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

Parent Possible Conference
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Presenters

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Overview

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

• 3 components that contribute:
  o Home visitor/agency
  o Role of data
  o Family
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
  o Which families are close to meeting fidelity?
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
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
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
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)

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)

Test solutions
- Implement changes/activities
Continuous Quality Improvement (CQI)

Study

Plan

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

- Families not receiving recommended # of home visits for model fidelity
  - Client gets job
  - Client cancels
  - HV had to attend training
  - Family had to take dog to vet
  - Home visitor sick
  - Home visitor cancel
  - Family doesn’t understand commitment
  - Family doesn’t recognize progress
  - Missing data
CQI Tools: Affinity Diagram

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

Families not receiving recommended # of home visits for model fidelity

- Client cancels
- Client gets job
- Family had to take dog to vet
- Home visitor sick
- Home visitor cancel
- HV had to attend training
- Data tracking system issues
- Family doesn’t understand commitment
- Family doesn’t see progress
- Missing data
- Family Logistical Cancellations
- Expectations and Goals
- Home Visitor Logistical Cancellations
CQI Tools: Goal Setting

- **S**: Specific
  - **Who, what, where, when, why, which**
  - From and To

- **M**: Measurable
  - How

- **A**: Attainable
  - Worthwhile

- **R**: Relevant
  - When

- **T**: Time Based
  -

**SMART** principles for goal setting.
CQI Tools: SMART aim

By [what date], [what will happen] [by how much].
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
     o Which will you focus on?
     o 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%.
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.
## Quality Improvement Plan

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

<table>
<thead>
<tr>
<th>Quality Improvement Area</th>
<th>Action Steps/Activities</th>
<th>Time Frame</th>
<th>Responsible parties</th>
<th>Needed Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase Group Connection Attendance</td>
<td><strong>Analyse</strong>: standards of quality survey, Group Connection topics, locations, and times. How many people attended each time slots, topic, and location?</td>
<td>Start March 1, 2018</td>
<td>Program Manager and PAT Family Advocates, Data Manager</td>
<td>SOQ report from Data Manager, VT reports.</td>
</tr>
<tr>
<td></td>
<td><strong>Review and brainstorm</strong>: what did the data and feedback tell us? What can we do differently?</td>
<td>Mid-March</td>
<td>Program Manager and PAT Family Advocates</td>
<td></td>
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<td></td>
<td><strong>Act</strong>: Create a survey Monkey to pass out to families to gather more specific input on want type of GC they desire.</td>
<td>1st week of April, 2018</td>
<td>PAT Family Advocates and Program Manager</td>
<td>Survey monkey Account</td>
</tr>
<tr>
<td>Task</td>
<td>Date</td>
<td>Responsible Parties</td>
<td></td>
<td></td>
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<td>---------------------------------------------------------------------</td>
<td>---------------------------------</td>
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<tr>
<td>Send out the survey monkey to families (electronic and paper versions)</td>
<td>April 5th and collect by April 20th, 2018</td>
<td>Program Manager and PAT Family Advocates</td>
<td></td>
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<tr>
<td>Compile written and electronic feedback from families and analyse results.</td>
<td>April 25th, 2018</td>
<td>Program Manager and PAT Family Advocates</td>
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<tr>
<td>Decide on event, date, reserve necessary venues.</td>
<td>End of April, 2018</td>
<td>Program Manager and PAT Family Advocates</td>
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<tr>
<td>Send out and distribute Private Invitations</td>
<td>May 15th, 2018</td>
<td>Program Manager and PAT Family Advocates</td>
<td></td>
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</tr>
<tr>
<td>Have the Group Connection</td>
<td>By June 15th, 2018</td>
<td>Program Manager and PAT Family Advocates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enter attendance and review total percentage of families that attended and feedback given</td>
<td>End of June</td>
<td>Program Manager</td>
<td></td>
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</tr>
</tbody>
</table>
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
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