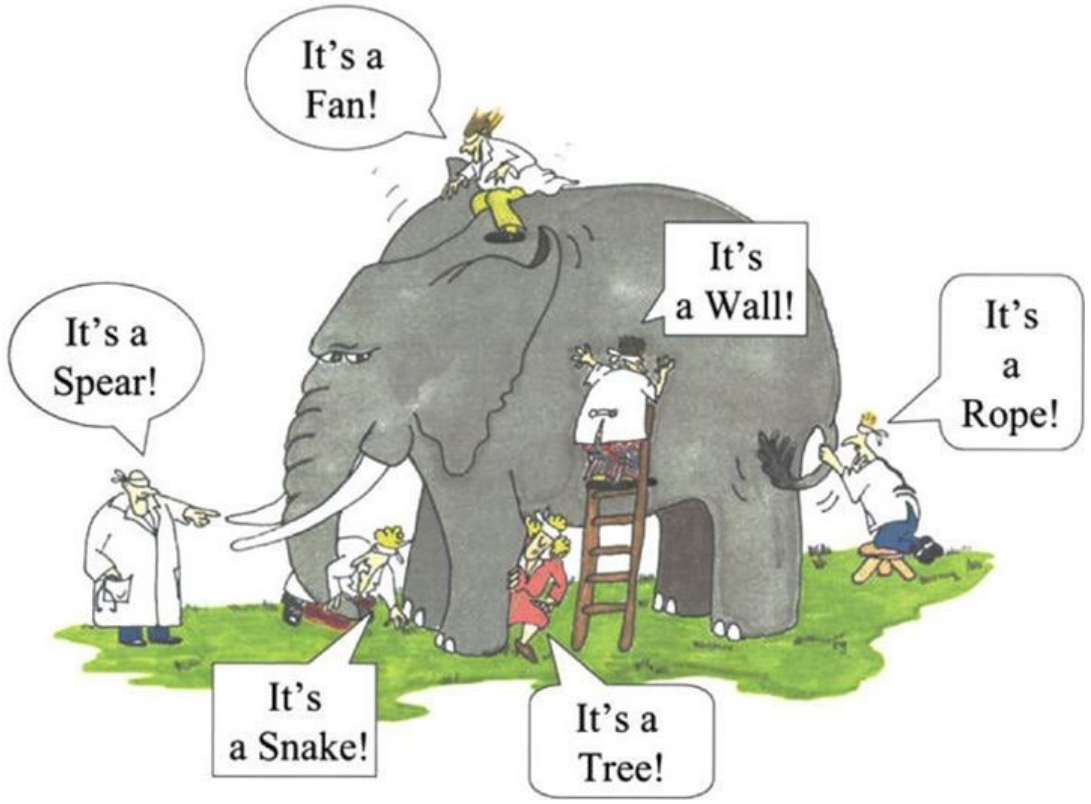
The benefit of data conversations

/ Conversations could include:

- CQI team
- Staff who implemented the strategy
- Clients who experienced the strategy

/ Why analyze as a group?

- While data are facts, interpretations of data can vary
- Collective sensemaking allows your team to draw on diverse perspectives to interpret data gathered through road testing



Preparing for a data conversation

1. **Prepare the data and determine what to share**
   - Work closely with your data manager to identify relevant data sources and how to analyze them
   - Don’t bring everything to a data conversation but select the most interesting insights to explore
2. **Create accessible visualizations by considering:**
   - What’s the point?
   - Who is the audience?
   - What is the best chart type?
3. **Develop targeted questions to guide exploration of the data**

Preparing data to determine what to share

- **Quantitative data (structured feedback/ observations, nFORM data, administrative data)**
  - Run frequencies to explore the data
- **What would you want to explore in more depth with your team?**

	Group 1	Group 2	Group 3
I enjoyed interacting with peers in support group today	82%	73%	80%
I was able to practice skills in support group today	88%	93%	93%
The support group topic felt relevant to me	68%	74%	62%

Preparing data to determine what to share

Qualitative data (interviews/focus groups, existing documents)

- Use preset coding (set themes in advance) if you want to confirm an assumption about how the strategy will work
- Use emergent coding (create themes as you go) if you're exploring data

I really liked meeting with others in my workshop outside of the usual class time. It's easier to get to know the other couples when we have time to talk.

Support group was really fun. It felt valuable because we were practicing but we got to own the flow of the conversation.

