

Evaluating implementation processes to improve outcomes for vulnerable families

2nd Biennial Australian Implementation Conference

Cherie Nay, Lucy Corrigan & Greg Antcliff

The Benevolent Society

Overview of the presentation

- The Context
- Evaluation Methodology
- Lessons Learnt
- Practice Improvement Plans



The Context



Resilience Practice Framework (RPF)

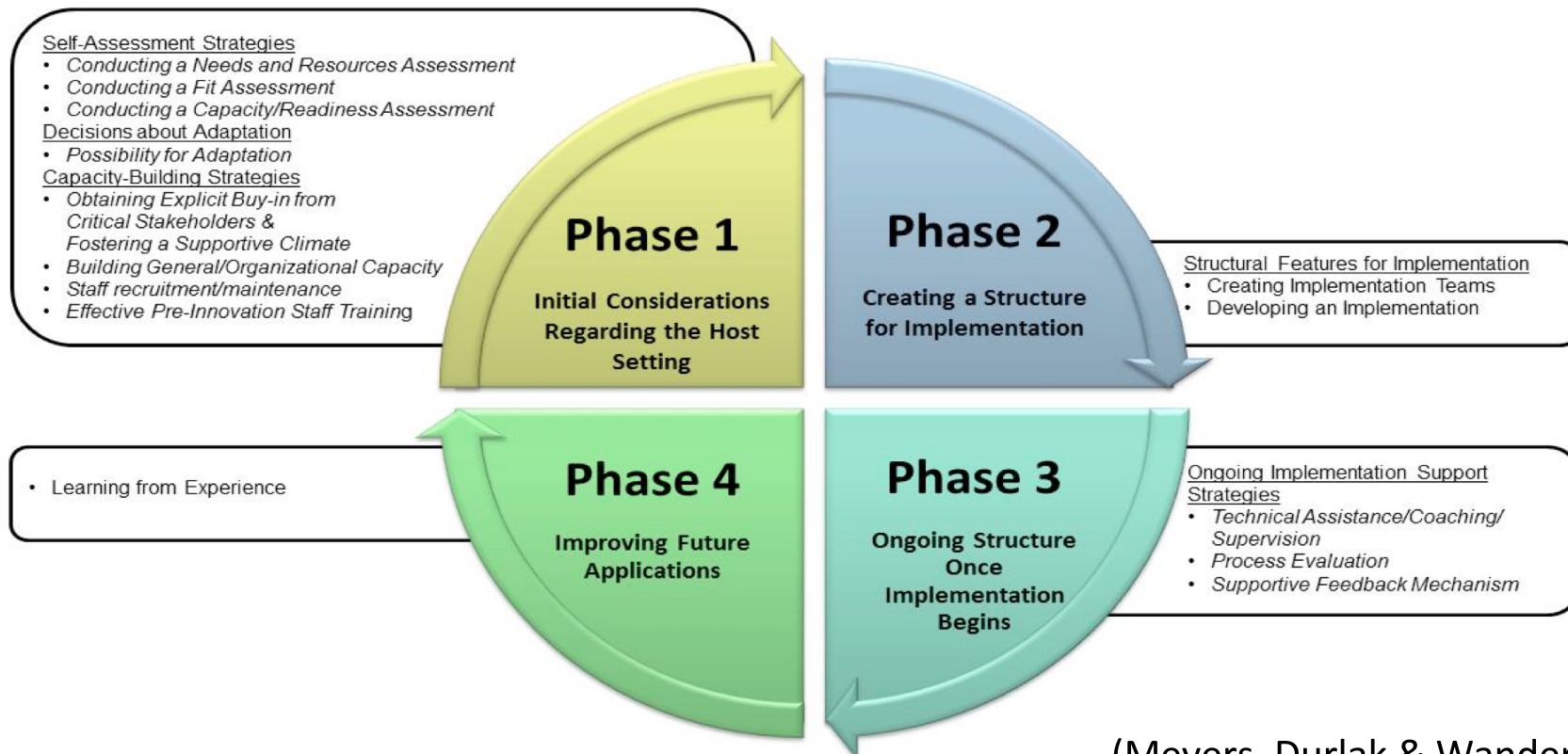
- Developed in partnership with the Parenting Research Centre
- 5 Resilience Outcomes
 - *Secure and Stable Relationships*
 - *Increasing Self Efficacy*
 - *Increasing Safety*
 - *Improving Empathy*
 - *Improving Coping Skills*
- 47 evidence informed practices (EIPs)

