



Improving Visit Frequency and Parent Connections Tools, strategies, and lessons learned

Parent Possible Conference
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Presenters



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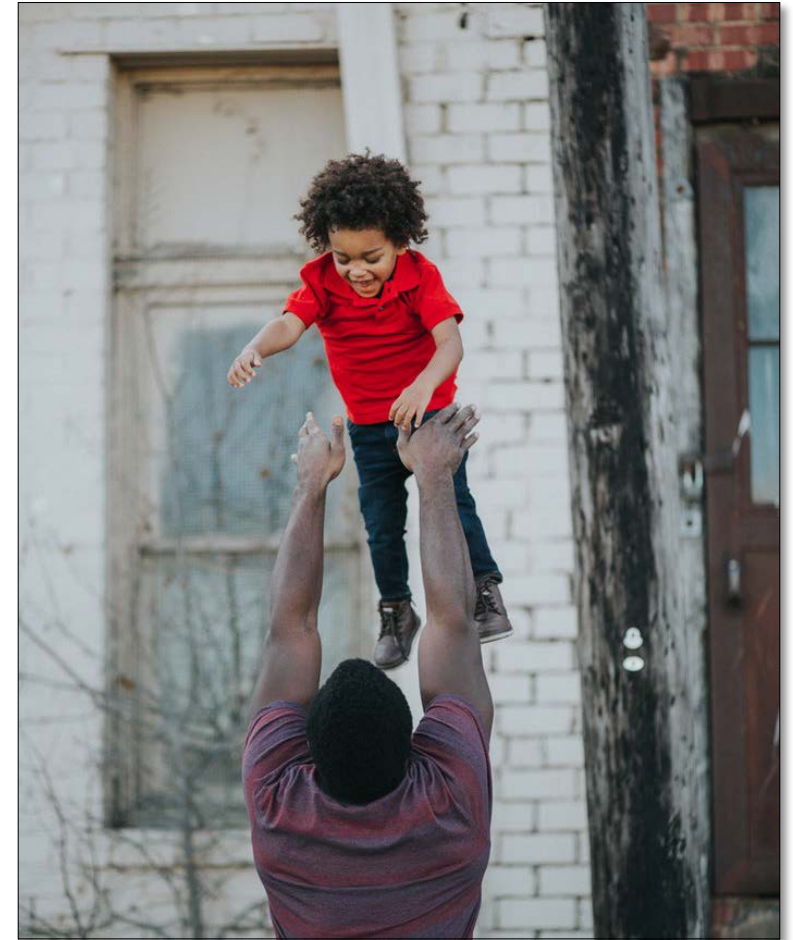
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Overview

- Visit frequency and parent connections
 - Strategies for improvement
 - Lessons learned
- Continuous quality improvement (CQI)
 - Overview
 - Common tools
- Community Partnership- An Informal Process
- Breakout groups- CQI tool practice



Visit Frequency and Parent Connections



Visit Frequency

- 3 components that contribute:
 - Home visitor/agency
 - Role of data
 - Family



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Home Visitor/Agency Strategies

- “Front loading”
- “Intake visit” prior to official enrollment
- Recruitment and engagement policies
- Policies about no shows, cancellations, poor communication
- Recap family successes during every visit
- Incentives
- Give calendars to families
- Send reminders/check-in
- Reschedule missed visits ASAP
- Certificates of engagement at regular intervals
- PE cancellation only if absolutely necessary

Role of Data

- How to get visit frequency data?
- Look for patterns
- Strategize about who to see and/or not see
 - Which families are close to meeting fidelity?



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Partnering with Family

- Clearly discuss visit expectations at intake
- Assess for scheduling preferences
- Determine preferred method of contact
- Open communication with parent if high number of missed visits
- Have number of family member or friend

Lessons Learned

- Every family is different
- Be flexible, try different strategies
- Keep communication open between home visitor and family
- Keep communication open between home visitor and supervisor
- Use data to inform practice, not drive practice

Parent Connections

- Topics
- Logistics
- Attendance



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Topics

- Engage families in determining upcoming topics
- Adapt content to audience
- Partner with local agencies and professionals to present
- Partner with community events and celebrations

Logistics

- Location
- Food
- Activities and supplies



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Attendance

- Flexibility with day/time
- How to advertise event
- Encourage dads and other family members to attend
- Build capacity for parent leaders
- Incorporate networking and peer learning opportunities

Lessons Learned

- Provide correct details
- Preparation is key
- Debrief after event
- Use data to inform



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Continuous Quality Improvement Overview and Common Tools