I feel like I know the others in my class better because the groups were so relaxed. The topics felt a little forced at times. If we're going to own this group, I would recommend letting us choose topics.

Preset codes

Opportunity to get to know peers

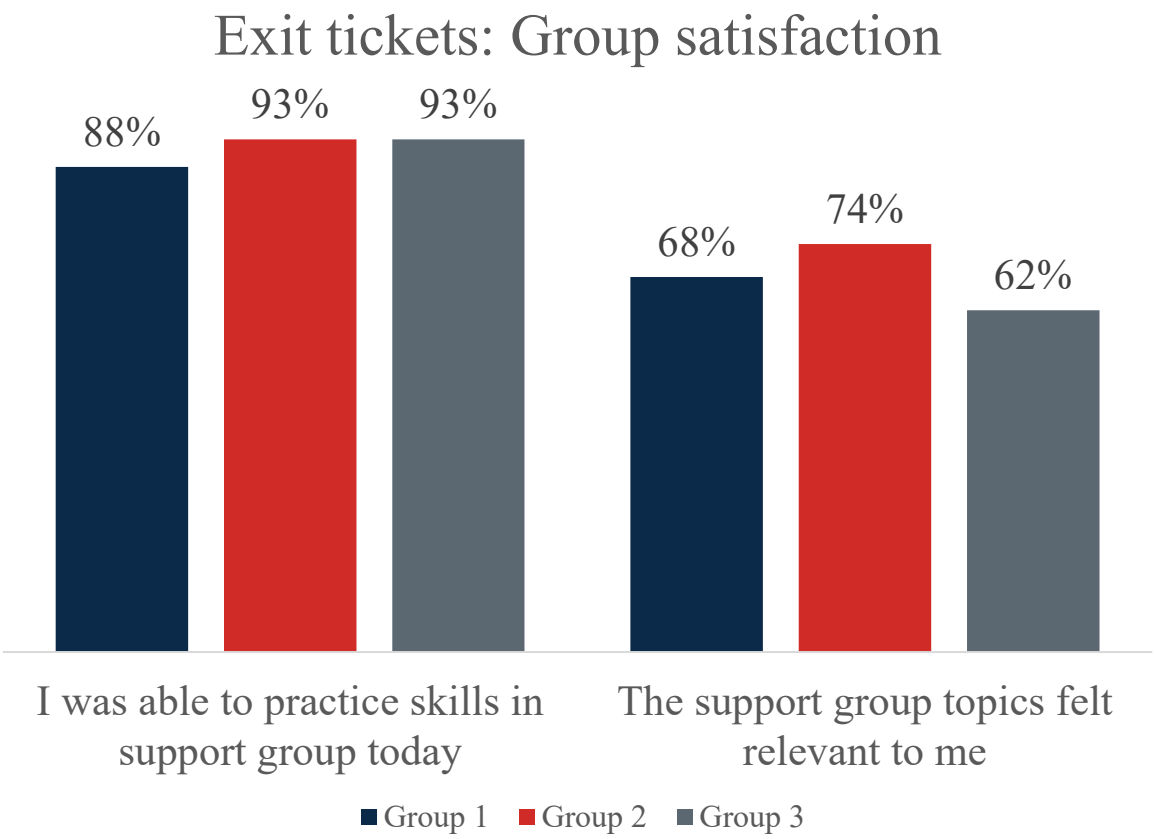
Opportunity to reinforce skills

Emergent finding

