TOOLS TO ENHANCE YOUR CONTINUOUS QUALITY IMPROVEMENT (CQI) WORK: APPLYING A CQI APPROACH TO SITE RECRUITMENT CHALLENGES

Friday, May 15, 2020 and Tuesday, May 19, 2020

1:00 – 2:30 p.m. Eastern Time

Webinar summary

Overview

We conducted a workshop with a deeper dive into the CQI process, in which we shared tools, processes and tips to support parts of grantees' projects that can be challenging. The workshop helped grantees through the CQI process of understanding the challenge, developing strategies to address the challenge, and measuring the effectiveness of such strategies. To ground the webinar in a real challenge, we focused on how the grantees can apply these tools to address problems with site recruitment. This was an interactive workshop designed for individuals who are directly involved in site recruitment. This session built on the previous CQI webinar by delving deeper into common sticking points in the process.

Intended audience

- Key program and evaluation staff

Presenters

- Annie Buonaspina, Mathematica
- Daniel Friend, Mathematica

Feedback from grantees

Thirty-six grantee staff attended the workshop across both dates, representing 19 of the 29 TPP19 Tier 2 Phase 1 grantees. Appendix A provides the full attendee list from the workshops. We administered module 2 of the feedback survey to gather input from the grantees on the quality of the webinar. We received nine responses across eight grantees. The response rate for the survey was 25% of webinar attendees.

Closed ended questions

Figure 1 shows the grantees' responses to the closed-ended questions. The respondents generally provided positive feedback for the webinar. None of the respondents disagreed or strongly disagreed to any of the questions, however some participants indicated neutral reactions to the questions. In particular, the respondents felt that the goals of the workshop were clearly stated, that the information was presented clearly and provided examples, and that the content of the webinar will help inform their evaluation plan.

Most helpful aspects

Three respondents indicated that the variety of tools, including empathy interviews, the 5 Whys, and process maps, was the most helpful. Another respondent appreciated the explanation of identifying root causes. Other respondents liked that the presenters actively engaged the audience through polls, examples and opportunities for discussion. Finally, two respondents noted that the resources shared were helpful.

Least helpful aspects

One participant responded that the focus was on school programs, which may have different challenges than community programs. Another respondent noted that the webinar was good for participants who had less experience with CQI and evaluation in general. One respondent thought more relevant examples could have been helpful.

Additional information, support, tools, or activities

One participant requested access to the slide deck, while another respondent indicated that it could be useful to be able to access more literature on how programs like their own are applying CQI information.

Suggestions for improvement

One respondent noted that the audio was hard to hear at times. Another respondent thought the workshop would have been more useful if it was more interactive and included more relevant examples.

Action steps

Eight respondents answered this question. Several respondents noted that they plan to share the information with their team members and look into the additional resources shared. One respondent indicated that he or she will conduct empathy interviews, while another respondent plans to develop a process map with their team. One respondent will create a strategy to identify champions within the school system. A final respondent suggested that they would utilize the tools presented to help with outreach and recruitment.

Pressing needs

One respondent noted that a pressing need is program sustainability and what the community can expect after the evaluation. A second respondent identified collecting data in a virtual classroom setting as a pressing need. A third respondent indicated that they will submit a separate individual TA request for assistance.

Areas of TA

For this question, grantees were able to select more than one area of TA. Nine respondents answered this question. Recruitment and tracking and retention were each selected by four respondents. Two respondents selected CQI and developing and piloting survey instruments.

Other areas of need identified were quantitative data analysis, qualitative data analysis, data collection methods, and implementation research methods.

Figure 1. Survey responses for close-ended questions

Date	5/15/20 and 5/19/20
TA Title	Tools to enhance your Continuous quality improvement (CQI) work: Applying a CQI approach to site recruitment challenges
Number of Participants	36
Number of Surveys Returned	9
Response Rate	25.00%