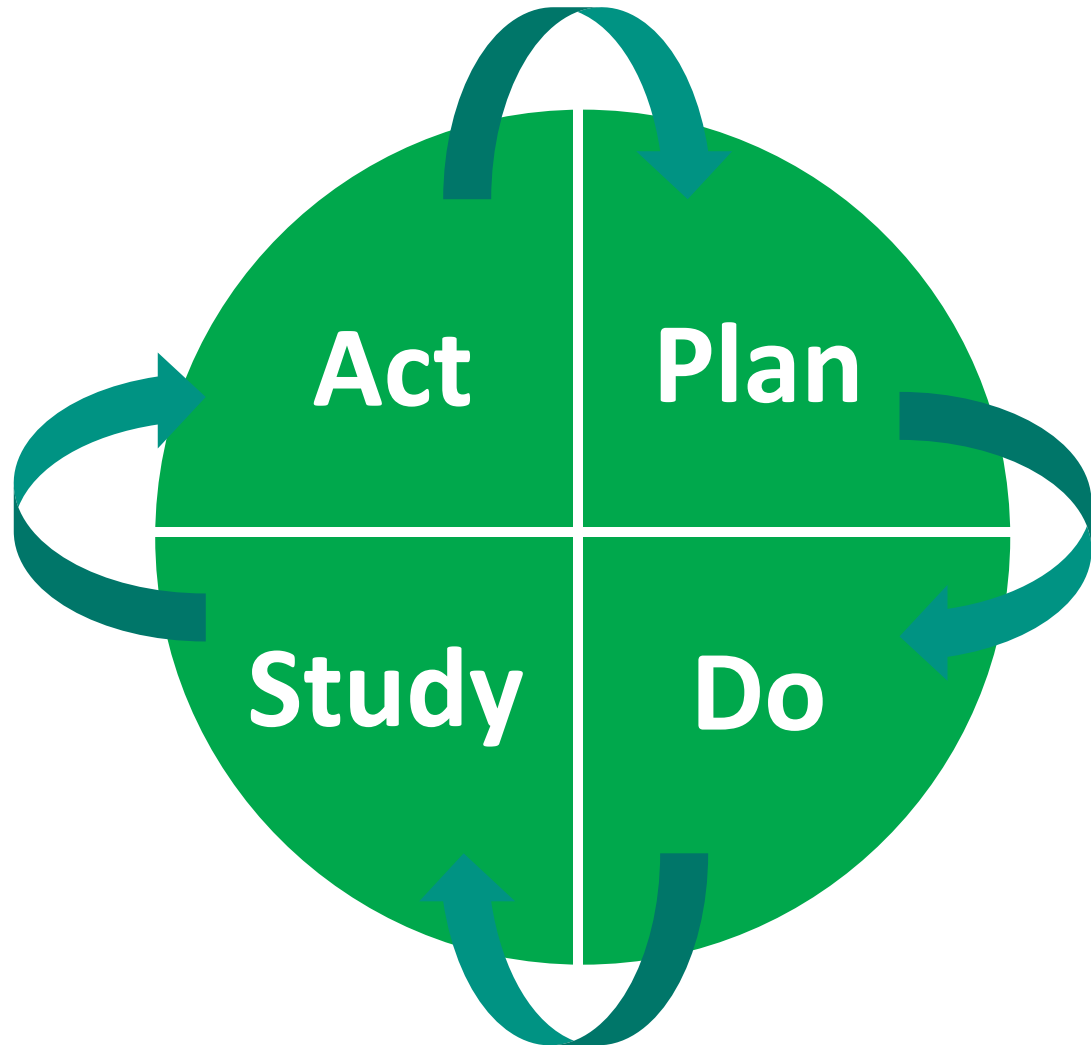


Continuous Quality Improvement (CQI)

- Cyclical process to make improvements
- Rapid-cycle, small changes
- Steps
 - Identify and prioritize opportunity
 - Define solutions
 - Test solutions
 - Sustain efforts
- Plan Do Study Act Cycle

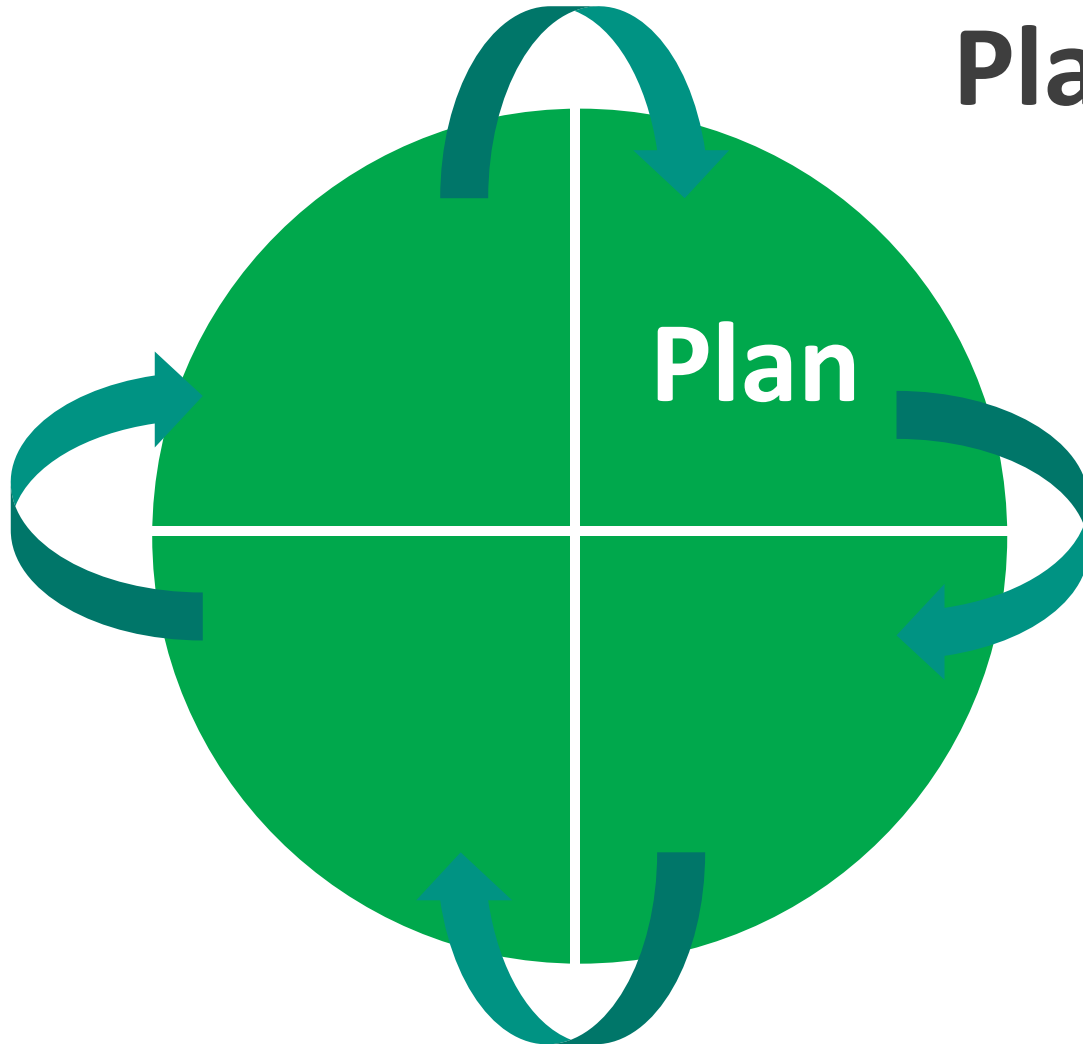


Continuous Quality Improvement (CQI)



Continuous Quality Improvement (CQI)