Staff shouldn't set topics

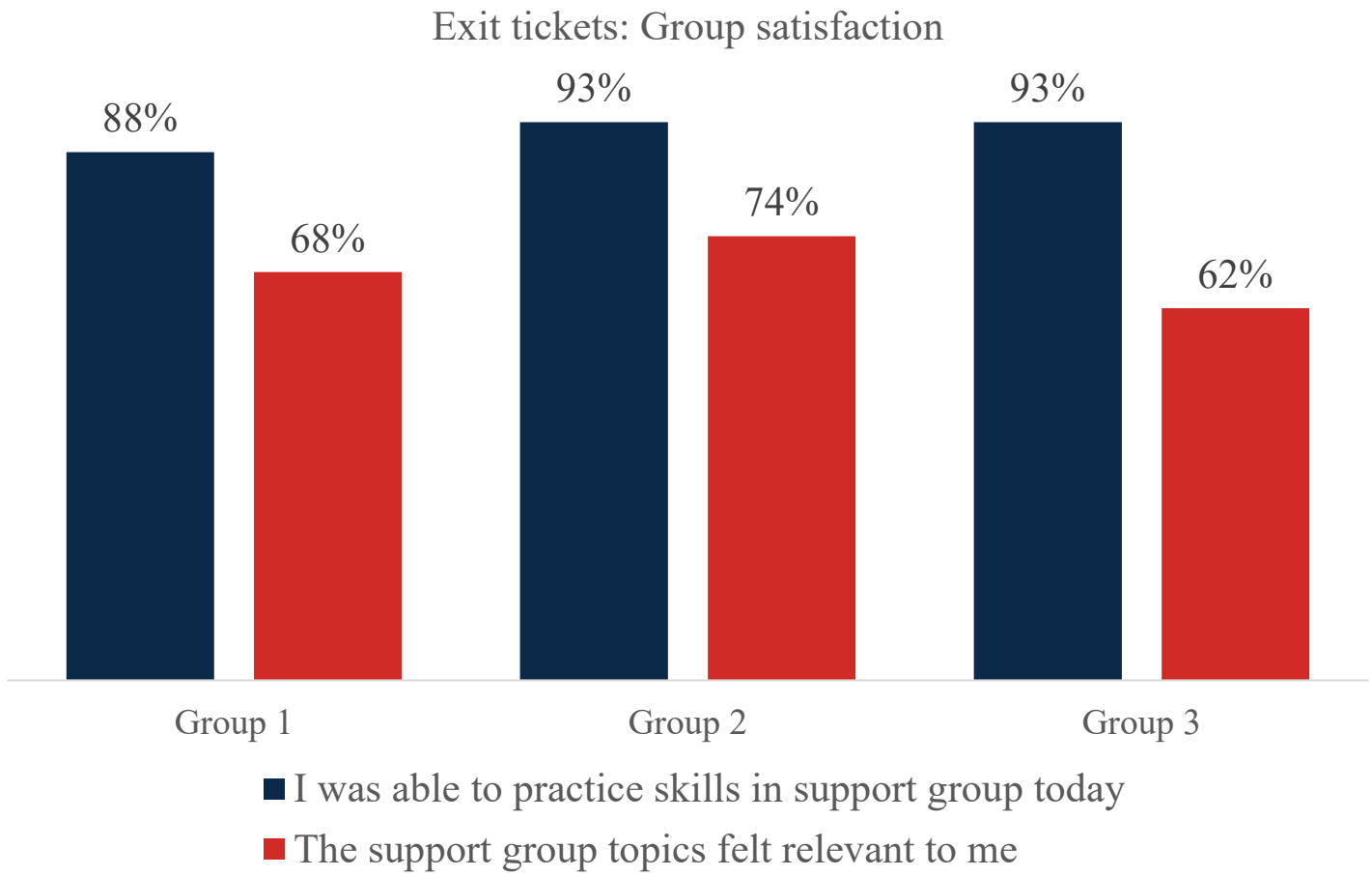
Create visualizations to help your group interpret data

- **Consider the point you're trying to make**
  - Though one might want to compare groups, our goal is to draw attention to how clients felt about support group topics
- **How could we make that point more clearly?**



