

Family Engagement Collaborative Charter

Overview of Continuous Quality Improvement (CQI) Activities and Technical Assistance

The Minnesota Department of Health (MDH) Family Home Visiting (FHV) program offers Local Implementing Agencies (LIAs) assistance in using Continuous Quality Improvement (CQI) methods to improve outcomes for family home visiting services. This support includes, but is not limited to:

- Consultation
- Training
- Facilitation
- Coaching
- Peer learning opportunities
- Technical assistance
- Data collection, reporting, and analysis

MIECHV FHV Required CQI Activities

Maternal, Infant and Early Childhood Home Visiting (MIECHV)-funded LIAs are required to participate in peer learning activities as part of their CQI efforts. MIECHV-funded LIAs can meet this requirement through one of the following options:

- Participate in an MDH-led Learning Collaborative, or
- Participate in a self-organized Learning Collaborative

MIECHV-funded LIAs that choose **not** to participate in the MDH-led Learning Collaborative, which is described later in this document, are expected to:

- Establish a CQI team that is comprised of at least one supervisor/manager, one data entry person, and one home visitor. LIAs are also strongly encouraged to include client/parent partners on the CQI team.
- Provide a list of all CQI team members and their roles; update when there has been a change in membership.
- Participate in a self-organized Learning Collaborative where three or more local CQI teams come together to share their progress, successes, challenges, outcomes, and lessons learned on a single common CQI project topic. LIAs that participate in a self-organized Learning Collaborative need to all be working on the same CQI topic at the same time as part of the collaborative.
- Be actively engaged in CQI activities described above from at least January through September 2018

- Complete and submit to MDH at least one CQI work plan annually which must include:
 - Project topic
 - SMART Aim
 - Data measures
 - Details on how the client perspective will be incorporated and represented (such as membership on the CQI team, focus groups, surveys, in-person interviews, etc.)
 - Meeting plan, including format and frequency
- Come together as a collaborative at least two times in-person to discuss emerging issues related to the project topic and implementation process. Each LIA will present and share their progress with peers.
- Hold regular and ongoing local CQI team meetings.
- Perform tests of change using the Plan-Do-Study-Act (PDSA) cycle.
- Collect, review, and share data specific to the CQI project on a monthly basis. LIAs will document PDSA cycles, use run charts to track progress over time, share progress with other CQI teams, and report progress on CQI efforts to MDH at least monthly.
- Participate in quarterly check-ins with the MDH FHV CQI Coordinator.

MDH staff will provide CQI technical assistance and support to all MIECHV-funded LIAs, including those who choose not to participate in the MDH-led Learning Collaborative.

The remainder of this document provides information about the Learning Collaborative that will be led by MDH. **MIECHV-funded LIAs are strongly encouraged to participate in the MDH-led Learning Collaborative.**

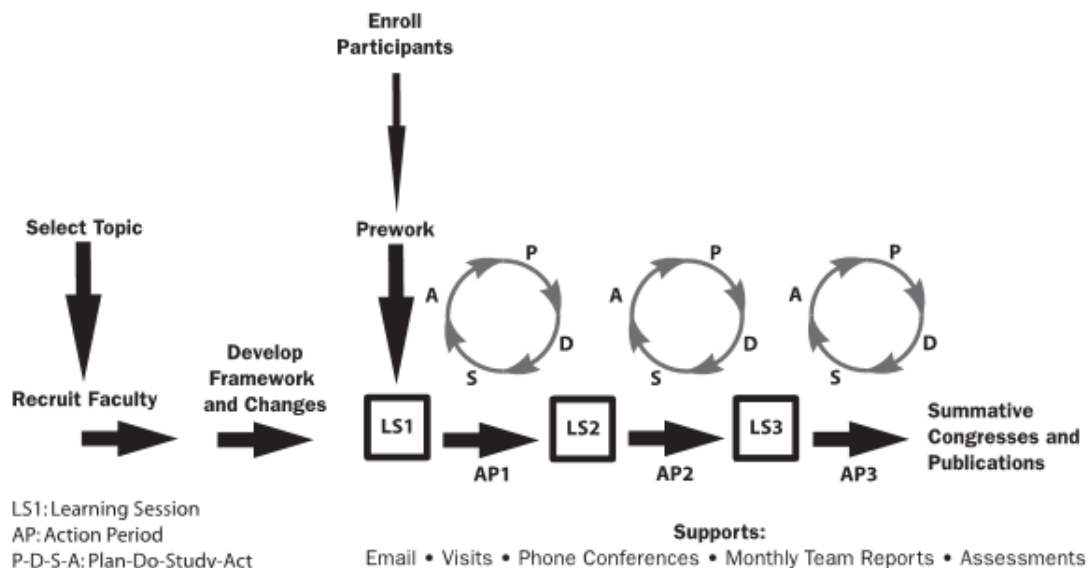
Introduction to a Collaborative

For LIAs that choose to participate in the MDH-led Learning Collaborative, MDH will be using the Institute of Healthcare Improvement's Model for Improvement and Breakthrough Series as a framework for CQI in FHV. The MDH Family Home Visiting Learning Collaborative will involve many LIA teams working together for approximately 9 months. During the collaborative, participants will engage in Learning Sessions, and maintain regular contact with other teams and MDH staff via site visits, webinars, conference calls, and e-mail. A Change Package, defined as a collection of evidence-based ideas and tools, will be developed and given to all participating organizations.