Plan



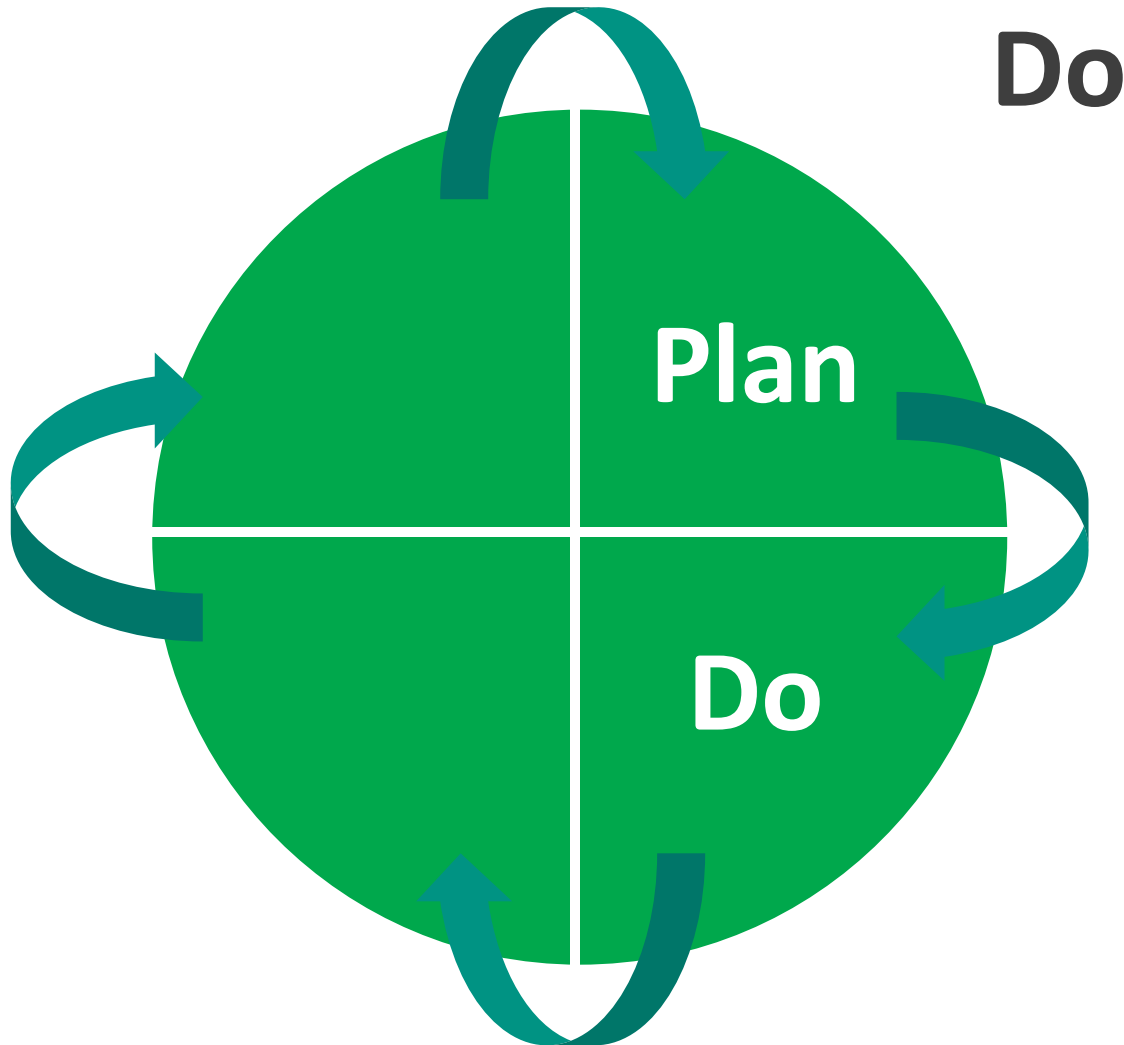
Identify and prioritize opportunity

- What could be improved?
- What's our goal?

Define solutions

- What can we do to improve it?
- What can we test?
- How will we measure improvement?

Continuous Quality Improvement (CQI)

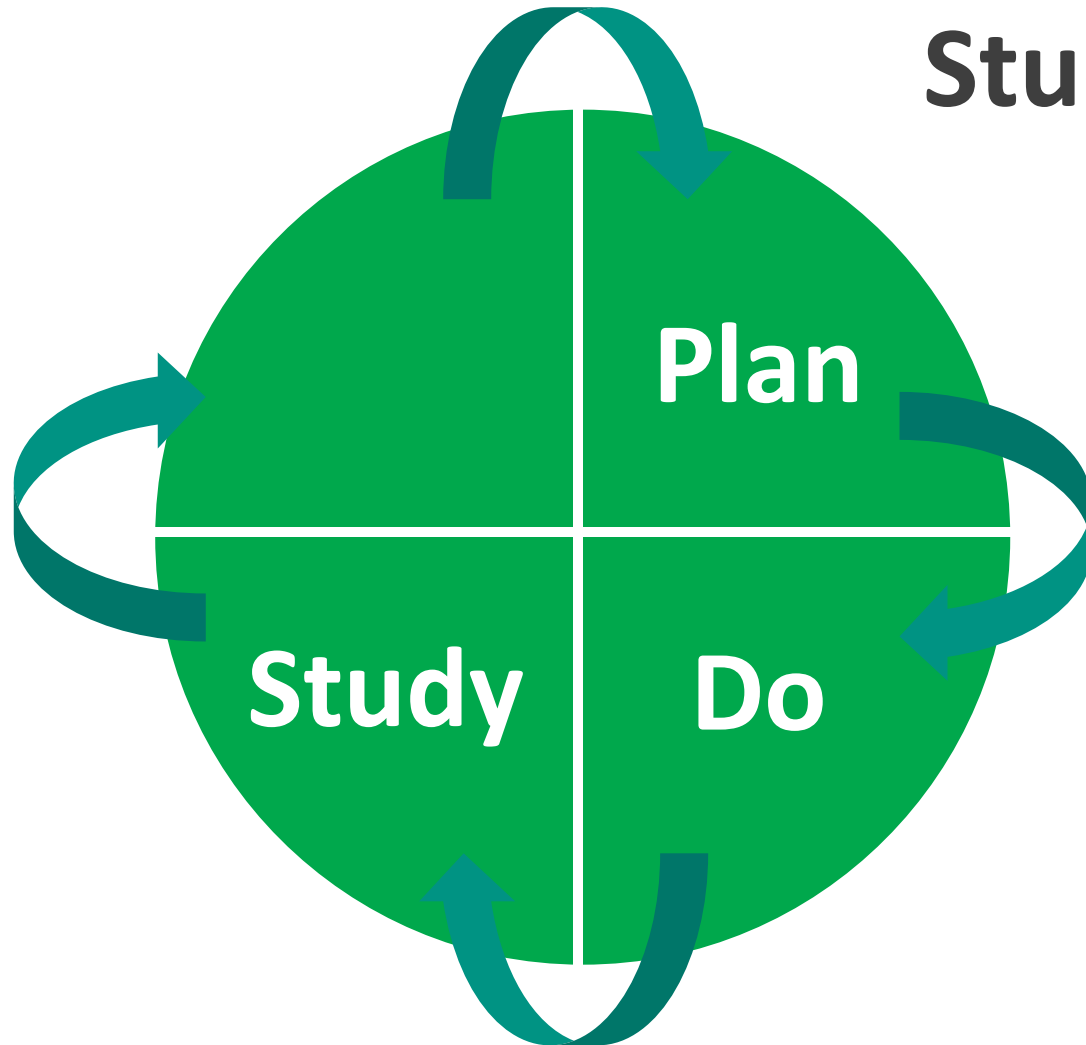


Do

Test solutions

- Implement changes/activities

Continuous Quality Improvement (CQI)

