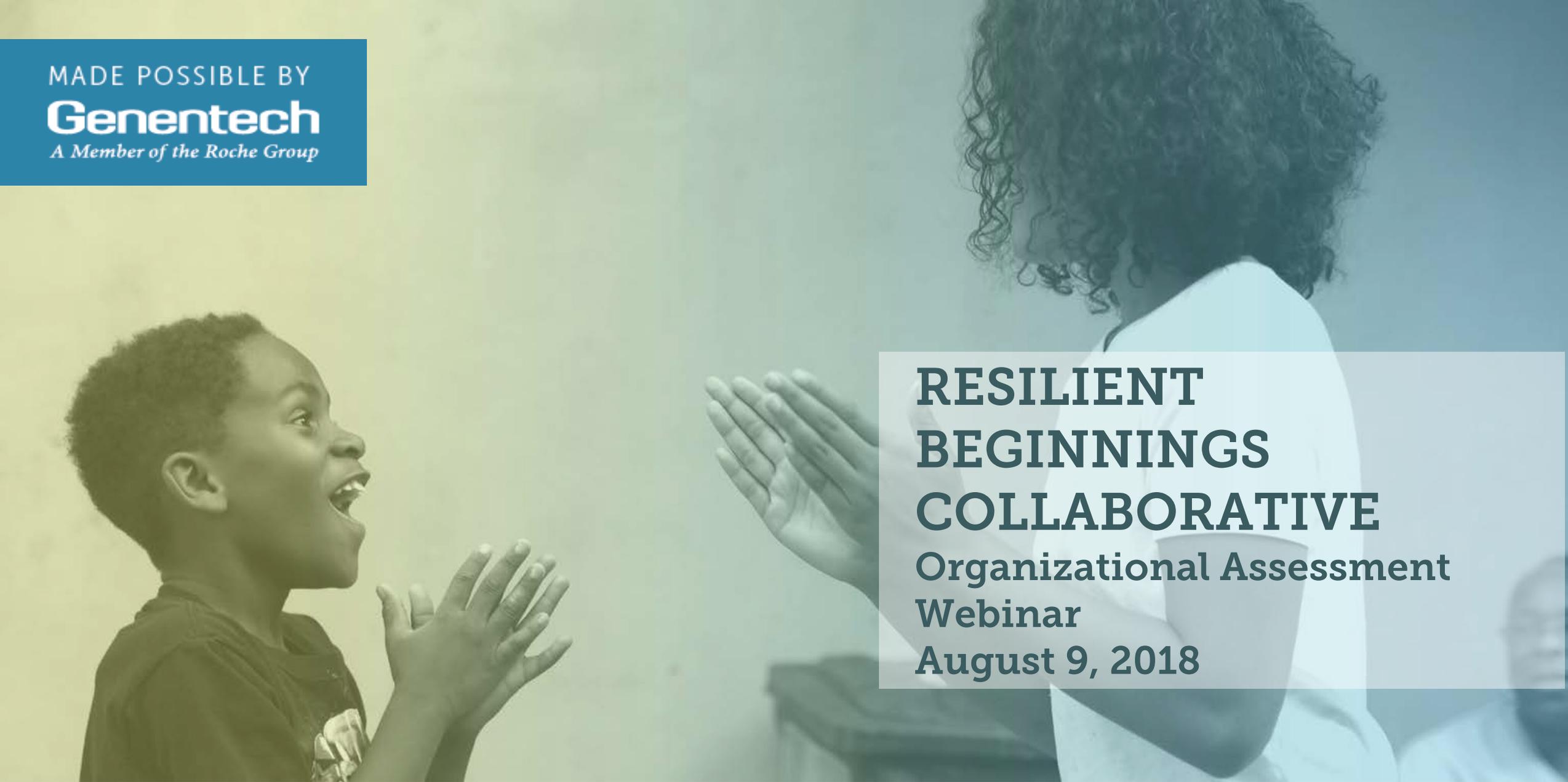


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**RESILIENT
BEGINNINGS
COLLABORATIVE**
Organizational Assessment
Webinar
August 9, 2018

Agenda for today: organizational assessment



Discussion

This was designed to be an organizational-level assessment, how would you **define “organization”** for the assessment?