Learning Sessions are the major integrative events of the collaborative. Through plenary sessions and team meetings, attendees have the opportunity to:

- Learn from colleagues and faculty.
- Receive individual coaching from MDH and other project staff and faculty.
- Gather new knowledge on the subject matter and quality improvement.
- Share experiences and build collaboration on improvement strategies.

The time between Learning Sessions is called an **Action Period**. During Action Periods, collaborative participants work within their organizations toward improvement. Although LIAs focus on their own programs, they remain in contact with other collaborative LIAs and MDH staff. In addition, participating LIAs share the results of their improvement efforts in monthly reports.



What Are We Trying to Accomplish?

Effectiveness of home visiting interventions depends on families receiving a sufficient number of visits. There are gaps between the number of families we know could benefit from home visits and the number who actually enroll and persist in services.

Some programs do well with enrollment and engagement, but many programs struggle to enroll families and keep them active in the program for a significant amount of time.

Mission

From January 2018 through September 2018, the mission of the MDH Family Home Visiting Learning Collaborative is to increase the proportion of eligible, referred families who participate at high levels over five months by redesigning the way we enroll, relate to, and engage families in services. We will strive to empower families as active partners in home visiting services, and continually improve policy and practices that ensure 1) competent and skilled workforce to support enrollment and retention, 2) comprehensive data-tracking system, 3) prompt and appropriate enrollment of eligible families, 4) intense early engagement (i.e., during first three months), and 5) active involvement of families in home visiting programs.

Home visiting programs have a unique opportunity to reach vulnerable families and to incorporate evidence-based and practice-informed strategies to improve client/family enrollment and engagement.

Collaborative Expectations

Participating LIAs are expected to:

- Establish a CQI team that is comprised of at least one supervisor/manager, one data entry person, and one home visitor. LIAs are also strongly encouraged to include client/parent partners on the CQI team.
- Provide an updated list of all CQI team members and roles annually or when there has been a change in membership.
- Hold regular and ongoing local CQI team meetings.
- Attend, as appropriate, a one hour webinar training on the Model for Improvement. This training is required for all local FHV CQI staff that did not participate in the last MDH-led MIECHV Learning Collaborative and optional for any returning participants who would like a refresher.
- Send a team of 2-5 members to two Learning Sessions where participating teams will have an opportunity to learn about the project topic, best practices, increase knowledge of CQI methods, plan tests of change with their team, and learn from other LIAs.
 - The first Learning Session will be a half-day, in-person meeting in the metro area. There will be a virtual option for CQI teams who are located outside of the seven county metro area and are unable to attend in-person. Teams that attend virtually will be expected to gather in-person as a team in their location so that they can participate in team-based activities during the Learning Session.
 - The second Learning Session will be a full day, in-person meeting, and location has not yet been determined.
- Perform tests of change using the Plan-Do-Study-Act (PDSA) cycle.
- Participate in monthly webinars facilitated by MDH. These will focus on emerging issues related to the project topic and implementation process. LIAs will present and share their progress with peers.
- Collect, review, and share data specific to the CQI project on a monthly basis. LIAs will document PDSA cycles and use run charts to track progress over time.
- Participate in quarterly check-ins with the MDH FHV CQI Coordinator.
- Learn, share, and have fun!

MDH and project staff will provide:

- Information on subject matter, application of content, and methods for quality improvement both during and between Learning Sessions.
- Coaching and technical assistance to LIAs to facilitate improvements in family home visiting.
- Communication strategies and peer learning opportunities for LIAs to stay connected with each other and with MDH.
- Assistance with monthly data collection, reporting, and analysis.
- Funding made available for client/parent partners participating on a LIA CQI team for costs associated with travel, child care, their time and contributions to CQI activities.

Methods

Our SMART Aim statement reflects our common goal of improving family engagement:

68% or more the number of families receive the expected number of home visits by September 30, 2018.

Learning Collaborative Timetable

The following is an estimated timeline of the major Learning Collaborative activities. Dates are tentative and subject to change.

November 2017:	LIAs notify MDH of their intent to participate in Learning Collaborative
December 2017:	LIAs complete pre-work
January 23, 2018:	Training on Model for Improvement (1 hour webinar)
February 1, 2018:	Learning Session 1 – Kickoff Meeting (10 am – 3 pm, in-person; virtual option for attendees outside the 7 county metro)
March 7, 2018:	Monthly collaborative webinar (12 – 1 pm)
April 3, 2018:	Monthly collaborative webinar (12 – 1 pm)
May 2, 2018:	Learning Session 2 – (full day, in-person)
June 6, 2018:	Monthly collaborative webinar (12 – 1 pm)
July 11, 2018:	Monthly collaborative webinar (12 – 1 pm)
August 8, 2018:	Monthly collaborative webinars (12 – 1 pm)
September 12, 2018:	Monthly collaborative webinars (12 – 1 pm)
October 24, 2018:	Wrap-up Session (2 hour webinar)

Preparation for the February Learning Session

To prepare your team for the first Learning Session, each LIA should complete the following tasks:

1. Notify MDH of your LIA’s intent to participate in either the MDH-led Learning Collaborative or a self-organized Learning Collaborative.
 - a. Complete and return the *MDH Family Home Visiting Learning Collaborative Participation Intent Form* by **November 30, 2017** to hannah.simmons@state.mn.us.