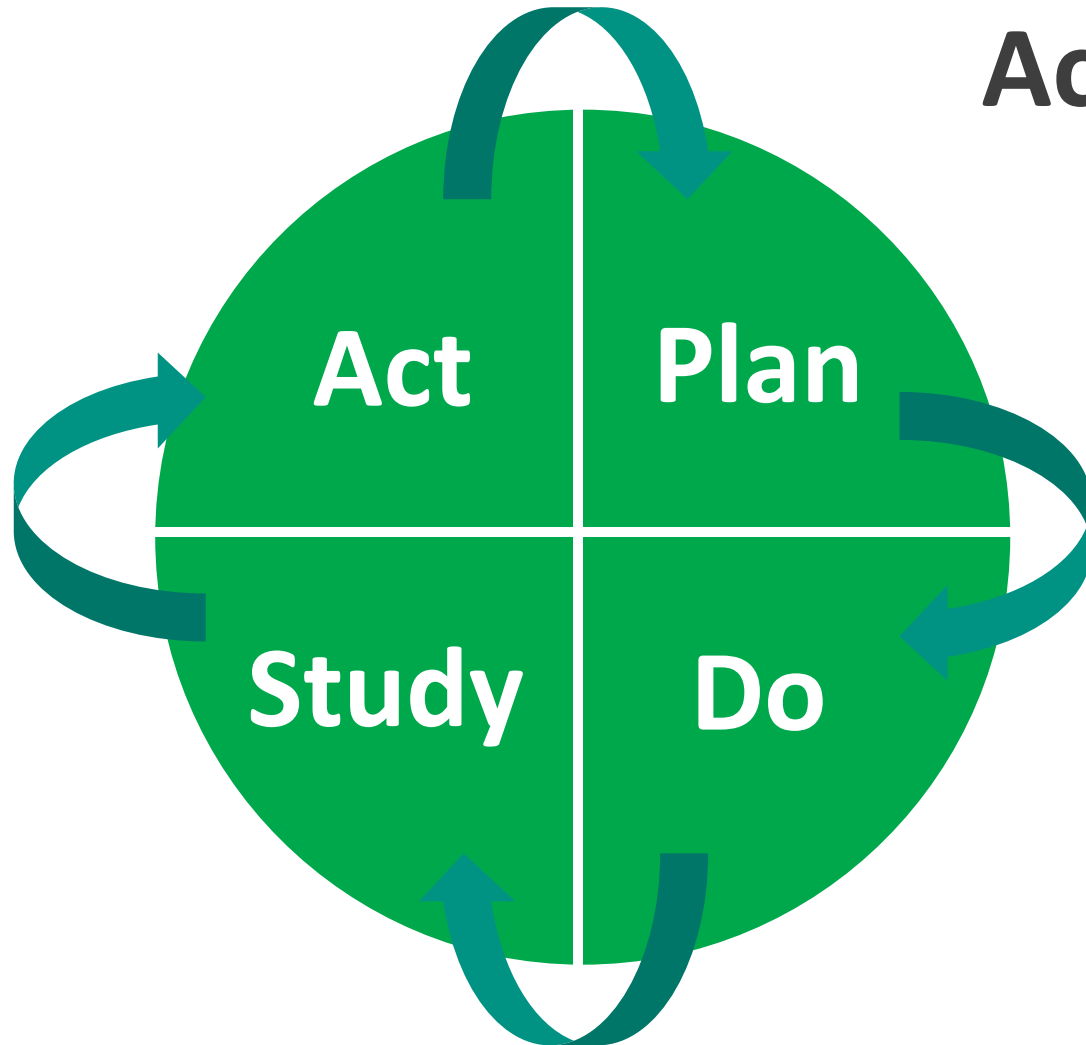


Test solutions

- What do the data tell us?
- Are changes working?
- Do we need to adapt them or try something else?

Continuous Quality Improvement (CQI)

Act



Test solutions

- Should we continue the plan?
- Adapt the plan?
- Come up with a new idea/solution to test?

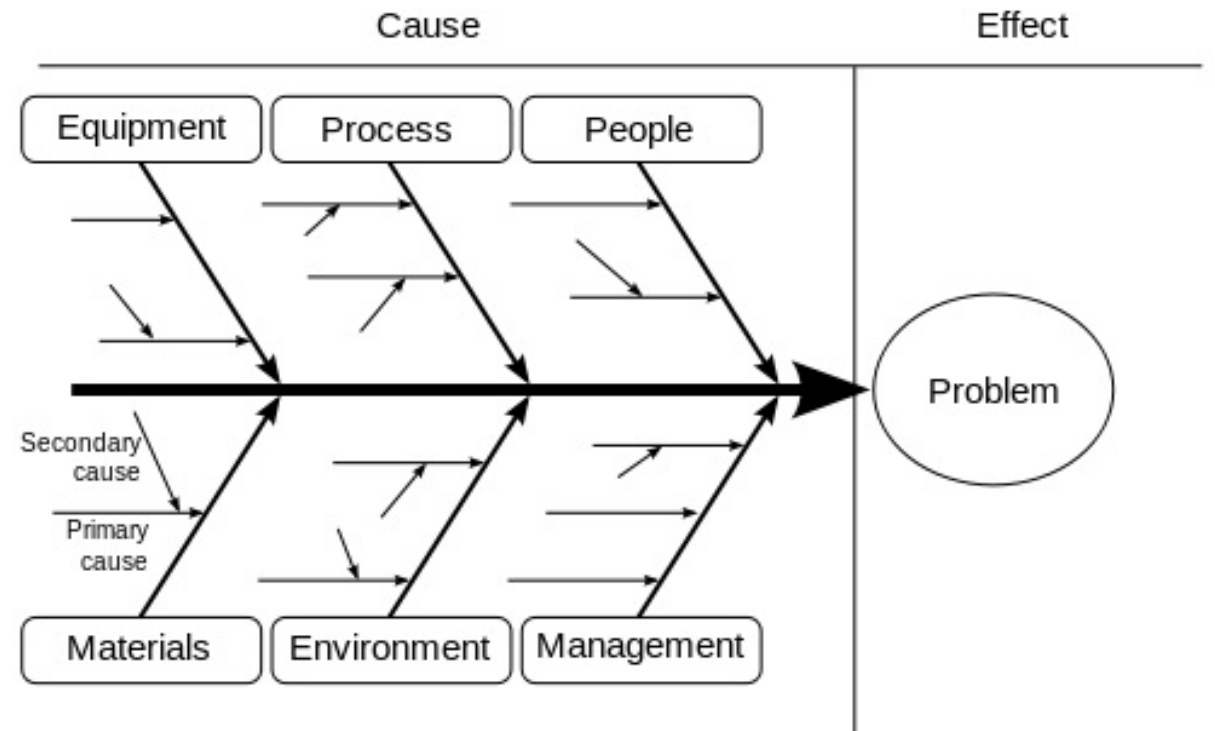
Sustain efforts

- What needs to be done to sustain new process/improvements?