Resilience Practice Framework Working with children and families

Resilience outcome	Evidence informed practice			
Secure and stable relationships	Teachable moments Following your child's lead Attending to your child Listening, talking and playing more Engaging an infant Descriptive praise Family time Family routines			
Increasing self efficacy	Praising for effort and persistence Setting goals for success Identifying negative thinking traps Challenging negative thinking Strategies to challenge negative thinking traps			
Increasing safety	<p><i>Positive discipline strategies</i></p> Tangible rewards Effective requests Creating effective child and family rules	<p><i>Reducing unwanted behaviours</i></p> Implementing natural and logical consequences Planned ignoring Time out	<p><i>Prevention strategies: attending to physical safety</i></p> Developing a safety plan Injury prevention and child proofing Supervising children Basic child health care	<p><i>Increasing social connections</i></p> Social connections maps
Improving empathy	Modelling empathy Praising empathy Emotion coaching Tuning in: Identifying a child's emotions Naming a child's emotions Using emotions as a teaching opportunity			
Increasing coping/self regulation	<p><i>Problem solving</i></p> Problem solving (child) Problem solving (adult) Problem solving and decreasing aggression (younger child) – The turtle technique	<p><i>Promoting healthy sleep routines</i></p> Promoting better sleep routines (infant) Promoting better sleep routines (toddler and young child) Promoting better sleep routines (adolescent and adult)	<p><i>Active relaxation</i></p> Progressive muscle relaxation Controlled breathing (child) Controlled breathing (adult) Mindfulness and visualisation (adult) Physical exercise (child) Physical exercise (adult)	

Quality Implementation Framework (Meyers, et al. 2012)

- Used to support the implementation of the RPF across four pilot sites
- Synthesis of 25 implementation frameworks (Meyers, et al. 2012)
- The HOW for installing the WHAT



(Meyers, Durlak & Wandersman, in press)

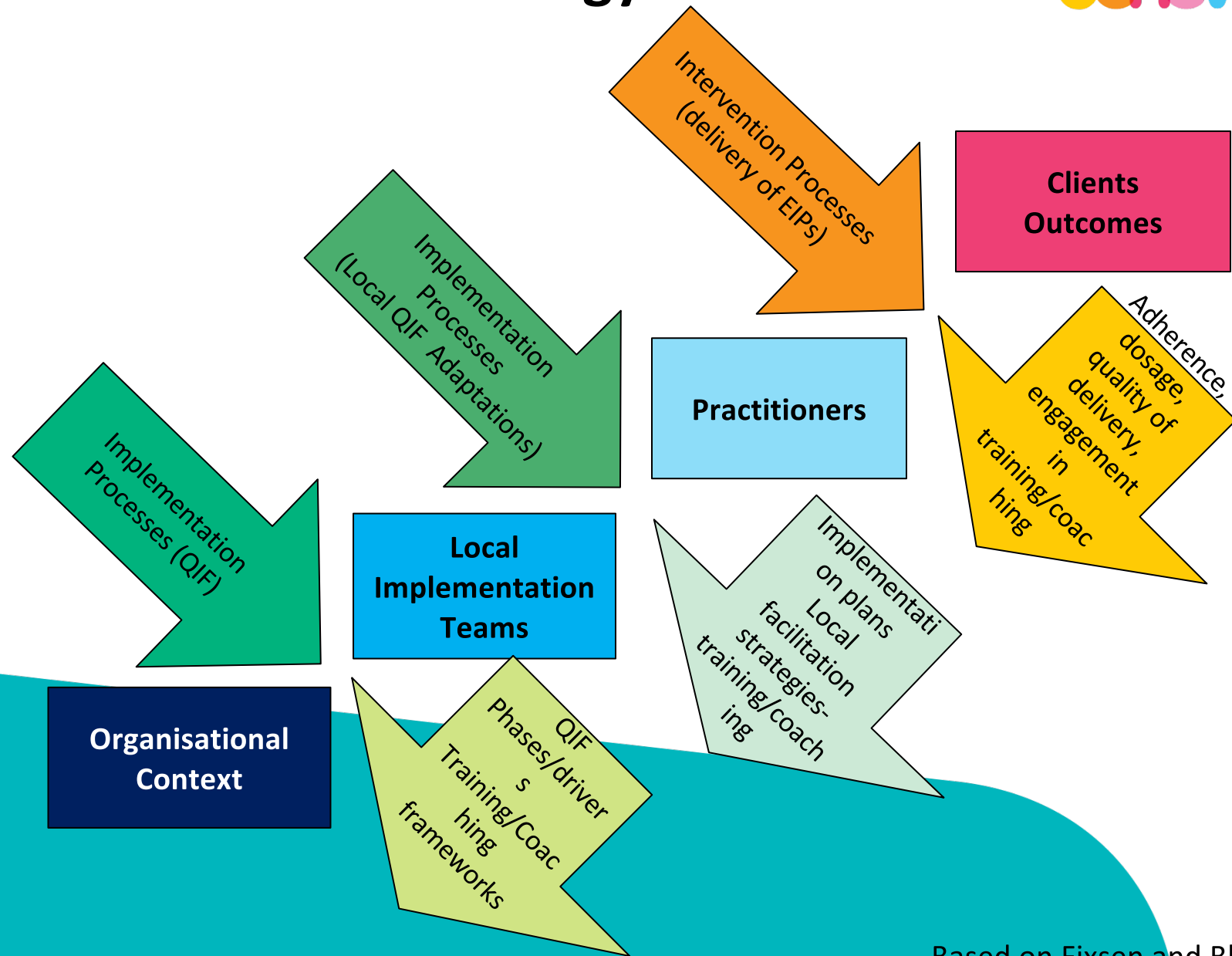
Methodology



Evaluating Implementation, Intervention & Outcomes

- Evaluations mainly focus on program or intervention fidelity
- Evaluation of implementation fidelity are rare (Fixsen & Blasé 2005)
- Not all services report evaluation results of implementation efforts
- Collection of implementation data serves several important purposes
 - How evidence translates into real work setting
 - Understand any deviations from program plans within and across different settings
 - Interpreting outcome findings
 - Continuous quality improvement