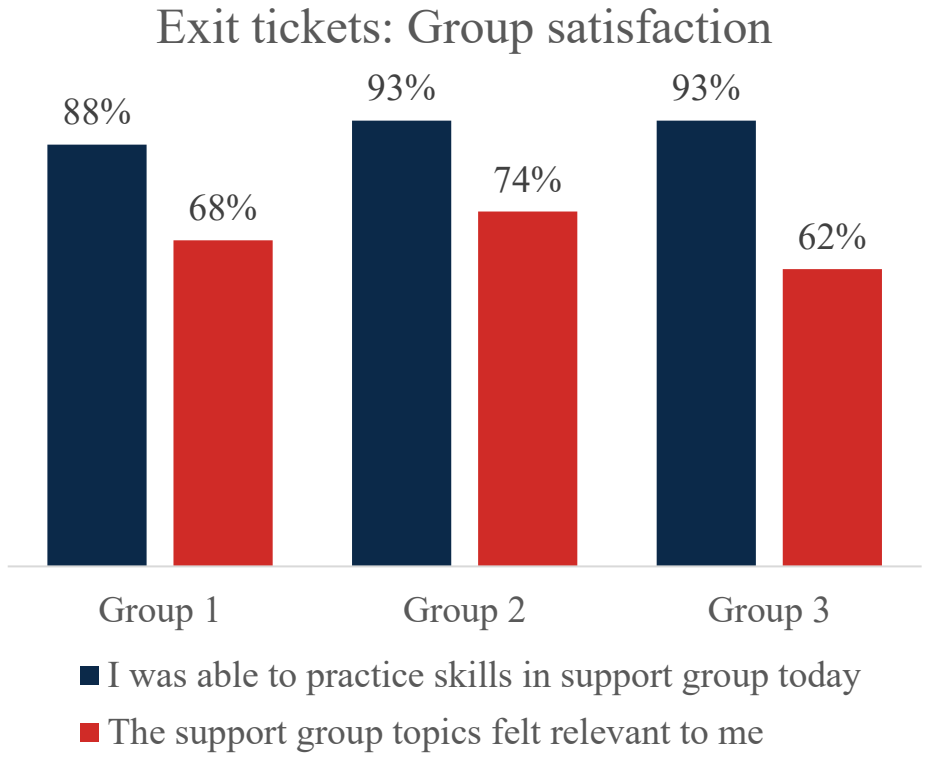
Create visualizations to help your group interpret data

- **This chart reorganizes the data points to narrow the focus on relevance**
- **It changes the comparison to focus on differences between questions, not groups**



Additional visualization tips

- **Consider the data literacy of your audience**
  - Use easily recognizable charts, like bar/column or line charts, unless the group is data savvy
  - Don’t overwhelm with too many data points
- **Get rid of chart clutter, like axis labels and lines, if they’re not necessary**
- **Pair charts with qualitative data if you have it**



“The groups were so relaxed … (But) the topics felt a little forced at times.”

Develop targeted questions to guide exploration

- **Have a set of common questions for all data points but you can also include additional targeted questions**
- **Sample questions:**
  - What parts catch your attention? What is surprising or unexpected?
  - What does the data tell us? What does the data NOT tell us?
  - What good news is there to celebrate?
  - What problems of practice are suggested by the data?
- **Additional targeted questions could include:**
  - How did satisfaction fluctuate across groups?

Poll: How does your CQI team approach group data conversations?

Check all that apply

- / **We review data in visual formats**
- / **We review targeted questions/topics**
- / **We include clients and staff outside the CQI team**
- / **We have data/evaluation staff analyze and identify findings for our team**