CQI Tools: Problem and Causes

Identify problem & root causes

- Process map
- Cause and effect diagram
- 5 why's
- **Affinity diagram**



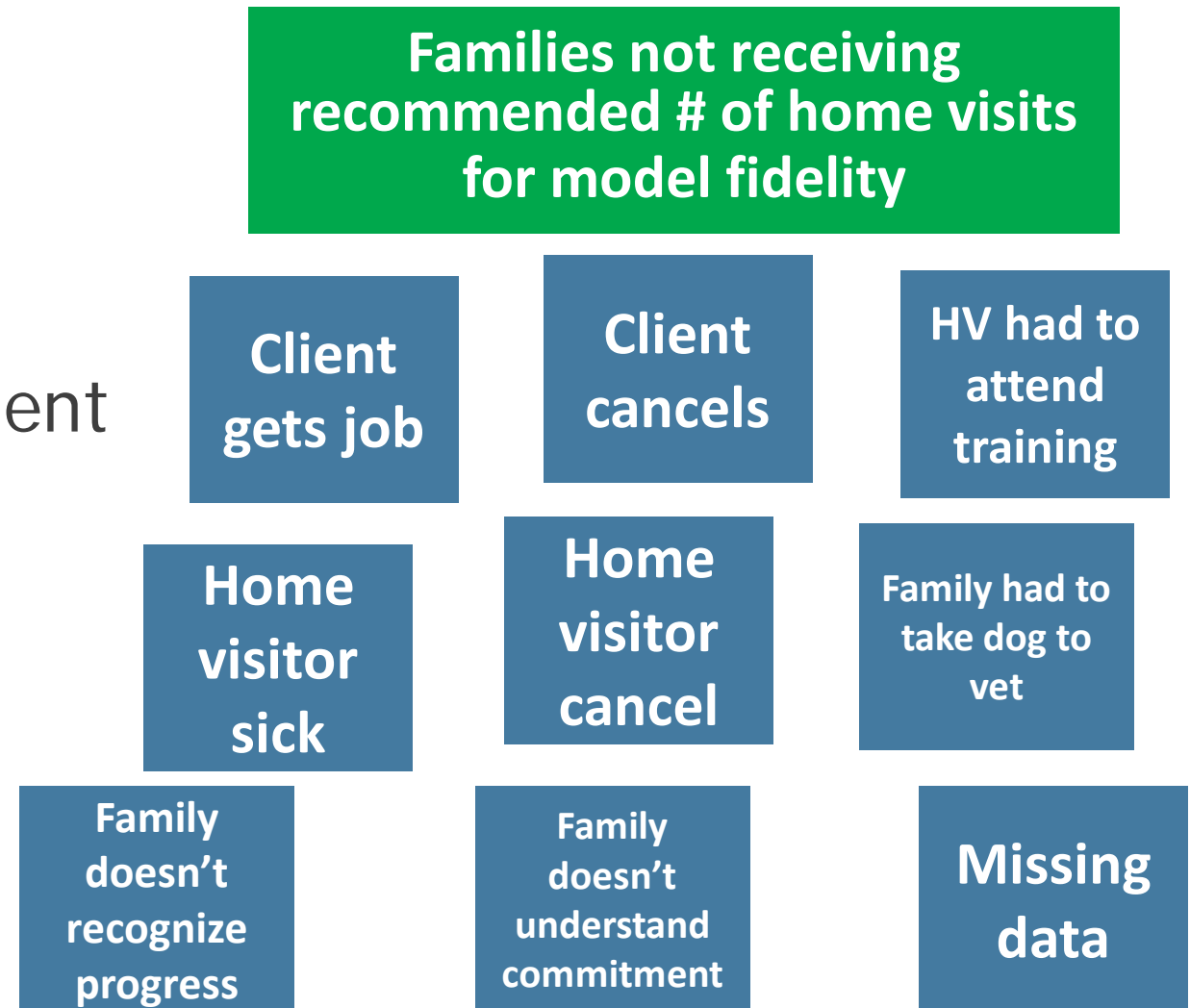
CQI Tools: Affinity Diagram

1. Start with problem statement
 - Post visible to group

**Families not receiving
recommended # of home visits
for model fidelity**

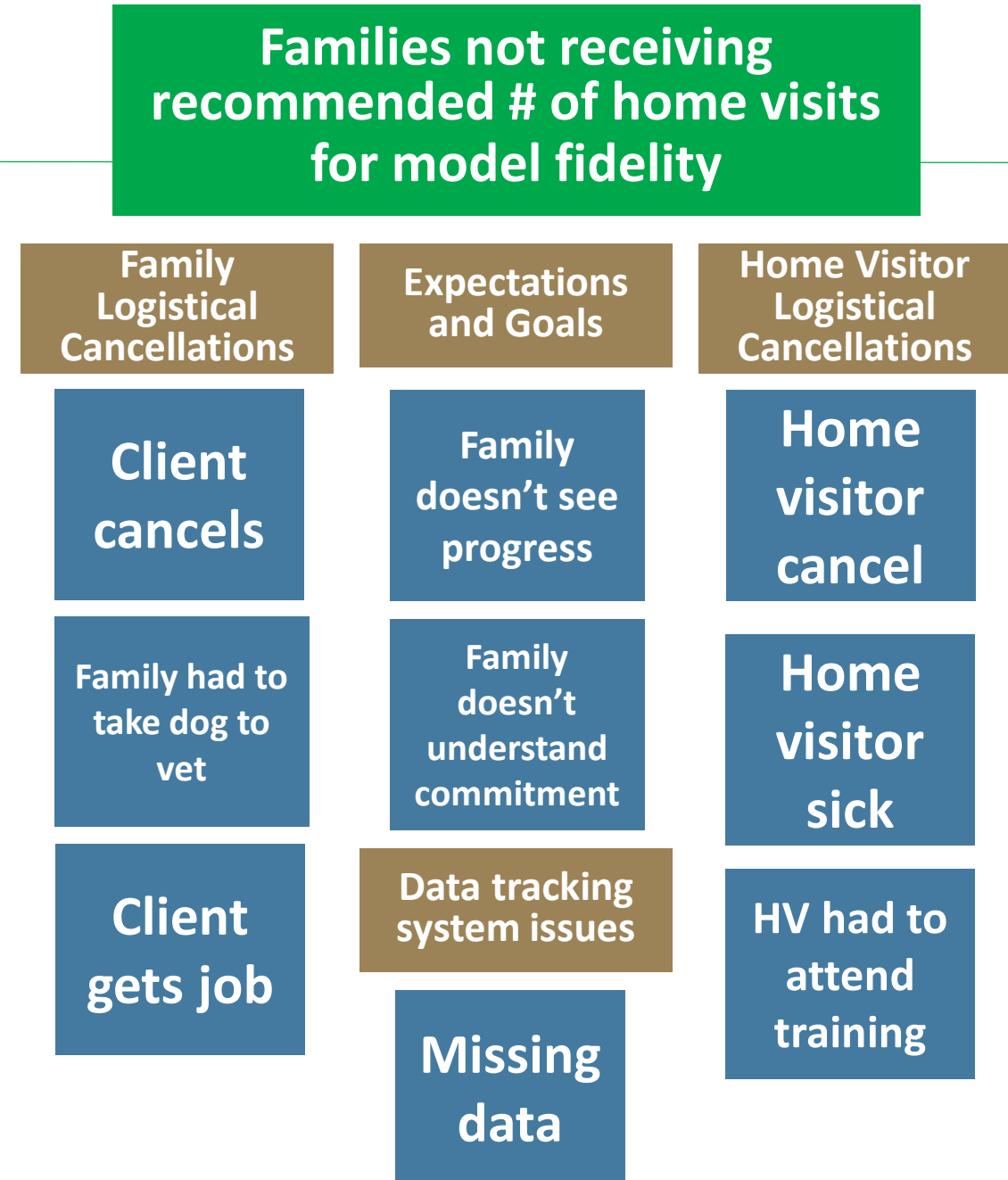
CQI Tools: Affinity Diagram

1. Start with problem statement
 - Post visible to group
2. Brainstorm causes on post-its
 - Place under problem statement



CQI Tools: Affinity Diagram

1. Start with problem statement
 - Post visible to group
2. Brainstorm causes on post-its
 - Place under problem statement
3. Group into categories
 - Get consensus
 - Rearrange as necessary
4. Finalize diagram