Module 1: Group TA Activity	SD	D	N	A	SA	NA	Response Rate	A+SA
	n	n	n	n	n	n		n
	%	%	%	%	%	%		%
1. The goals for the webinar were clearly stated at or before the beginning of the event.	0	0	1	5	4	0	10	9
	0.00%	0.00%	10.00%	50.00%	40.00%	0.00%		90.00%
2. The structure of webinar was appropriate for meeting the stated goals.	0	0	2	3	4	0	9	7
	0.00%	0.00%	22.22%	33.33%	44.44%	0.00%		77.78%
3. The information was presented clearly and provided examples or practical suggestions for implementation.	0	0	1	3	5	0	9	8
	0.00%	0.00%	11.11%	33.33%	55.56%	0.00%		88.89%
4. The webinar actively engaged me in learning the content.	0	0	2	5	2	0	9	7
	0.00%	0.00%	22.22%	55.56%	22.22%	0.00%		77.78%
5. The webinar was relevant to an issue currently facing my organization for the TPP grant.	0	0	1	1	5	0	7	6
	0.00%	0.00%	14.29%	14.29%	71.43%	0.00%		85.71%
6. The webinar has increased my capacity to use research or effectively incorporate data into decision making for this TPP grant.	0	0	2	4	3	0	9	7
	0.00%	0.00%	22.22%	44.44%	33.33%	0.00%		77.78%
7. I expect to apply and share information from the webinar/conference presentation.	0	0	1	4	3	0	8	7
	0.00%	0.00%	12.50%	50.00%	37.50%	0.00%		87.50%
8. The content of the webinar will help strengthen my formative/summative evaluation plan.	0	0	1	5	3	0	9	8
	0.00%	0.00%	11.11%	55.56%	33.33%	0.00%		88.89%
9. The benefits of attending this webinar were worth the time I invested.	0	0	3	3	3	0	9	6
	0.00%	0.00%	33.33%	33.33%	33.33%	0.00%		66.67%

Appendix A. Attendee List

Table 1. May 15 workshop attendee list

	First Name	Last Name	Grantee	Organization (if different from grantee)
1	Diane	Kostka	Adagio Health	n.a.
2	Maria	Townsend	Adagio Health	Townsend Associates
3	Marissa	Lozano	AltaMed Health Services Corporation	n.a.
4	Kara	Petrosky	Boys and Girls Club of Western Pennsylvania	
5	Betsy	Stein	Boys and Girls Club of Western Pennsylvania	n.a.
6	Lauren	Harris	Change Happens	n.a.
7	Sheara	Jennings	Change Happens	University of Houston
8	Beulah	Greer	Community Students Learning Center	n.a.
9	Ann	Price	Georgia Alliance of Boys and Girls Clubs	Community Evaluation Solutions, Inc
10	Chamarla	Brame	Georgia Alliance of Boys and Girls Clubs	n.a.
11	Hima	Patel	John Hopkins University Center for American Indian Health	n.a.
12	Nalani	Mattox-Primacio	Keiki O Ka Aina Preschool	n.a.
13	Christopher	Villa	Project Vida Health Center	Helix Solutions
14	Tammy	Lindell	The Obria Group	n.a.
15	Charlene	Jones	Urban League of the Upstate	n.a.
16	Patti	Fitzgerald	Women's Care Center of Erie County,	Womens' Care Center Education

n.a. = not applicable

Table 2. May 19 workshop attendee list

#	First Name	Last Name	Grantee	Organization (if different from grantee)
1	Ana	Kay Yaghoubian	Adagio Health	n.a.
2	Courtney	Smalt	Adagio Health	n.a.
3	Lizette	Caldera	AltaMed Health Services Corporation	n.a.

	First Name	Last Name	Grantee	Organization (if different from grantee)
4	Marissa	Lozano	AltaMed Health Services Corporation	n.a.
5	Juanita	Goss	Bethany Christian Services of Georgia, Inc.	n.a.
6	Beverly	Harris	Bethany Christian Services of Georgia,	n.a.
7	Jeffrey	Guidry	Change Happens	n.a.
8	Helen	Stagg	Change Happens	n.a.
9	Sheara	Jennings	Change Happens	University of Houston
10	Gail	Brown	Community Students Learning Center	n.a.
11	Angel	Young	Georgia Campaign for Adolescent Power and Potential	n.a.
12	Monique	Hensley	Health Care Education and Training	n.a.
13	Ty	Elimon	Illinois Department of Human Services	n.a.
14	Mary	White	Illinois Department of Human Services	n.a.
15	Kristen	Shinn	Illinois Department of Human Services	Hoyleton Youth & Family Services
16	Jelaine	Harlow	Lake Cumberland District Health	n.a.
17	Donna	Golob	PATH	n.a.
19	Jessica	Chapman	San Diego Youth Services	n.a.
18	Alyssa	Pickard	San Diego Youth Services	n.a.
20	Kim	Arnold	Urban League of the Upstate	n.a.