AIC Conference - Theme 4: building capacity for effective implementation

Title of presentation: Blue Sky: Implementing community-wide service change

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Abstract

Place-based initiatives offer the opportunity to re-design a community's service system and solidify the foundation from which programs and interventions are delivered to benefit children and their families. Given the increasing interest in and use of "place" as an implementation platform, it is both important and timely to consider what has worked (and what has not), what we have learnt and what we are yet to learn when re-designing a community's service system.

The Blue Sky research project provides us with a five-year case study of planning and implementing a complex re-design process in one Victorian community. Drawing on experiences from 2009, this presentation will explore the healthcare re-design and quality improvement approaches used to initiate, implement and evaluate change across health, education and welfare services for children (0-8) and their families.

Particular attention will be given to the development of an implementation framework and the suite of measurement, learning and evaluation methods trialled in the project to drive change, including:

- *A shared measurement system*, designed to capture the voice of families and provide feedback on the functioning and impact of the community's services including schools, early learning, maternal and child health, family services, allied health and more;
- *Breakthrough series* (Institute for Healthcare Improvement, 2003), which structured a series of collaborative learning opportunities for the network of services; and
- Rapid *action-reflection cycles*, used to test ideas and action aligned to implementation aims.

Evaluation findings will be shared as a means to consider the most promising scalable, spreadable and sustainable methods for service re-design and to build capacity for ongoing learning and implementation.