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# California Home Visiting Coordination Learning Network Session 10

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April 25, 2022



# Welcome!

Please click the link in the chat for [menti.com](https://www.menti.com) and enter the code 3422 2311 to share a word or phrase that reflects your efforts working toward coordination over the project period

Enter one word or phrase that describes your experience working on home visiting coordination this project period.



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# Participation Reminders



Please use the chat feature to engage in discussion and to reach our support team with any technology questions.

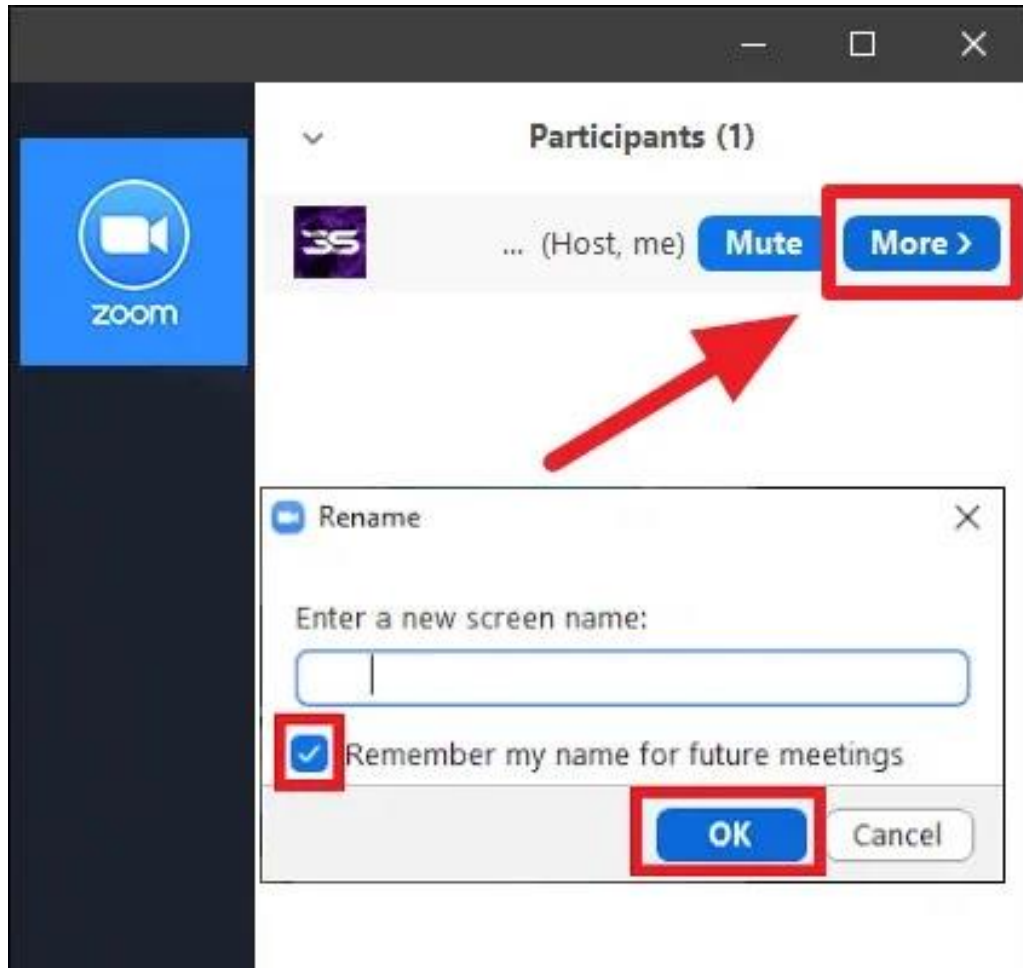


Please mute your computer speakers if you joined by phone and hear an echo.

