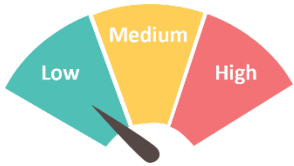


# Continuous Quality Improvement Toolkit

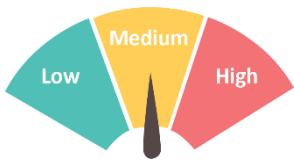
A Resource for Maternal, Infant, and Early Childhood Home Visiting Program Awardees

## Module 9: Change Strategy Intensity Examples



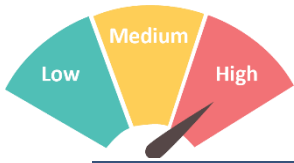
### Low-Intensity Change Strategies

Change Strategy	Example
Create basic standards and protocols.	Agency implements generic policies and protocols (not in detail).
Provide feedback on performance.	Distribute performance data at staff meetings, and give out prizes and incentives for achievement.
Raise staff awareness and offer training.	Remind home visitors at staff meetings, provide trainings, and put up posters in the agency.



### Medium-Intensity Change Strategies

Change Strategy	Example
Include decision aids and built-in reminders.	Build in automated calendar reminders, and add questions/instructions to the corresponding home visit form.
Make the desired action the default.	Ask clients about needs at every visit.
Increase redundancy to ensure completion.	Introduce an extra step into a process to make sure that a key task is completed.
Schedule changes into the process.	Schedule home visits once a month on the same day and at the same time, and score depression screening results during visits.
Standardize processes.	Develop checklists or decision trees to make expected actions clear, and provide scripts and talking points to ensure questions are asked uniformly.
Use differentiation in charts.	Assign color coding to depict meaning (e.g., green = low risk, yellow = moderate risk, red = high risk), and add dots to charts of clients with high depression scores.



## High-Intensity Change Strategies

Change Strategy	Example
Take advantage of habits and patterns.	Change the program’s practices to integrate observation of parent-child interaction into home visiting activities, so in-the-moment feedback is provided to caregivers to help them attend to specific behaviors.
Communicate clearly.	All supervisors use a standardized approach to supervising home visitors to ensure polices are universally understood and clarify any misunderstandings.
Identify and mitigate failures immediately.	Create a policy so that if a home visitor leaves the agency, her cases are transferred, and the new home visitors contact the families within 48 hours.
Make the system visible.	Supervisors work with all home visitors to create individual flow charts to see where each family is in early engagement and identify steps that can be taken to increase retention rates.