In addition to your RBC team, what **additional perspectives/roles** would you want to include in the assessment process?

What **questions or concerns** do you have about the assessment, administration process, or timeline?

What ideas do you have about **how the assessment results could be useful** to your organization?





Assessment goals & development process

Goals of the assessment

- **Assess RBC organizations' current practices and capacity** related to trauma and resilience-informed care targeting pediatric patients (ages 0-5) and their caregivers
- **Inform technical assistance** (e.g., coaching, training) to meet teams where they're at
- **Promote dialogue within RBC organizations** about internal capacity, current strengths, and potential areas for improvement



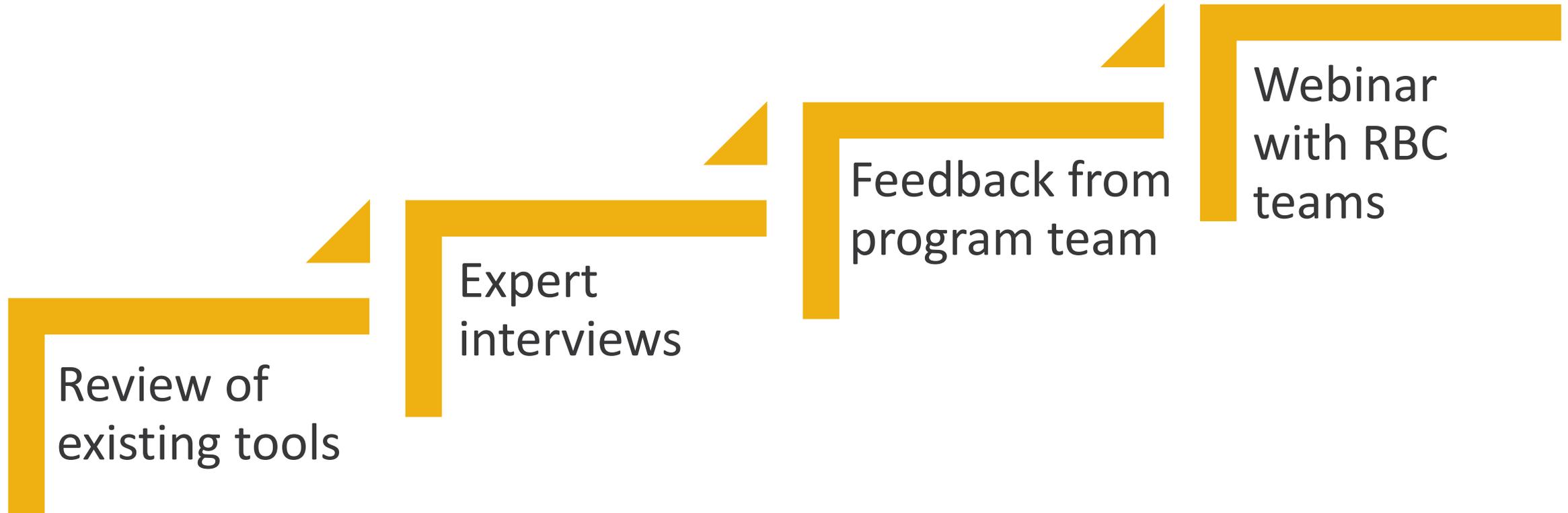
Assessing current state

The assessment will help us answer two key evaluation questions:

- What **organizational factors positioned teams to make progress/successfully** implement their action plans?
- To what extent have RBC organizations **strengthened their capacity to be trauma-informed?**



Development of the assessment tool



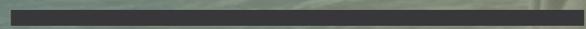
Development of the assessment tool

Review of current organizational assessment tools:

- Many tools identified, not all available in the public domain
- No consensus on a single tool
- Assessment was informed by the elements of the [Pediatric Integrated Care Collaborative \(PICC\) Change Framework](#), and includes questions adapted from:
 - [Trauma-Informed Organizational Survey](#), based on the American Institutes for Research (AIR) self-assessment;
 - [Organizational Self-Assessment for Trauma-Informed Care Practices in Youth Residential Settings](#), developed by the University of South Florida; and
 - [System of Care Trauma-Informed Agency Assessment \(TIAA\)](#), developed by THRIVE.