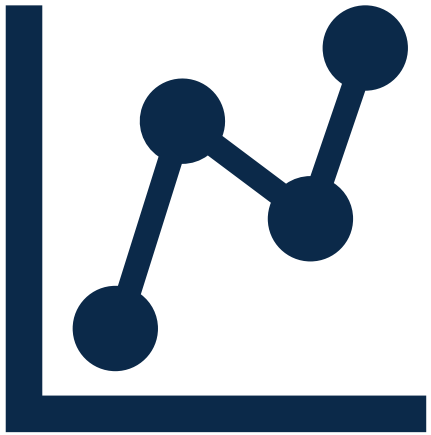
Activity:
Engaging in a data discussion

Try out a group sensemaking session

/ High-level challenge: Retention

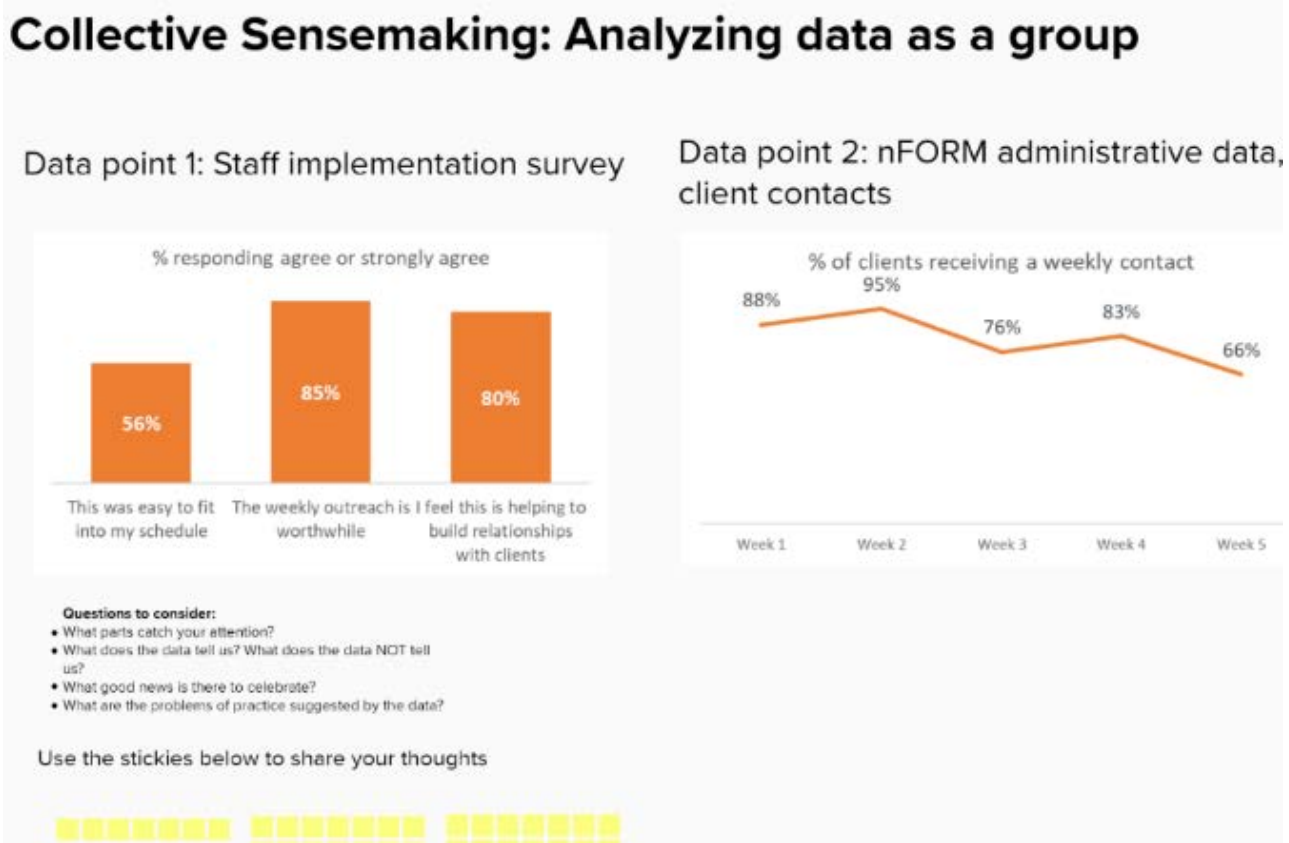
/ Strategy:

- Workshop facilitators will be required to engage in weekly “small touches” with participants between sessions (e.g, text, phone, email)
- The program will help workshop facilitators carry out the new policy by providing a checklist of steps for engaging participants between sessions



Mural activity: Examine data as a group

- **Click the link in the chat to participate in the Mural activity**
- **Examine the charts and provide your insights via the stickies on Mural or the chat in WebEx**



Key takeaways and next steps

Identify key takeaways

- **Review insights from the sensemaking session. What are common takeaways or key themes?**
- **Return to your learning questions. What are you able to respond to?**

D7. Interpreting Data

Discuss your data with your Implementation Team, and, as a team, decide on key summary findings. Begin each statement with the phrase: *We learned that…*

We learned that
We learned that:
We learned that:

Consider next steps following a road test

/ Maintain

- It's working well and you either want to scale up or continue implementing without adaptations

/ Adapt

- The strategy is promising but needs to be tweaked and retested

/ Abandon

- The strategy is not promising or not feasible to implement

/ In maintaining or adapting, you may end up doing a second learning cycle

Why you might retest a strategy

/ Change the practice

- Did you identify an aspect of your strategy that needs to be redesigned to work better?

/ Change implementation supports

- Did staff implement the strategy correctly?

/ Change data collection

- Are you missing voices?

/ Try out strategy in a new context

- Do you deliver programming in different settings? In-person vs. virtual? Or community-based vs. school-based?

/ Need more time or data to draw takeaways

- Do you need more time to allow staff to improve implementation or more data to draw takeaways from your test?

Poll: What's your choice for our breakout room strategy?