CQI Tools: Goal Setting

S



Who, what,
where, when,
why, which

M



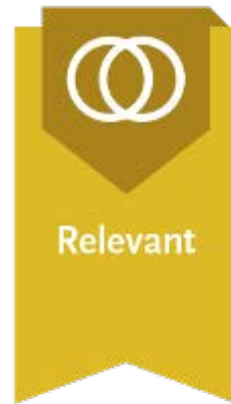
From and To

A



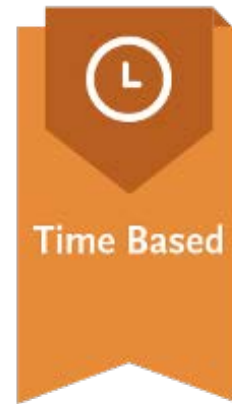
How

R



Worthwhile

T



When

CQI Tools: SMART aim

By [what date], [what will happen] [by how much].



CQI Tools: SMART aim

By December 1, 2020, increase percentage of families attending group connections from 20% to 30%.



CQI Tools: Prioritize Solutions

- Identify and prioritize solutions
 - Priority Matrix



CQI Tools: Priority Matrix

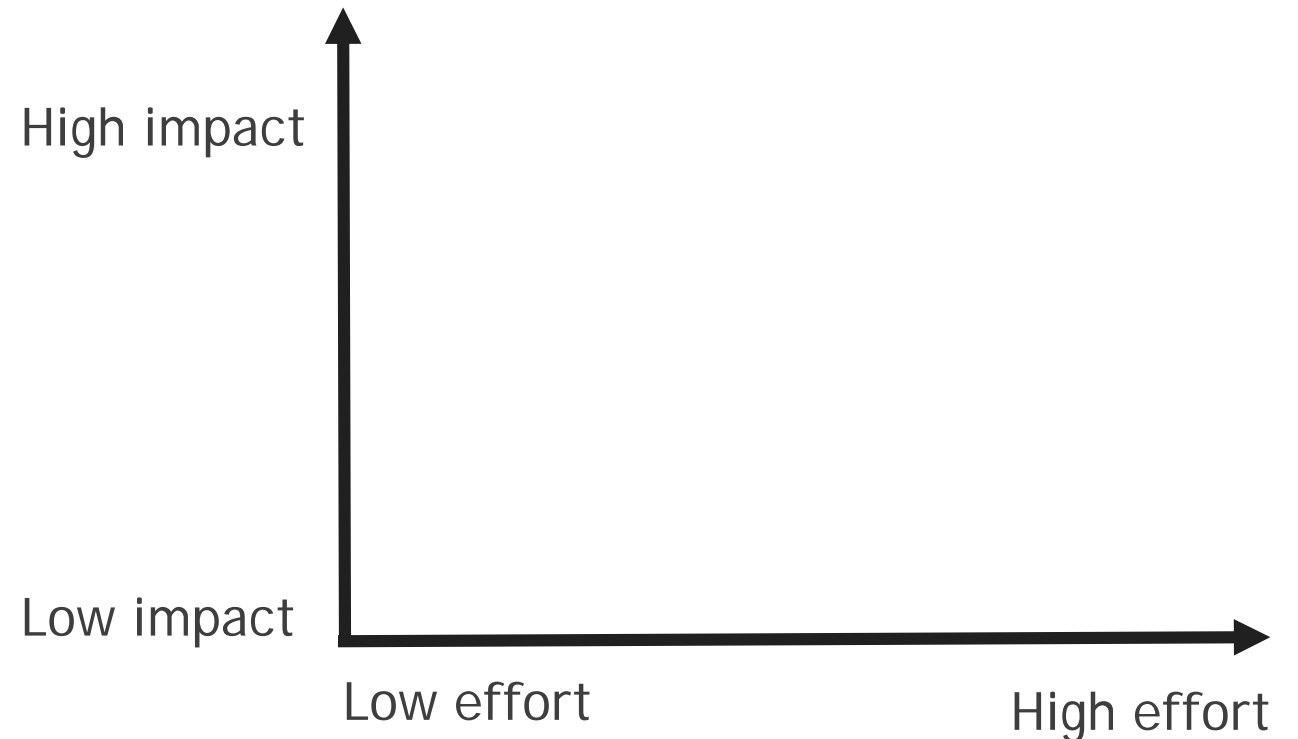
1. Identify specific goal
2. Create priority matrix
 - Post for all
 - Consider root causes
 - Which will you focus on?
 - Which can you impact?

By December 1, 2020, increase percentage of families attending group connections from 20% to 30%.