Expert interviews:

1. Becca Sanders, Iteration Evaluation
2. Larry Wissow, Johns Hopkins
3. Jen Leland, Trauma Transformed
4. Jonathan Goldfinger, formerly of Healthy Steps
5. Alex Maul, Center for Health Strategies
6. Mary Blake, SAMHSA



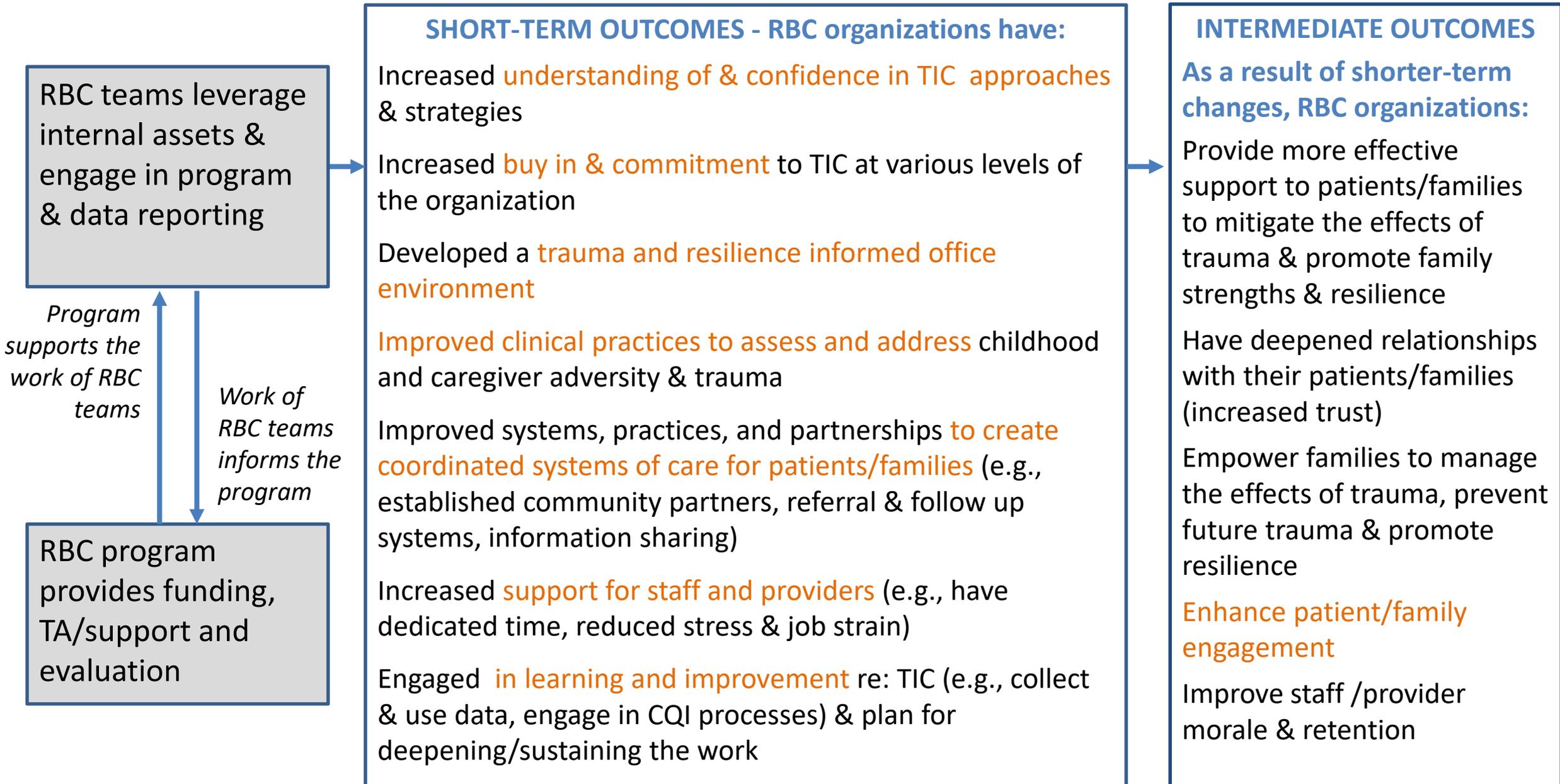
Assessment domains

For the purposes of the RBC program,

Trauma and resilience-informed care refers to care in which all parties involved recognize and respond to the impact of traumatic stress and resiliency factors on children, caregivers, and service providers



RBC Program Theory of Change



RBC Assessment Domains

RBC outcomes = domains	Example questions
Understanding and confidence in trauma and resilience-informed care (<i>PICC: office environment</i>)	<ul style="list-style-type: none">• Providers and staff understand the science between trauma and its potential impact on health and well being• Providers and staff are comfortable talking to patients and caregivers about trauma
Buy-in and commitment for trauma and resilience-informed care (<i>PICC: office environment</i>)	<ul style="list-style-type: none">• Our organization’s formal policies and procedures reflect language and practice of trauma and resilience-informed care• Leadership provides the resources for implementation of trauma and resilience-informed care
Trauma and resilience-informed office environment (<i>PICC: office environment</i>)	<ul style="list-style-type: none">• Our organization has educated staff and providers on trauma, resilience and implications for care• Our organization has established a safe physical environment• Our organization has flexibility in its schedules to allow for discussions of psychosocial concerns when needed
Support for staff and providers (<i>PICC: office environment</i>)	<ul style="list-style-type: none">• Our organization builds conversations about personal boundaries and self-care into regular meetings and supervision• Staff identify self-care strategies in their own employee evaluations/plans