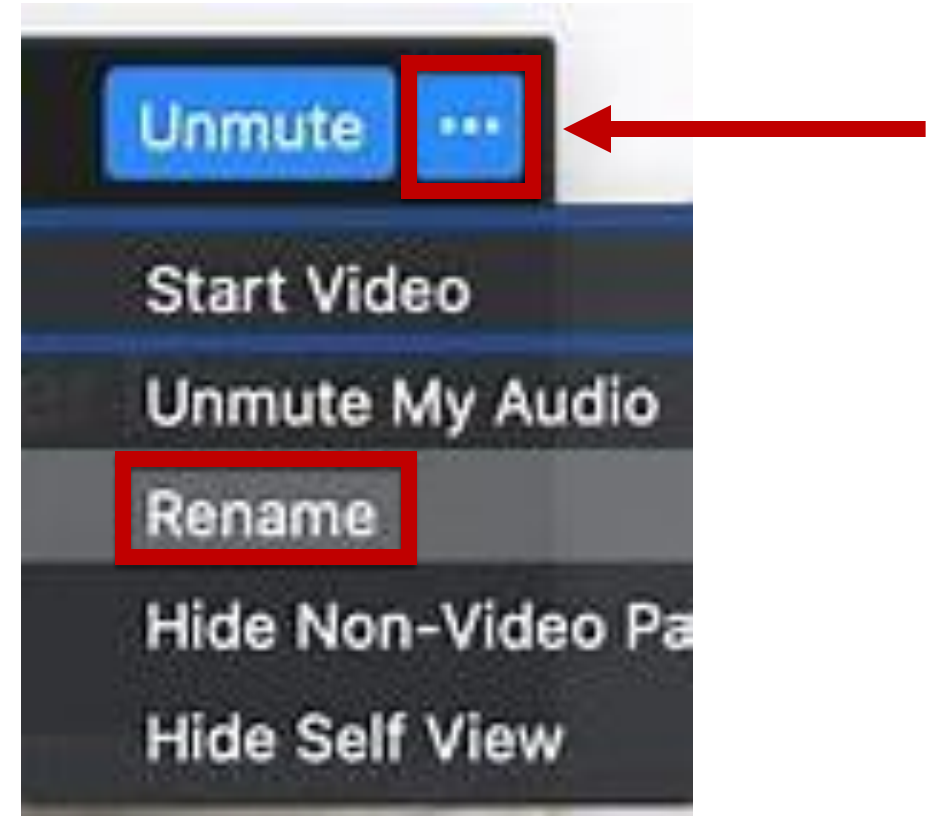


Please participate using video if possible, especially when you're in the breakout rooms.

# Rename Yourself in Zoom



OR



Example: Hannah, Fresno



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# Agenda

- Coordination framework summary
- Headline activity
- Sustaining coordination efforts with CQI
- Next steps



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# Coordination Framework Summary

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# Early Childhood System of Care





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# Service Coordination

Coordination between:

- HV programs
- HV and other family-serving organizations



# Coordination is on a Continuum



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# How Will We Know if We Are Improving?

## Shared Vision & Goals

- Clearly defined, shared vision for coordination
- Written plan with SMART goals for partnerships, infrastructure, & accountability

## Meaningful Partnerships

- Meaningful engagement of all interested & invested groups
- Plans for a home visiting consortium or coalition
- Engagement of partners in the collection and use of data
- Indicators of commitments, such as MOUs

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# How Will We Know if We Are Improving?

## Shared & Aligned Infrastructure

- Structures and processes to support coordinated financing, data collection and use, coordinated outreach and referral
- Established processes for communication

