

Continuous Quality Improvement Toolkit

A Resource for Maternal, Infant, and Early Childhood Home Visiting Program Awardees

Module 9 Facilitation Guide: Reliability Concepts and Sustaining Gains

Purpose/Goals: The purpose of this training module is to understand the concept of reliability as it applies to CQI and how to use reliability concepts to sustain gains realized by CQI efforts. This module provides learning opportunities to understand levels of change strategies and how they can be used to continue maintaining positive gains.

Time: About 55 minutes (20 minutes of content and 30 minutes of activities).

Format: This presentation is intended to be given in person but can also be delivered via webinar if necessary. We recommend that participants sit with their agency team in small groups of four to six per table. Coaches should float between tables and connect with each agency team.

Equipment: An in-person training requires a laptop and projector to deliver this presentation. This training can also be conducted via Webinar, which would require a Webinar service, laptop, and telephone.

Materials:

- PowerPoint slides — The notes section of the PowerPoint slides contains talking points to use during the presentation. A copy of the slides may be provided to participants.
- *Change Strategy Intensity Examples* — This handout provides examples of change strategies at each level of intensity. It is referred to in Slides 10, 12, and 14.
- *Change Strategy Intensity Worksheet* — This handout is for an activity on Slide 22 that includes data from a run chart. It asks participants to predict the changes that resulted in the data.

General Topics Covered:

- Reliability in CQI
- Changes at multiple levels of intensity
- The importance of monitoring data
- How to maintain improvement

Introduction to PowerPoint Activities and Participation. When the icon below appears, participants will be engaged.



Activity: Change Strategy Intensity Examples (Slides 10, 12, and 14)

- **Introduction:** This activity will give participants an opportunity to understand change strategies at each level of intensity and practice applying them to a home visit completion scenario.
- **Time:** About 5 minutes per slide (15 minutes).
- **Instructions:** Pass out the *Change Strategy Intensity Examples* handout to the participants. Read the example on the slide aloud, and then ask participants to identify possible change strategies at each level of intensity within the context of increasing the rate of home visit completion. Use the examples in the handout for ideas.
 - Use the facilitator notes for the slides to walk through the content and encourage discussion.
 - Examples of change strategies are included in each slide, but facilitators and participants are encouraged to identify additional examples independently.

Activity: Change Strategy Application – Cherryville Depression Screenings (Slide 22)

- **Introduction:** This activity will give participants an opportunity to develop change strategies at various levels of intensity while monitoring outcome data.
- **Time:** About 15 minutes.
- **Instructions:**
 - Pass out the *Change Strategy Intensity Worksheet* and ask participants to break into agency teams of four to six per table.
 - Remind participants that during Module 2 they created this run chart and then brainstormed some initial ideas about what led to the improvements.
 - Ask participants to identify one change strategy at each intensity level that could have been used to support or sustain the Cherryville Home Visiting Agency's increase in rates of depression screenings. As participants identify change strategies, they should indicate where on the run chart the strategies were implemented.
 - Allow participants 10 minutes to work in their groups to complete the worksheet.
 - Bring the group back together and invite someone from each team to share change strategies at each level and the associated timing on the run chart.