RPF Evaluation Methodology



How effective was the RPF implementation

Phase 1: Initial Considerations regarding the host setting

Needs and Resources Assessment	Was there a need for the RPF and was a needs and resources assessment conducted?
Fit Assessment	Does the RPF fit the needs of the organisation?
Capacity/Readiness Assessment	Was the organisation ready for the change and what were the key activities that increased readiness?
Buy-in from Critical Stakeholders and Fostering a Supportive Organisational Climate	Is there buy-in at the different levels of the organisation and what have been the key activities to foster buy-in?
Staff Recruitment/Maintenance	Have existing roles and staff recruitment been realigned to support the RPF?
Local Adaptation/Decisions	Have the regions made any local adaptations and/or local decisions to implement the RPF?
General/Organisational Capacity	Have policies and procedures been reviewed or created to support the RPF?
Pre-innovation Staff Training	Was the pre-innovation training effective in increasing awareness of the theory and philosophy of the RPF?

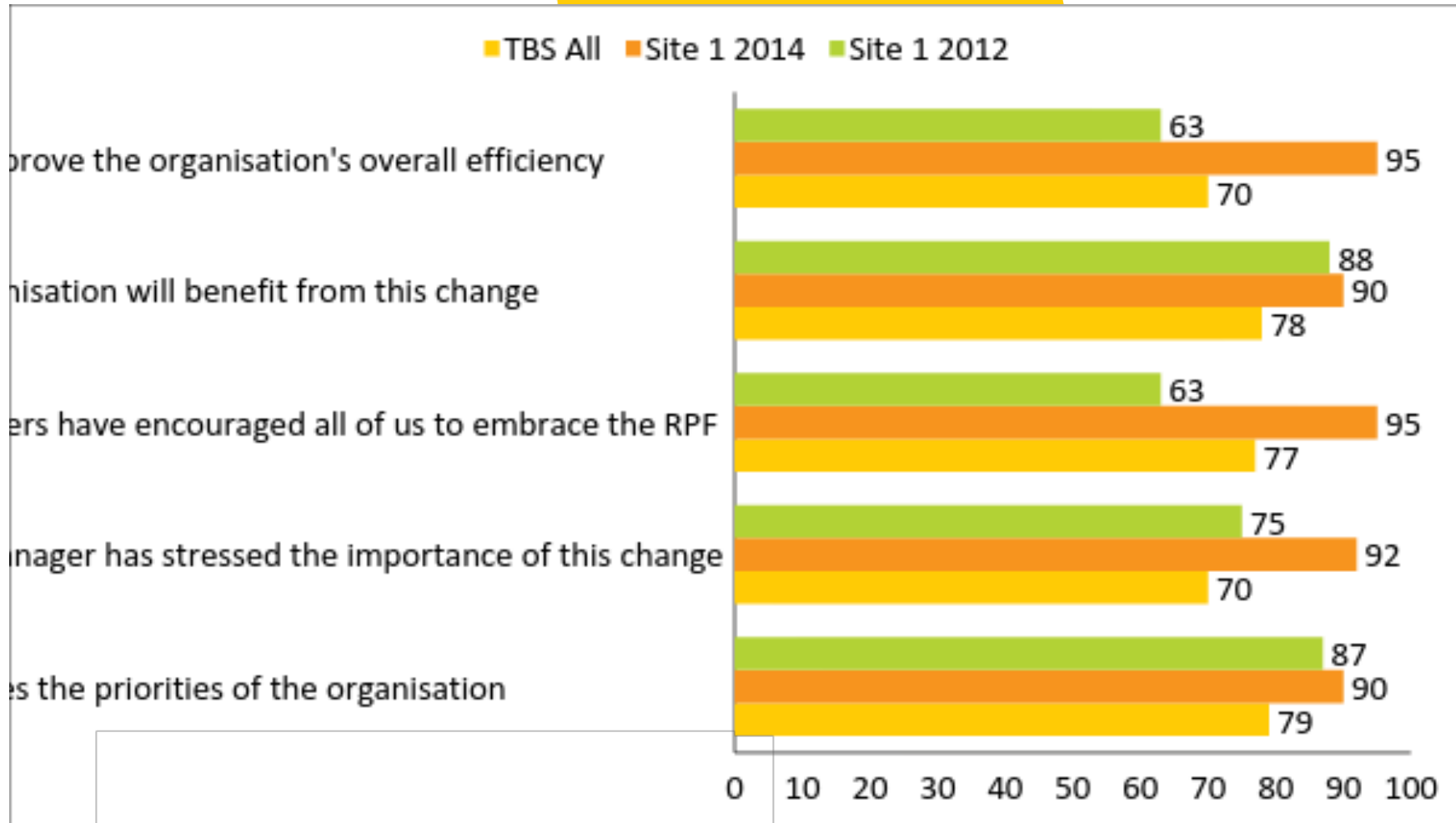
Phase 2: Creating a Structure for Implementation