CQI Tools: Priority Matrix

1. Identify specific goal
2. Create priority matrix
 - Post for group

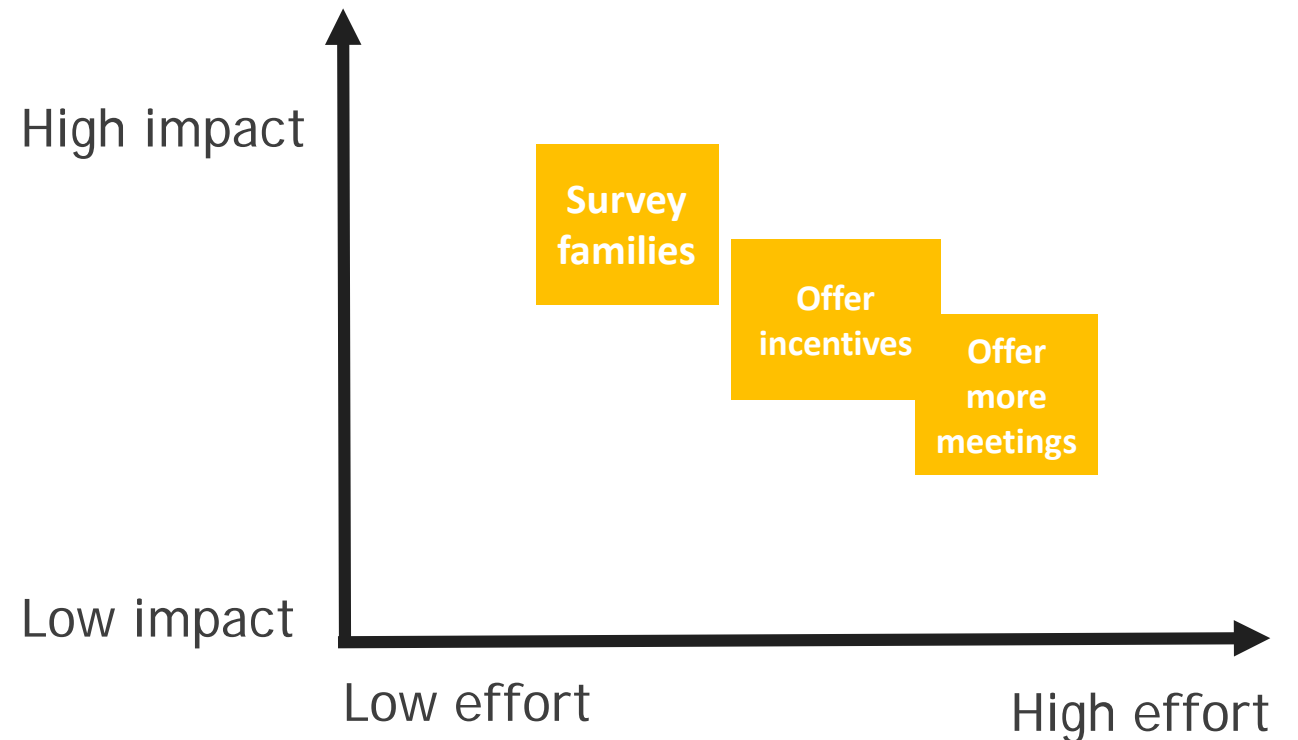
By December 1, 2020, increase percentage of families attending group connections from 20% to 30%.



CQI Tools: Priority Matrix

1. Identify specific goal
2. Create priority matrix
3. Write solutions/
activities on post its
 - Post silently

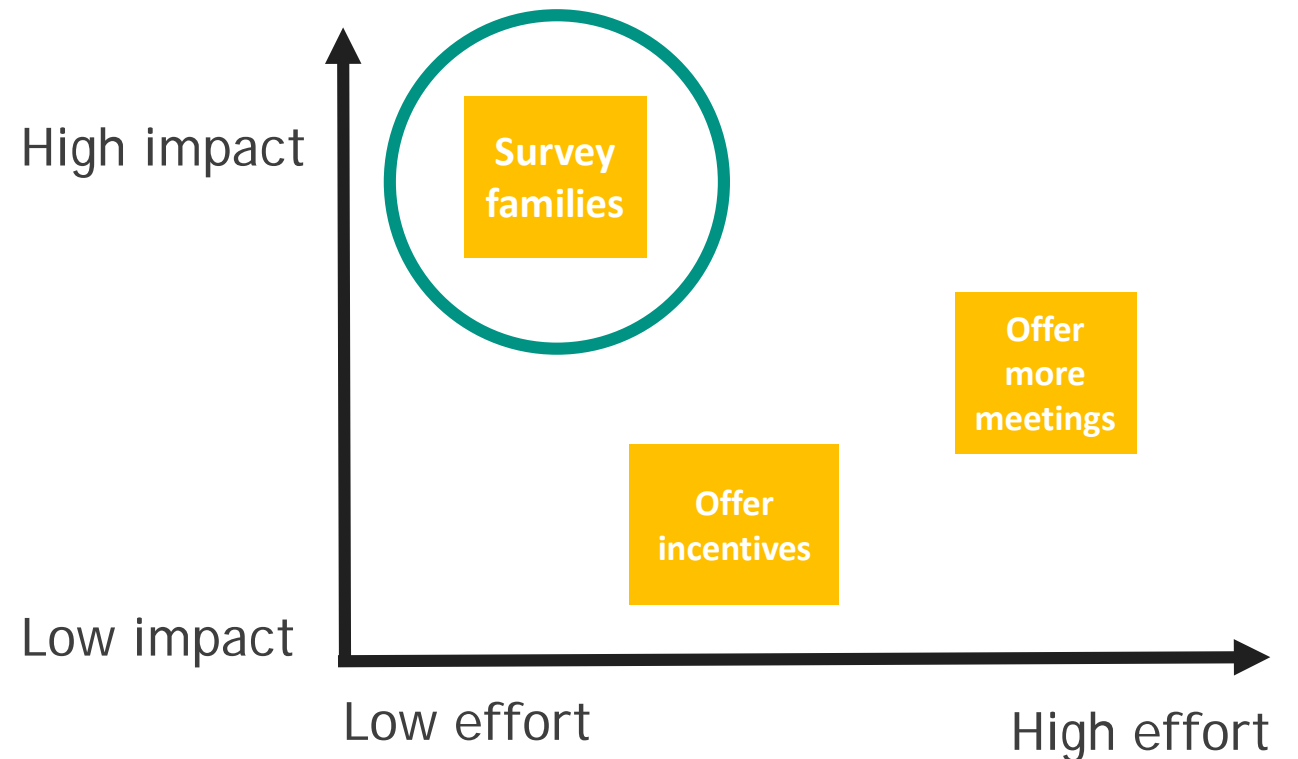
By December 1, 2020, increase percentage of families attending group connections from 20% to 30%.



CQI Tools: Priority Matrix

1. Identify specific goal
2. Create priority matrix
3. Write solutions/ activities on post its
4. Discuss and move to group's satisfaction
5. Determine which activities are possible

By December 1, 2020, increase percentage of families attending group connections from 20% to 30%.



Community Partnership An Informal Process



Community Partnership- An Informal Process

CQI area:

- Group Connection attendance.

What the data told us:

- 42% of PAT families had attended a GC. 20 GCs had been offered to all PAT families.

SMART Goal:

- 50% of PAT families to attend a Group Connection by June 30, 2018.

Why?

- Protective Factor- Social Connections. Teller is a rural county where residents purposefully isolate themselves. This limits their social connections and in turn their support network and resiliency.