- **Maintain: Scale practice to other facilitators. No further road testing needed.**
- **Maintain: We need more data to decide. Test again and collect more/different feedback.**
- **Adapt: We need to tweak aspects of the strategy and test again.**
- **Abandon: This strategy isn't feasible and/or promising.**

Next steps

/ Monitoring

- Your SMART goal to assess progress
- Implementation to ensure staff continue to implement as intended

/ Communicating results

- How will you share information about the road test with staff who were not involved?

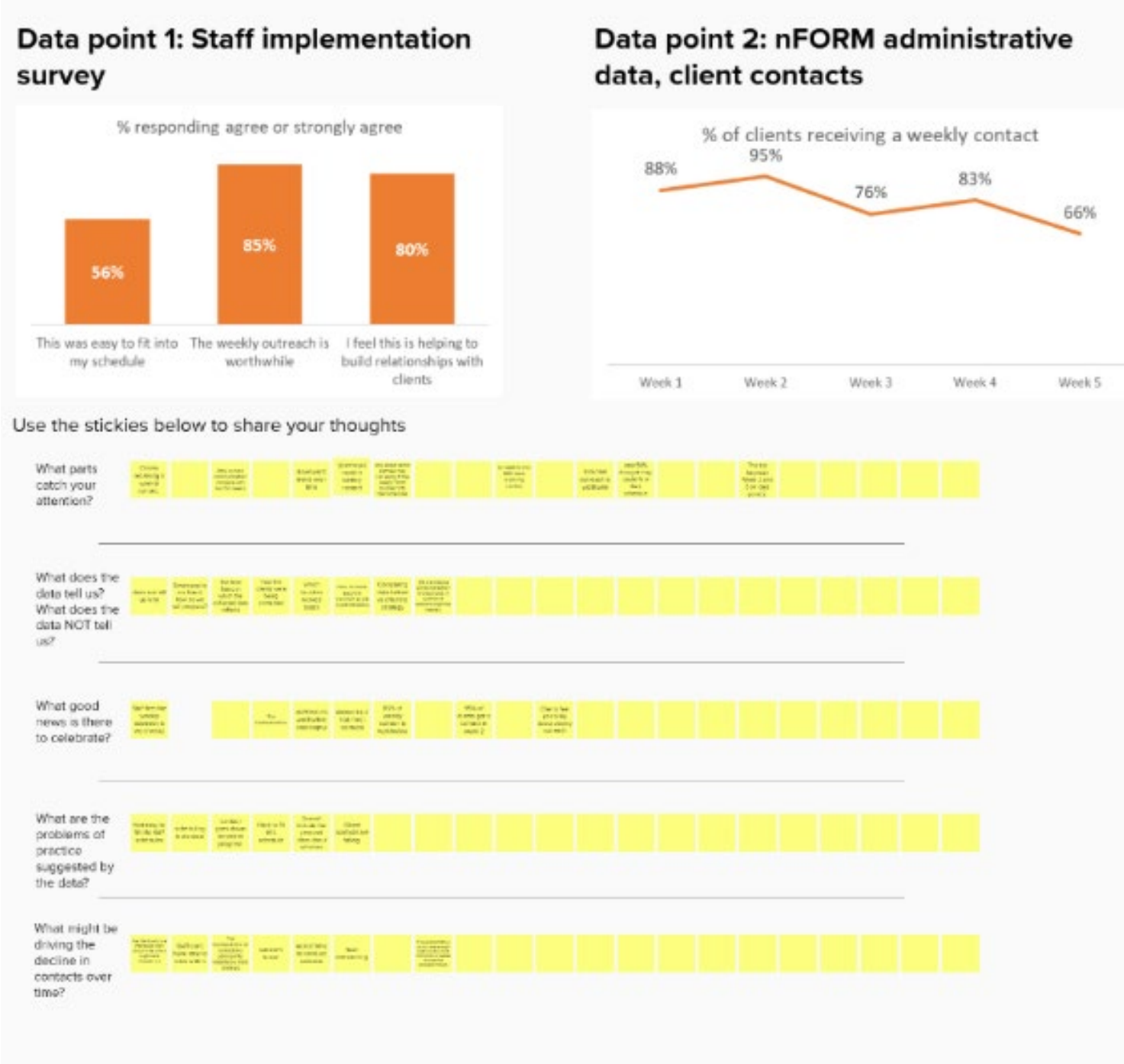