Implementation team	Was a local implementation team in place to drive the RPF implementation?
Implementation Plan	Were local implementation plans developed and did the implementation follow these plans?

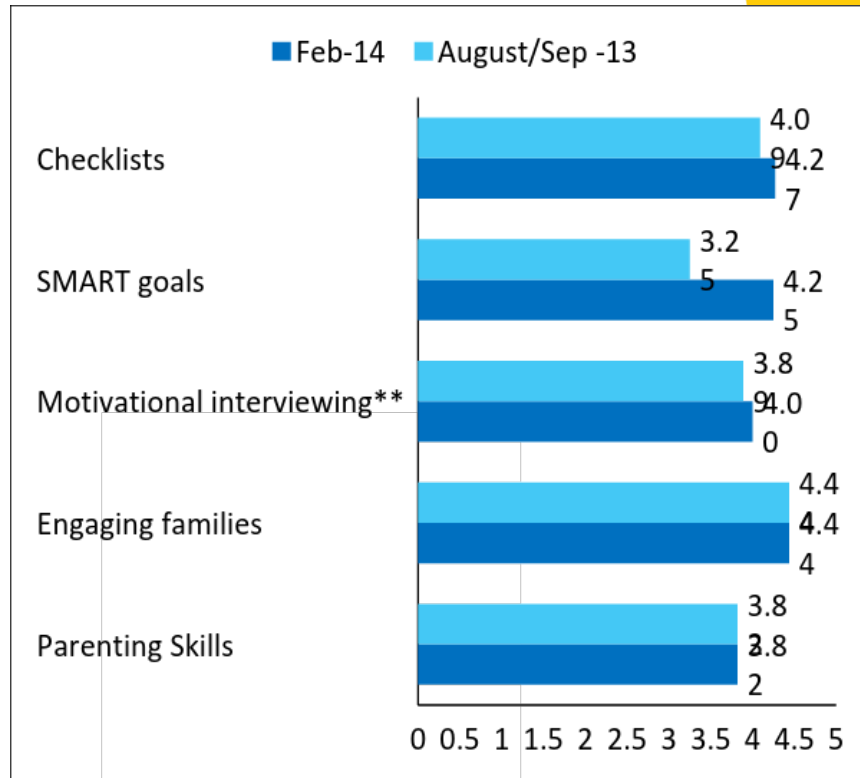
Phase 3: Ongoing Structure once Implementation Begins

Technical assistance/Coaching	Was a training framework developed to support staff acquiring the necessary technical skills to deliver the RPF?
	Was a coaching framework developed to provide ongoing support to staff delivering the RPF?

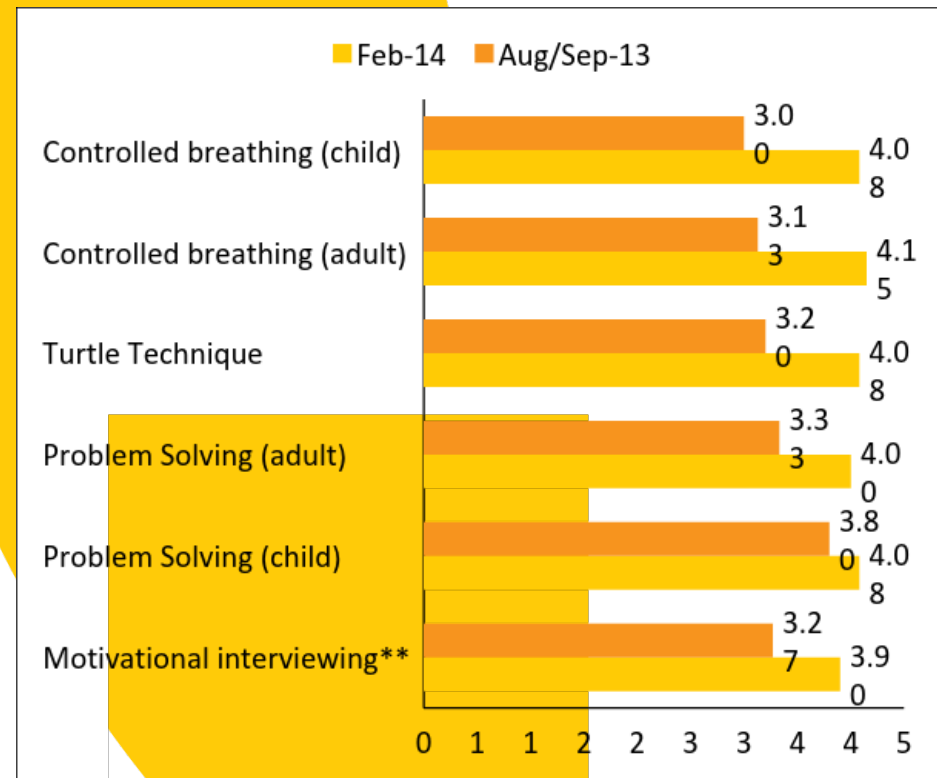
Is there buy-in from the local leadership team and frontline staff?