## Accountability to the Collective

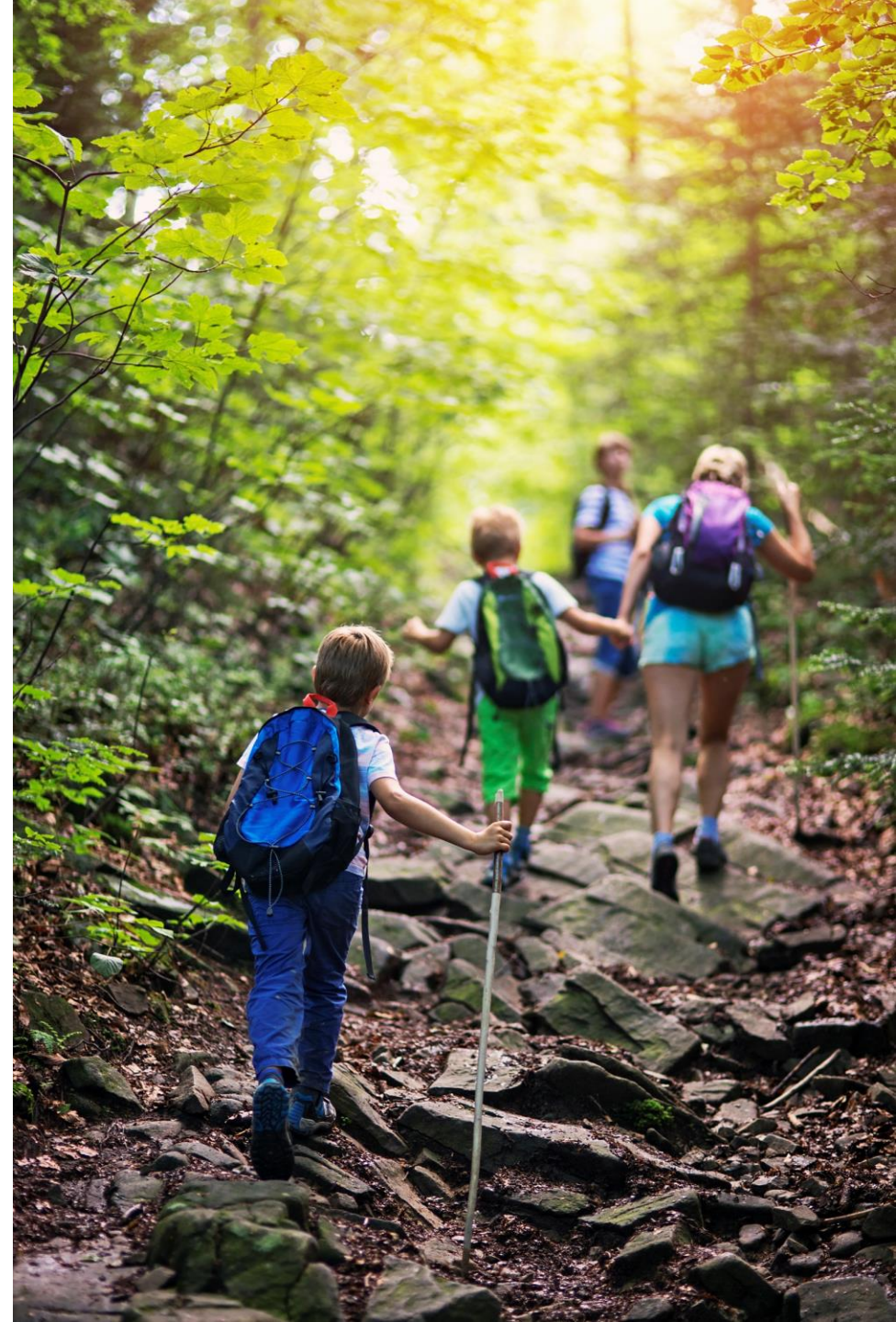
- Shared systems outcomes
- Indicators of open communication
- Publicly available dashboard to share population outcomes and systems performance



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If you don't know where you are  
going, any road will get you there.

- Lewis Carroll



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# Headline Activity



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# Headline Activity

- Envision where your team and partners will be 12 months from now in your home visiting coordination efforts...
- It is May 2023 and your area's most prestigious news outlet is reporting on your success...
- What headline would capture your progress and what you hope to (will have!) accomplished in the next year?
- Each county should designate one person to share their team's headline and expand on how they plan to achieve it

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# Sustaining Coordination Efforts with CQI

# SUSTAINABILITY

NEW WAYS OF WORKING  
+  
IMPROVED OUTCOMES  
=  
THE NORM



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# Continuous Quality Improvement

Framework for defining, measuring, and improving outcomes by continuously examining data, processes, and systems

