RESILIENT BEGINNINGS
COLLABORATIVE
Measuring Progress
Webinar
January 24, 2019
Webinar Reminders

1. Everyone is muted.
   - Press *6 to mute yourself and *7 to unmute.

2. Remember to chat in questions!

3. Webinar is being recorded, and will be posted on CCI’s website & sent to everyone that registered.
Agenda

1. RBC data reporting: Context & rationale
2. RBC data reporting: Operationalizing & next steps
3. Lessons from the field: Bayview Community Health Center
Context: Evaluation goals

- **Assess impact** of the initiative
- **Provide real-time feedback** to inform technical assistance & program support
- **Identify lessons learned** to ensure better care & support for kids and families experiencing trauma
<table>
<thead>
<tr>
<th></th>
<th>Q3 2018</th>
<th>Q4 2018</th>
<th>Q1 2019</th>
<th>Q2 2019</th>
<th>Q3 2019</th>
<th>Q4 2019</th>
<th>Q1 2020</th>
<th>Q2 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBC org assessment (baseline &amp; follow-up)</td>
<td>★</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>★</td>
</tr>
<tr>
<td>T2 training evaluations</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone interviews</td>
<td>★</td>
<td></td>
<td>★</td>
<td></td>
<td>★</td>
<td></td>
<td>★</td>
<td>★</td>
</tr>
<tr>
<td>Coaching calls (all teams in Q1, as needed after)</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td></td>
</tr>
<tr>
<td>RBC data reporting</td>
<td></td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
</tr>
<tr>
<td>Participant survey</td>
<td></td>
<td>★</td>
<td></td>
<td>★</td>
<td></td>
<td>★</td>
<td></td>
<td>★</td>
</tr>
<tr>
<td>Convening &amp; webinar surveys, observation</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
</tr>
<tr>
<td>Reflective conversations with RBC staff &amp; faculty</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
</tr>
</tbody>
</table>
Common measurement rationale

Desire for consistent measurement approach to tell a more cohesive story

Assessment results: teams early in their efforts to collect data related to trauma & resilience

Small number of common metrics allows for focus for teams and support/coaching & provides opportunities for peer learning
Common measurement: screening and referral

Aligns with several elements of the PICC framework: assess, address, coordinate

Aligns with the work/focus of most teams (i.e., identifying patients who have experienced trauma & connecting them to services)

Desire for evaluation to be able to capture impact on patients (as well as on organizational culture)
## Potential common metrics: screening & referral

<table>
<thead>
<tr>
<th></th>
<th>Screening</th>
<th>Referral</th>
<th>Relevance</th>
<th>Very</th>
<th>Somewhat</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feasibility</td>
<td><img src="#" alt="Diamonds" /></td>
<td><img src="#" alt="Diamonds" /></td>
<td>somewhat</td>
<td>Likely</td>
<td>Maybe</td>
</tr>
<tr>
<td>Usefulness</td>
<td><img src="#" alt="Diamonds" /></td>
<td><img src="#" alt="Diamonds" /></td>
<td>unsure</td>
<td>Useful</td>
<td>Unsure</td>
</tr>
</tbody>
</table>

Center for Community Health and Evaluation | www.cche.org
Customizing common measurement

Guiding principles

• Move forward with common measures across the program
• Allow for customization to increase relevance, usefulness & feasibility
• Build incrementally on where teams are starting
• Leverage & align with existing program resources (especially coaching)
• Provide additional evaluation support to teams
Customizing common measurement

Guiding principles

• Move forward with **common measures** across the program
• Allow for **customization** to increase relevance, usefulness & feasibility
• Build incrementally on where teams are starting
• Leverage & align with existing program resources (especially coaching)
• Provide **additional evaluation support** to teams

Decisions

Agreement on customized approach to operationalize metrics for each team.

Rescoped the evaluation to allow for increased customization & additional check-ins with teams
Interview reflections – January 2019

Goal: develop a plan to get to cross-cutting metrics related to screening and referral

3* teams doing foundational work

3* teams systematically screening

Customized approach needed

Q1: narrative progress report

Q1: Screening/referral data reporting template

* Call still pending with 1 team
Next steps for initial reporting

By Feb 15: Draft reporting template sent to teams for review

Feb 28: Reporting templates finalized

Apr 15: Q1 data report due to CCHE

Mid/late Apr: Data & progress check-in calls with CCHE (phone interview)

May 31: Revisions made to reporting template (as needed)
Timeline for ongoing reporting

2019

- Jul 15
  - Optional: Mid/late July

- Oct 15
  - Mid/late Oct

- Jan 15
  - Optional: Mid/late Jan

2020

- Apr 15
  - Mid/late Apr

- Final report

Data reports
Phone interview/check-in call
Other areas of interest for evaluation

Office environment: changes in staff knowledge, commitment, comfort, and practice related to trauma and resilience informed care; organizational culture change

Community partnerships: understanding, familiarity with community resources; development/expansion of relationships with community partners

Patient satisfaction and experience with screening and referral
Questions?

For questions contact:

Lisa Schafer
Senior Research Associate, CCHE
lisa.m.schafer@kp.org

Maggie Jones
Director, CCHE
maggie.e.jones@kp.org

Monika Sanchez
Research Associate, CCHE
monika.a.sanchez@kp.org
Upcoming RBC Events

Mark your calendars for these events! Registration coming soon.

1. **Mar 18:** The Children's Clinic Site Visit
2. **May 14:** In-Person Convening #3
3. **Jun 13:** Montefiore Site Visit