How effectively are staff implementing the EIPs?



EIPs covered in training



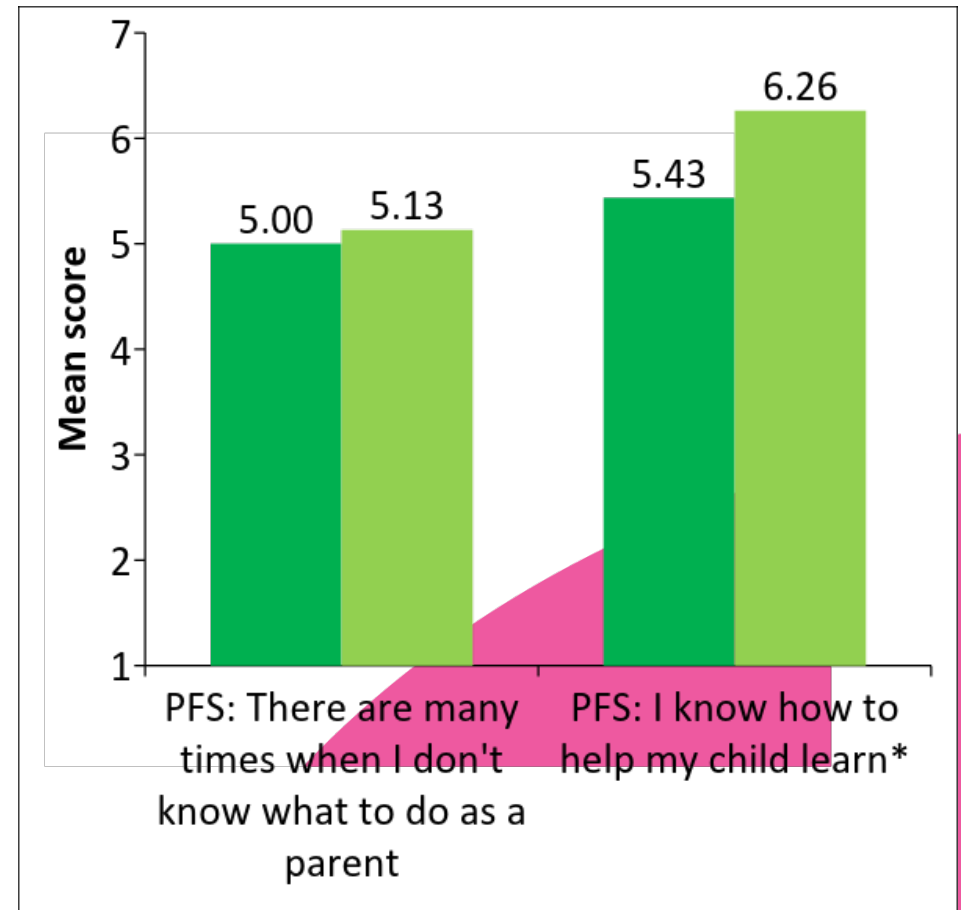
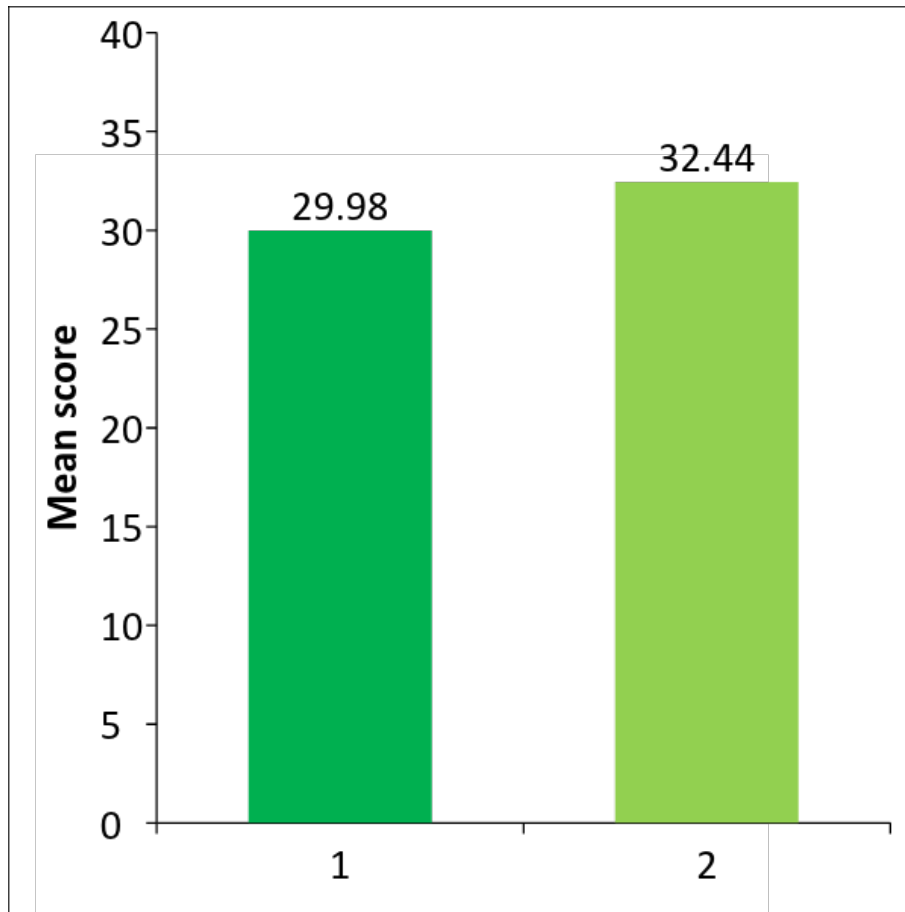
EIPs covered in coaching