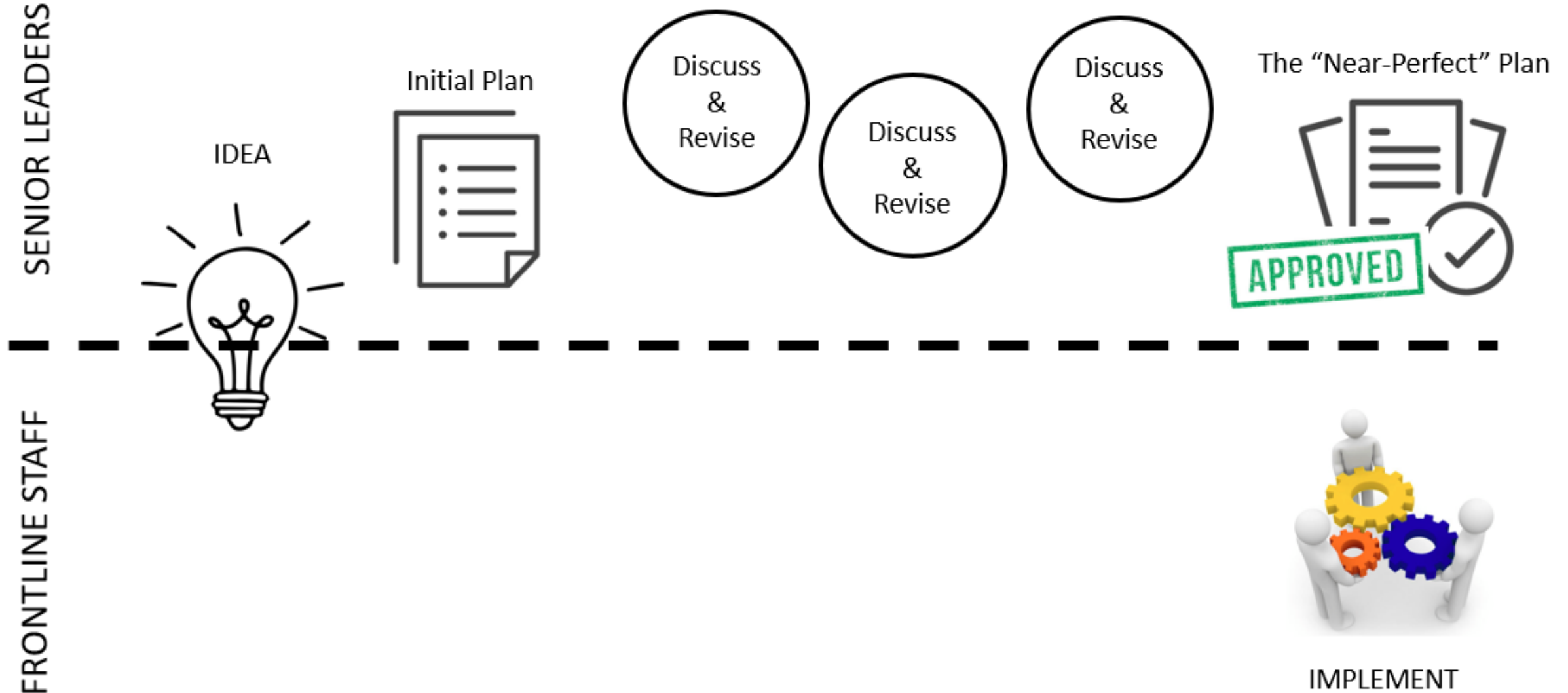


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# Principles of CQI

- Focus on improving services from families' perspective
- Belief that all processes and systems can be improved (there is no “perfect” state of being)
- Approach change efforts from the bottom-up (those most impacted involved from the start)
- Identify and address root causes
- Trust frontline staff and families as experts
- Engage broad set of partners in meaningful and proactive ways
- Use data for learning and improvement, not judgment or supervision