Barriers:

- Demographic and Culture- have a great sense of pride, transient community due to the mine and casinos. People tend to keep to themselves, and are apprehensive to attend educational events.

So what do we do about this? We were going to have a meaningful PAT Family Appreciation Party!
What that meant we were not sure yet.

QI Implementation Plan

This was just a plan and could be adjusted as needed throughout the process.

Quality Improvement Area	Action Steps/Activities	Time Frame	Responsible parties	Needed Resources
Increase Group Connection Attendance	Analyze: standards of quality survey, Group Connection topics, locations, and times. How many people attended each time slots, topic, and location?	Start March 1, 2018	Program Manager and PAT Family Advocates, Data Manager	SOQ report from Data Manager, VT reports.
	Review and brainstorm: what did the data and feedback tell us? What can we do differently?	Mid-March	Program Manager and PAT Family Advocates	
	Act: Create a survey Monkey to pass out to families to gather more specific input on want type of GC they desire.	1 st week of April, 2018	PAT Family Advocates and Program Manager	Survey monkey Account

Plan Continued

	Send out the survey monkey to families (electronic and paper versions)	Distribute April 5 th and collect by April 20 th , 2018	Program Manager and PAT Family Advocates	
	Compile written and electronic feedback from families and analyse results.	April 25 th , 2018	Program Manager and PAT Family Advocates	
	Decide on event, date, reserve necessary venues.	End of April, 2018	Program Manager and PAT Family	Budget totals
	Send out and distribute Private Invitations	May 15 th , 2018	Program Manager and PAT Family Advocates	Shipping Plus
	Have the Group Connection	By June 15 th , 2018	Program Manager and PAT Family Advocates	
	Enter attendance and review total percentage of families that attended and feedback given	End of June	Program Manger	Visit Tracker

The Survey

What to include on the survey?

Considerations:

- **Time and Day:** caregiver work schedules, school schedules, etc.
- **Location:** indoor, outdoor?
- **Activity:** self-care, educational, fun, structured, unstructured?

Survey Monkey:

- Sent out electronically and printed the questions and pass out at home visits.
- 2 simple questions about activity type and date.
- 15 electronic responses and a few verbal and written responses.

Collection:

- This format was easy to collect and see the outcomes.
- We were able to easily plan the rest of the event based on the survey outcomes and move through the remainder of the plan easily.
 - Set date, activity, make reservations, order food, make invitations, and pass them out.
 - The rest of pretty simple and seamless.

Outcomes

- 54% of our PAT families attended this one event at one time.
- Families reported really enjoying the event, food, and time together with others. They look forward to another one this year.



Group: CQI Tool Practice



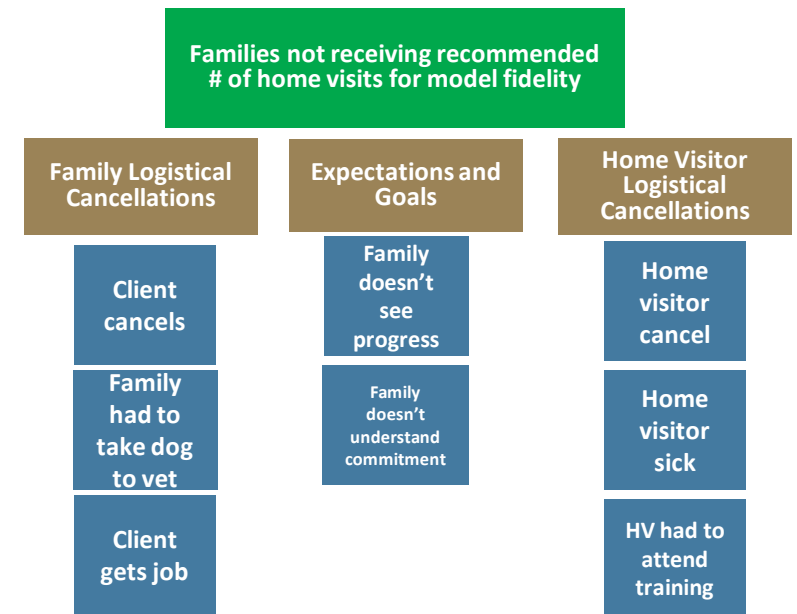
Group: CQI Tool Practice

- Table receives a problem statement or SMART goal with instructions
- Create **affinity diagram** or a **priority matrix** together (10 minutes)
- **Report/reflect on the process/tool** - could this be helpful in your work?

Group: CQI Tool Practice Instructions

Affinity Diagram: Parent/Group Connections

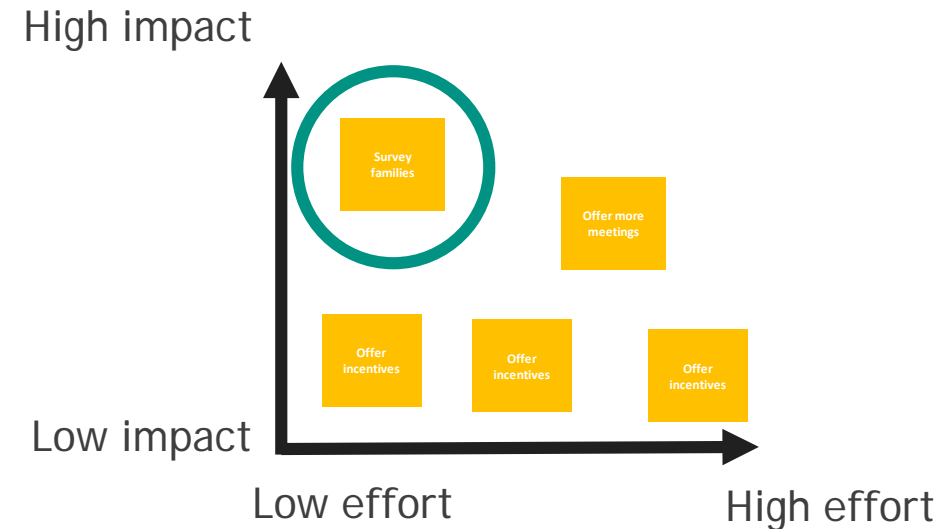
1. Choose a table leader
2. Write causes on post-it notes and stick below the problem statement- rapidly and silently
3. Begin categorizing causes as a group
4. Reflect and report back to group



Group: CQI Tool Practice Instructions

Priority Matrix: Home Visiting Frequency

1. Choose a table leader
2. Write solutions on post-it notes (silent)
3. Place solutions/activity ideas on priority matrix
4. Read out/discuss 1-2 ideas and move if needed
5. Reflect and report back to group



Group: Reflection Questions

- Would these tools be helpful in your role/at your organization?
- What challenges might you encounter using tools in real situation?

Thank You