Is the RPF effective in achieving outcomes for clients?

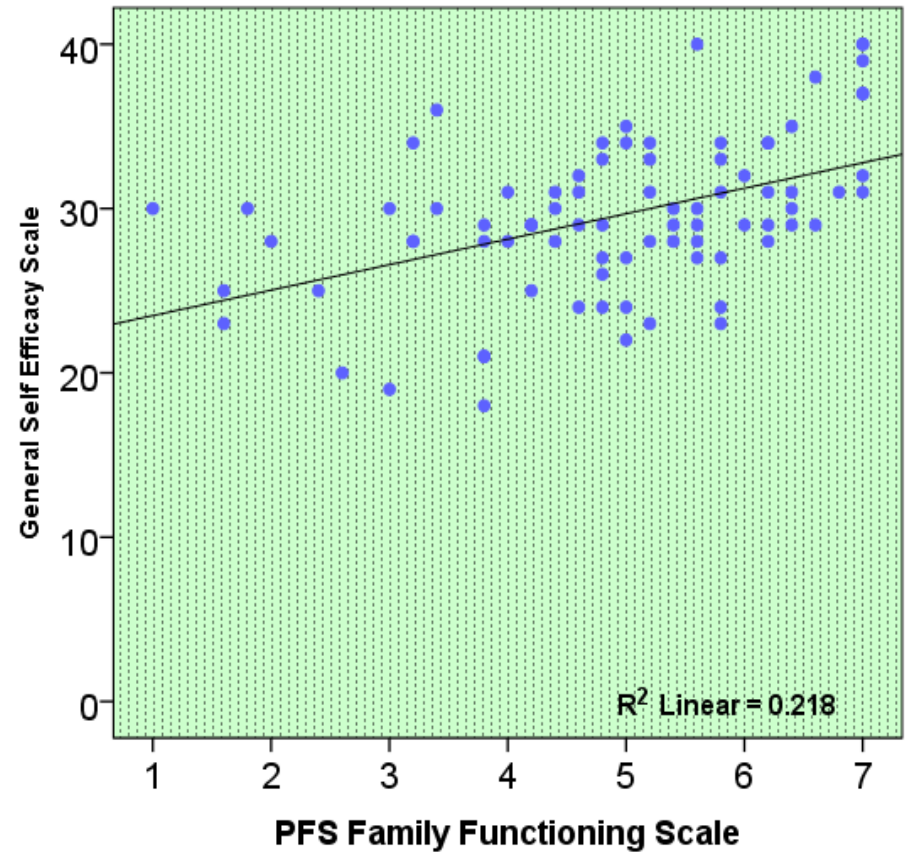
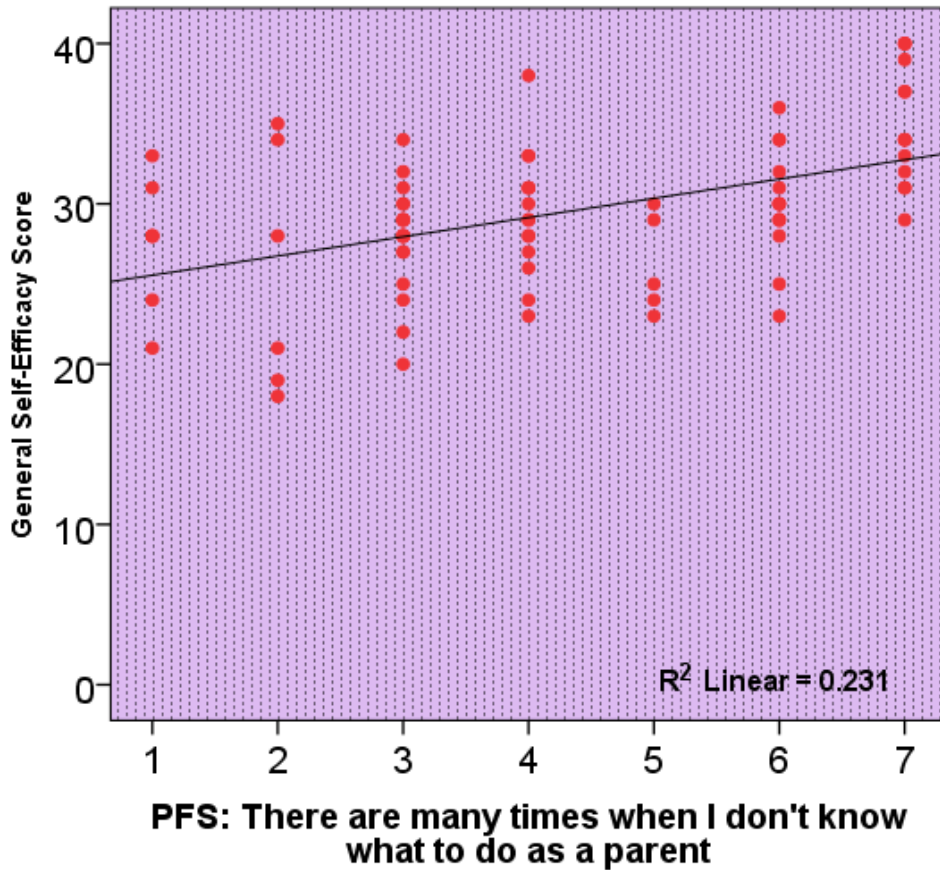
Resilience Outcomes	Measures
Secure and Stable Relationships	<ul style="list-style-type: none"> • BITSEA Competence Scale & Problem questions • SDQ Peer Problems Scale • PFS Knowledge of Parenting question • PFS Nurturing & Attachment scale • PFS Family Functioning scale • LSAC Parenting questions • LSAC Family & Relationships
Increasing Self-efficacy	<ul style="list-style-type: none"> • PFS Knowledge of Parenting questions • LSAC Parenting question • General Self-Efficacy Scale
Increasing Safety	<ul style="list-style-type: none"> • PFS Social Support scale • PFS Concrete Support scale • PFS Knowledge of parenting • LSAC Community Links and Social Contact • Family Resource Management • Home and Physical Environment
Improving Empathy	<ul style="list-style-type: none"> • BITSEA Problem Scale • SDQ Prosocial Behaviour Scale
Increasing Coping / Self regulation	<ul style="list-style-type: none"> • LSAC Health & Wellbeing • BITSEA Problem Scale • SDQ Emotional Symptoms, Conduct Problems & Hyperactivity scales