Announcements

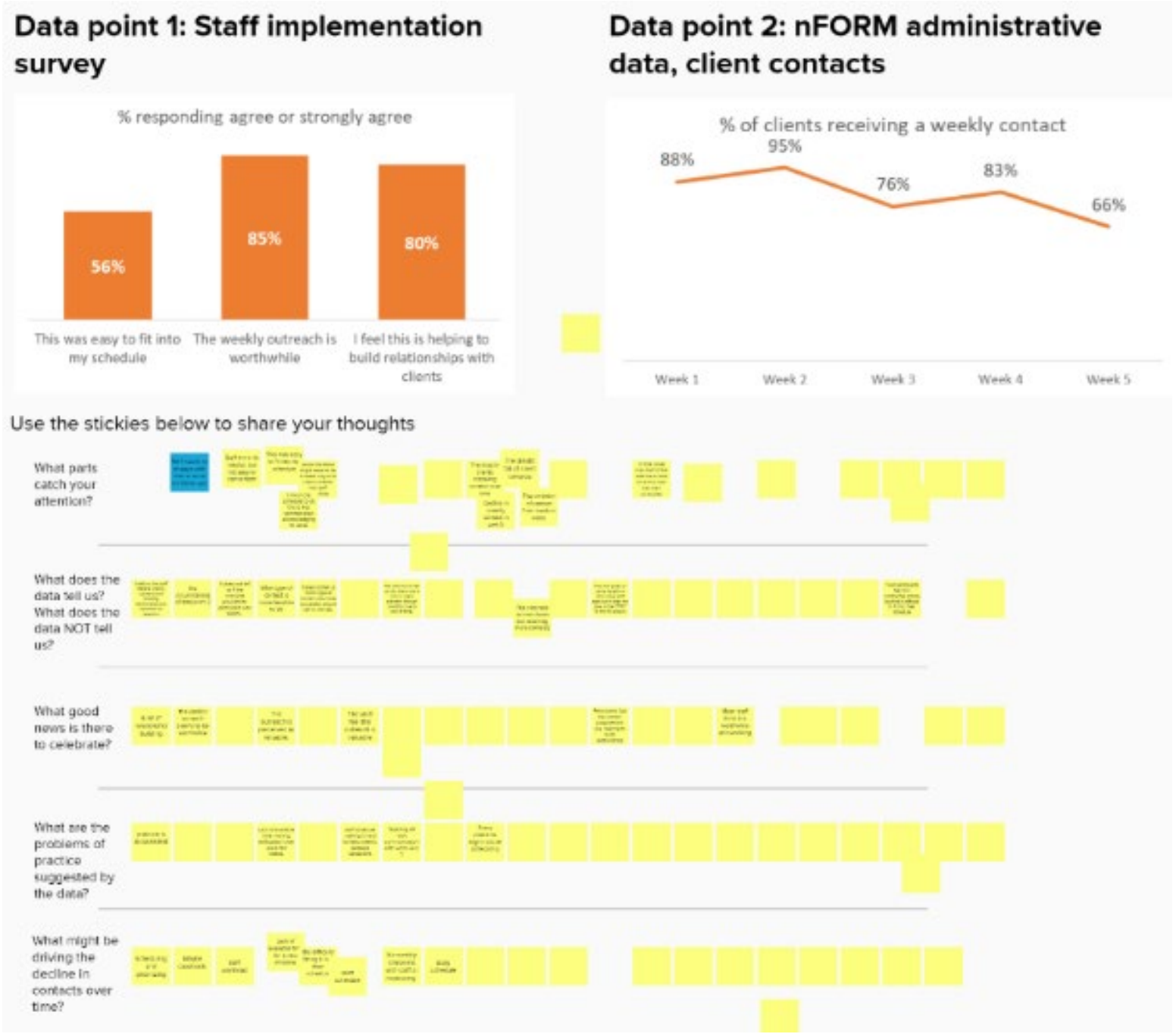
Additional questions?

- **For more resources:**
  - HMRF Grant Resources site (https://hmrfgrantresources.info/continuous-quality-improvement) contains CQI template, tip sheets and other CQI resources
  - Check out the new resource on using focus groups for improvement and using COM-B to support improvement
  - Stay tuned for new resources!
- **Next office hours on Tuesday, June 28, 2022, from 2-3pm ET**
- **Submit questions to hmrfcqi@mathematica-mpr.com**

Breakout room materials

Group 1 Mural board



Group 2
Mural board

Group 3 Mural board