RBC Assessment Domains

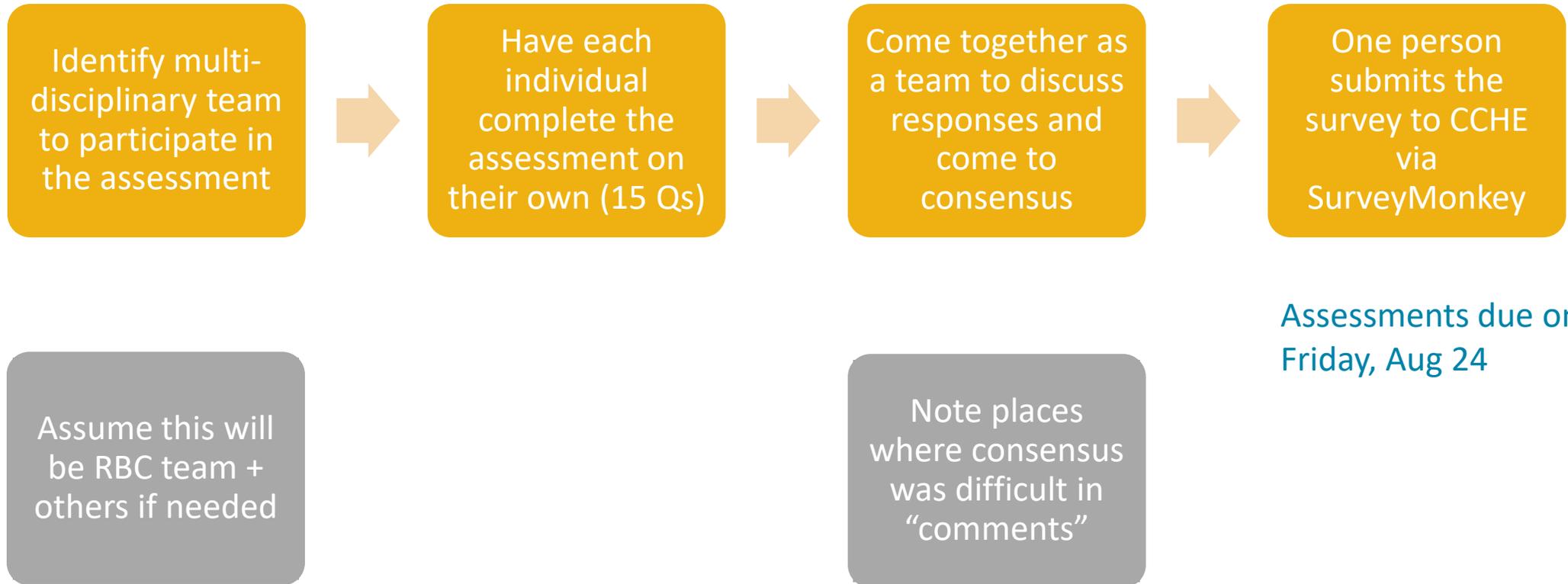
RBC domains	Example questions
Clinical practices that assess and address childhood adversity <i>(PICC: Assess health & address health)</i>	<ul style="list-style-type: none">• Our organization has a consistent screening or assessment process to identify individuals who have been exposed to trauma and inform service delivery• Our organization uses trauma-specific evidence based practices during visits• Our organization provides a warm hand-off for referrals to community-based specialists• Level of behavioral health integration
Systems, practices, and partnerships to create coordinated systems of care <i>(PICC: community relationships & coordinate)</i>	<ul style="list-style-type: none">• Our organization has established referral practices to connect patients to community resources• Our organization has staff members dedicated to linking patients to community resources• Our organization has a system for following up on referrals made to other service providers
Patient and family engagement <i>(PICC: family engagement)</i>	<ul style="list-style-type: none">• Our leadership commits time and resources to family involvement• Our organization has a formal strategy for how we recruit patients and caregivers to serve in an advisory capacity
Learning and improvement regarding trauma and resilience-informed care	<ul style="list-style-type: none">• Our organization has a system in place to regularly measure performance on trauma and resilience-informed care activities• Data related to trauma and resilience-informed care is tracked, analyzed and used to address challenges and/or reinforce progress