Improving Self-efficacy: Review data



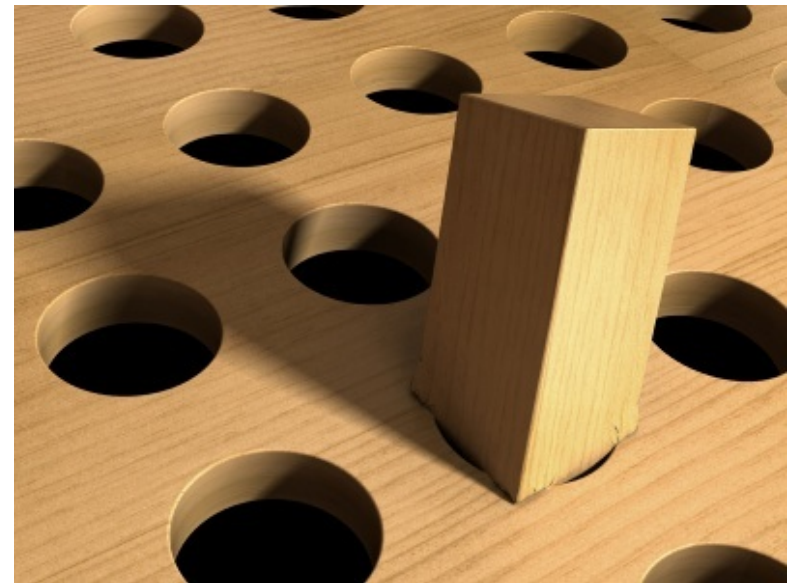
Regression - predictors



Lessons learnt

Local Context

- Three different local contexts
- Local decisions
- Local buy-in and relationship building
- Localised evaluation plans and timeframes
- Local data systems
- Coaching and support of local implementation teams