# Typical Organizational Approach to Change





# CQI Approach to Change

SENIOR LEADERS

IDEA



Initial Plan



The “Feasible but Adaptable” Plan

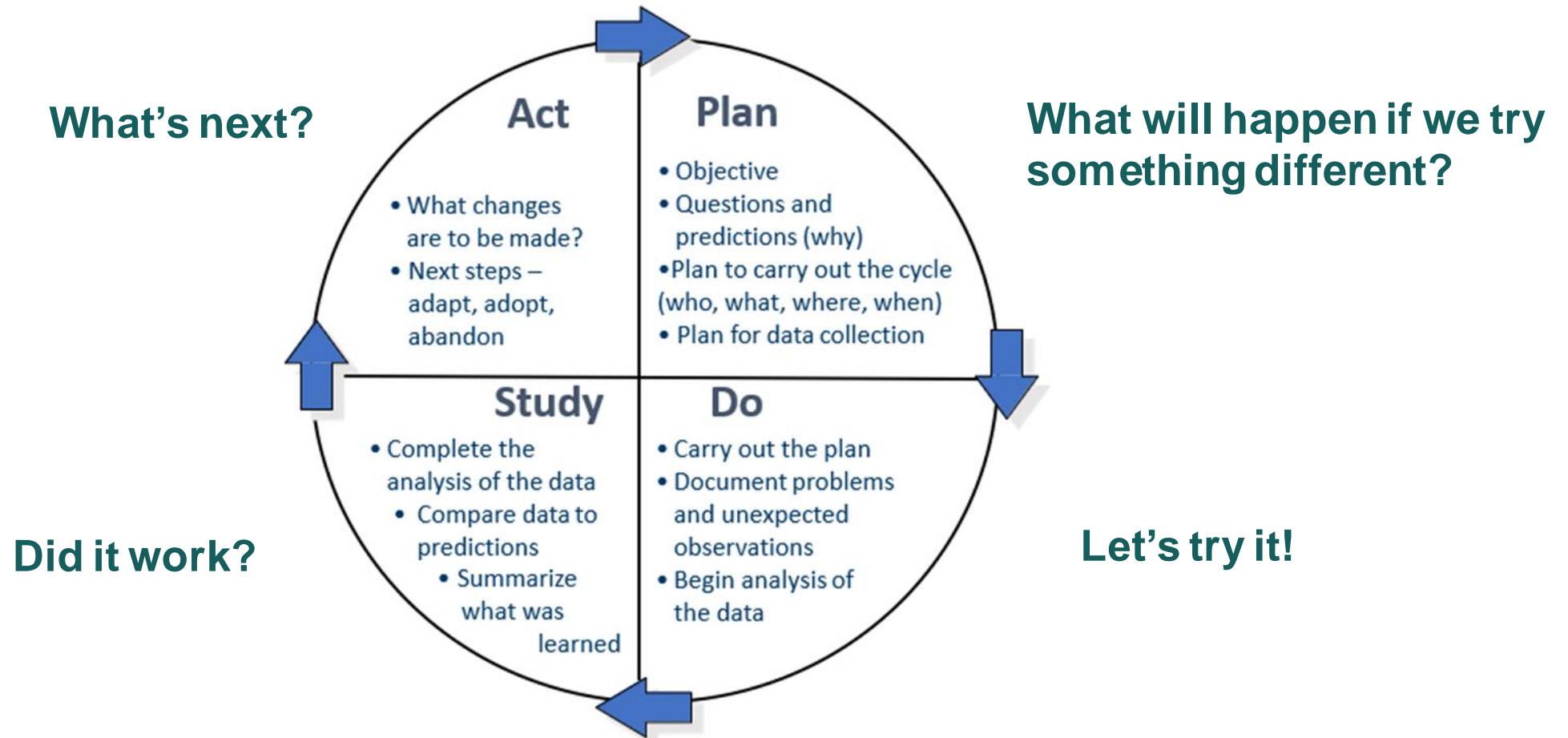


FRONTLINE STAFF



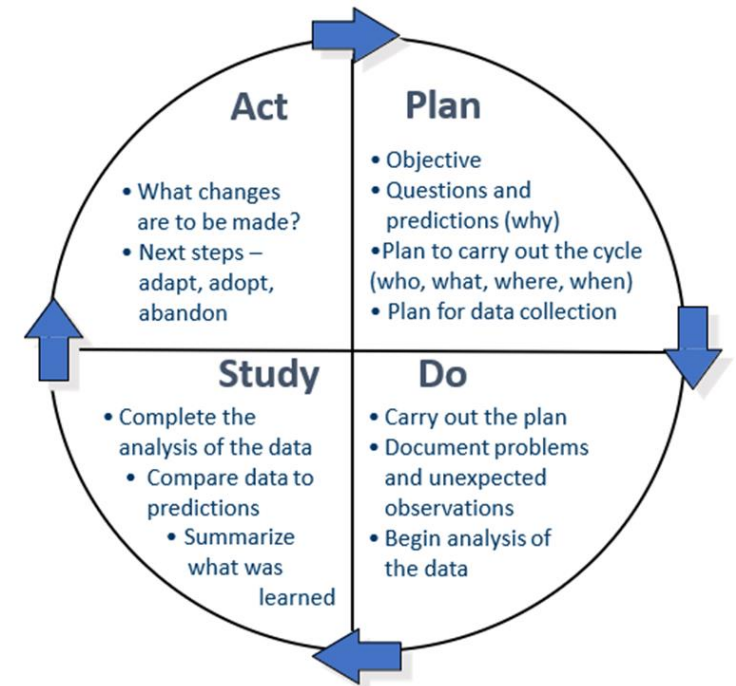
IMPLEMENT

# Plan-Do-Study-Act Cycle



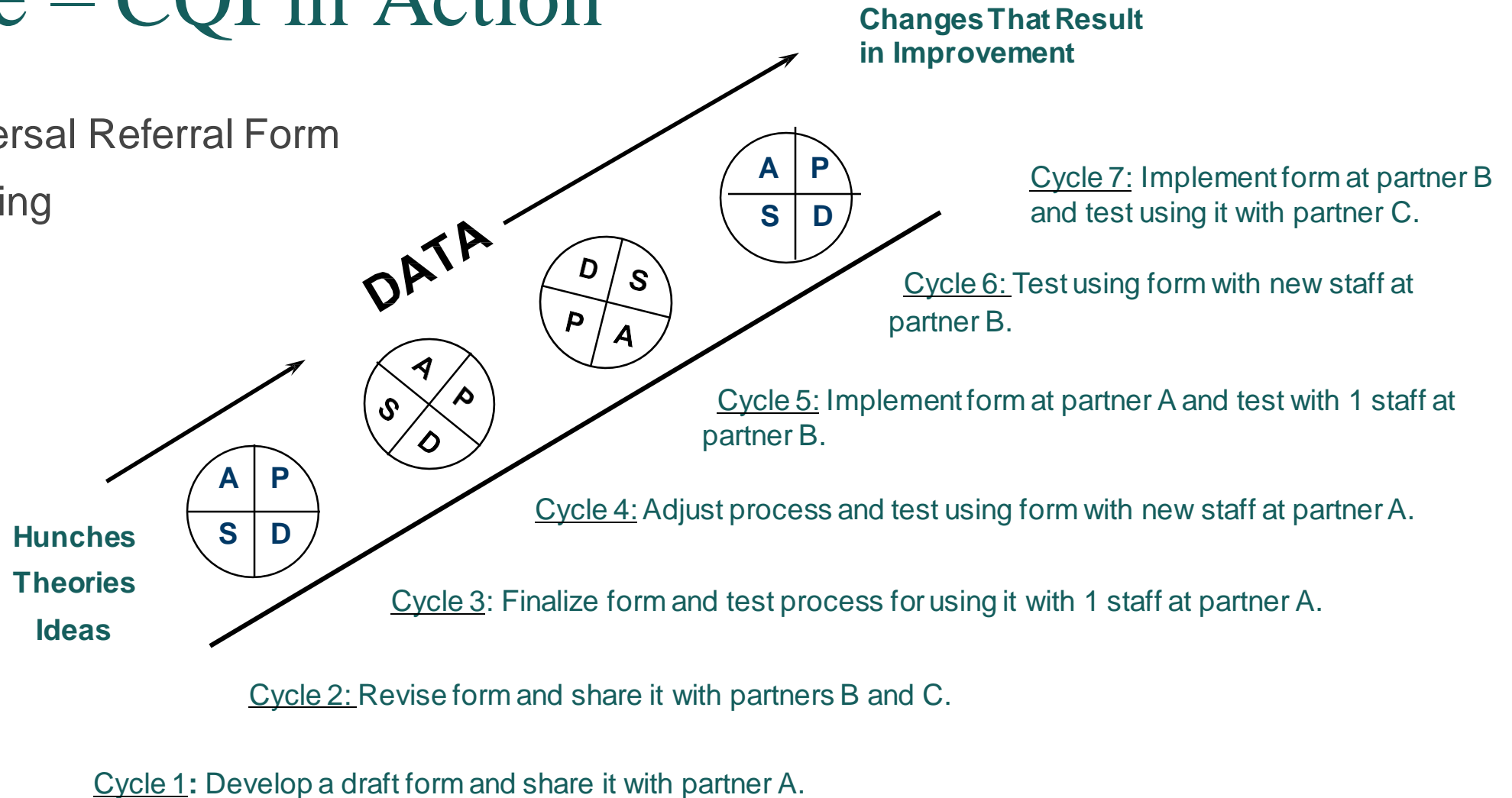
# PDSAs – What You Can Learn

- How to operationalize a change
  - Who / Where / When / How / How often?
- How a change will work under different conditions
  - Different times
  - Different people
  - Different partners
  - Situations when the change might not work
- What support is needed
- How to address resistance / manage the “naysayers”



# Example – CQI in Action

Change: Universal Referral Form  
for Home Visiting



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# Sustaining Coordination Efforts with CQI – Where to Start

- Revisit your action plan
- Discuss the ways that you examined data, processes, and systems to develop ideas for improving coordination
- Reflect on:
  - Are there ideas that should be reassessed using CQI?
  - How can we use CQI moving forward?
  - Are there other ideas we want to add and try using CQI?

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# Feeling Stuck?

- ✓ Leverage the expertise and experience of other counties
- ✓ Access CLN slides and resources
- ✓ Revisit Small Group TA slides and resources
- ✓ Explore publicly available CQI training and resources
- ✓ Learn by doing, assess regularly, adjust as needed, and celebrate successes!

“Continuous improvement is better than delayed perfection”





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# Next Steps

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# Next Steps

- Follow-up email with:
  - Slide deck and breakout group Jamboards
  - Link to shared Google folder with previous session materials
  - Links to publicly available CQI resources

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# Thank You!

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