Administering the assessment

Administering the assessment

Assessment sent out via email
on Monday, Aug 13



Reporting back results

Individual RBC team reports

Provided to each RBC team with a summary of their responses

Program-level, aggregate report

Provided to RBC program staff and participating teams to summarize results across teams and to inform TA/support



Discussion

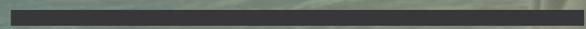
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Next steps

Overall planned data collection schedule

		Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020
	Baseline & Follow-Up Assessment	★							★
	Phone Interviews	★			★				★
	Organizational Data Reporting Progress Reporting		★		★		★		★
	Web Survey				★				★
	Post-Event Survey	★	★	★	★	★	★	★	★

Next steps for the RBC evaluation

August

- CCHE: Finalizes & sends out assessment (Aug 13)
- RBC teams: Submit completed assessment (Aug 24)
- CCHE: Begins scheduling follow-up interviews to discuss assessment, explore potential clinical/quality metrics & discuss RBC priorities

September

- RBC teams/CCHE: Participate in initial interviews
- CCHE: Provide assessment results back to RBC teams
- CCHE: Develop & vet potential clinical/quality metrics

October

- CCHE: Provide reporting template
- RBC teams: Submit initial/baseline data

Questions?

For additional questions contact:

Center for Community Health and Evaluation

Lisa Schafer – Lisa.M.Schafer@kp.org

Monika Sanchez – Monika.A.Sanchez@kp.org

Maggie Jones – Maggie.E.Jones@kp.org