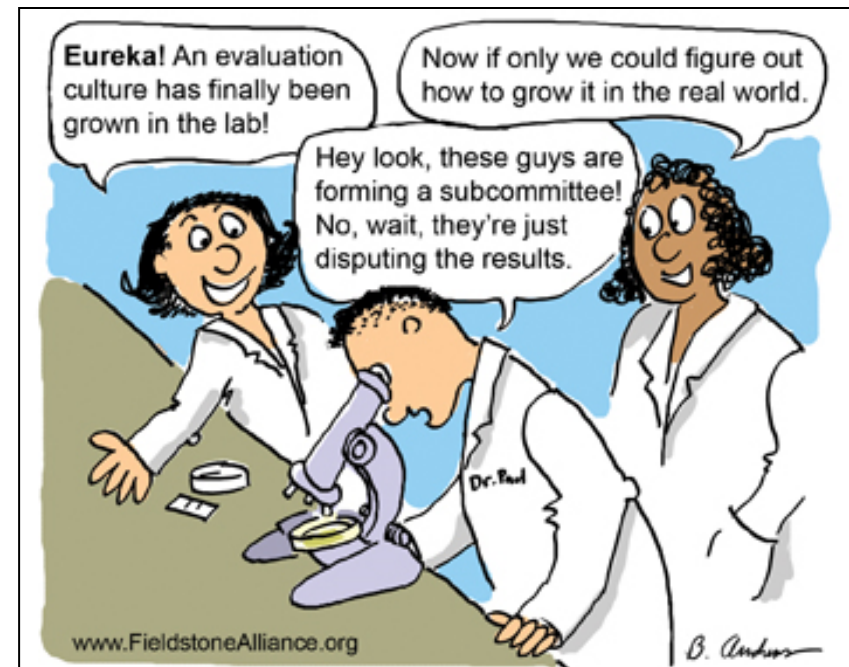
Regular Data Feedback Mechanisms

- Process evaluation
- Assist in monitoring of implementation progress
- Real time 'live' data systems
- Monthly feedback to Central/Local Implementation teams
- Local Evaluation Reports



Building evaluation capacity

- Historical difficulties in practitioner engagement and data collection
- Practitioners trained and coached to administer and score outcome tool
- Data incorporated into case planning and review
- High uptake of outcomes tool across areas



Uptake of the Resilience Outcome Tool

Location	Start	Baseline	Review
Site 1	April 2013	117	37
Site 2	June 2013	63	16
Site 3	Aug 2013	41	9
Site 4	Aug 2013	25	10
Site 5	April 2014	25	0
Site 6	April 2014	2	0
Total	-	273	72

“The **information that is gathered in a short amount of time** is great, having a **constructive** home visit is great and the outcome and review is wonderful to **capture the progress** I am having with my families”

“Now we’re getting to the second phase, which is the review reanalysis, we find that **staff are starting to see the changes in the families**, and staff are starting to see that actually using the practices and the tools have actually benefited the families”

“The very act of **having that data now is really important**, so we can actually start to **evidence what we’re doing**, and what we were doing possibly before the RPF was rolled out. But having an **evidence base of common language and common practice** across the region is really important.”

Next Steps



Practice Improvement Plans

- PIPs developed in response to the interim evaluation results
- Objectives- mapped to the evaluation recommendations and suggestions from staff results workshops
- Actions
- Performance Measures
- Embedded into business planning and reporting processes

Example

Objective	Action	Performance Measures
<p>Increase staff skill, competency and confidence delivering the RPF</p>	<p>Develop a Learning and Development/Implementation plan (coaching & training) including;</p> <ul style="list-style-type: none"> · Child Protection training · Identifying risk using the Resilience Assessment Tool · Motivational interviewing · ‘Unpacking the Resilience Assessment Tool’ · Adapting practices to different ages <p>Develop mechanisms for staff to provide feedback during the assessment review process</p> <p>Deliver staff training in the new version of the assessment tool</p> <p>Develop learning circle/coaching session topics in response to the September Staff Competency Survey</p> <p>Establish a mechanism for staff to have input into coaching session topics</p> <p>Develop policies and procedures about recording practices</p>	<p>No. of staff attending relevant training sessions</p> <p>% of staff who report that training/coaching has increased their confidence & competence</p> <p>% staff who report increase skill, confidence and competence using the RAT & practices</p> <p>% of clients who receive a practice that meets their needs</p>
<p>Increase coaches competency and confidence supporting staff in all components of the RPF</p>	<p>Allocate time in the LIT meetings to discuss coaching (including in increasingly high risk environments)</p> <p>Coaches attend a training session to improve their skills providing strengths based feedback.</p>	<p>% coaches report increase in coaching confidence</p> <p>% staff report that coaching sessions have been strengths based</p>
<p>Increase stakeholder and client engagement and understanding of the BF</p>	<p>Develop a presentation describing the RPF and program for use with external stakeholders</p> <p>Develop elevator scripts/program pitches for use with families and</p>	<p>% staff report confidence explaining RPF to clients and stakeholder</p> <p>% clients who report and= understanding of</p>

Questions

Cherie Nay (Manager Research & Evaluation)

Cherie.Nay@benevolent.org.au

Lucy Corrigan (Research & Evaluation Officer)

Lucy.Corrigan@benevolent.org.au