

Designing a data-informed continuous practice improvement system

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Acknowledgement

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A photograph showing a woman with blonde hair, seen from the back, wearing a grey and white striped shirt and a necklace. She is facing a Black woman who is smiling and holding a young child with curly hair. The child is looking towards the camera. The background is a bright, modern interior with white shelves and a plant.

Adopting a coaching approach

Project methodology

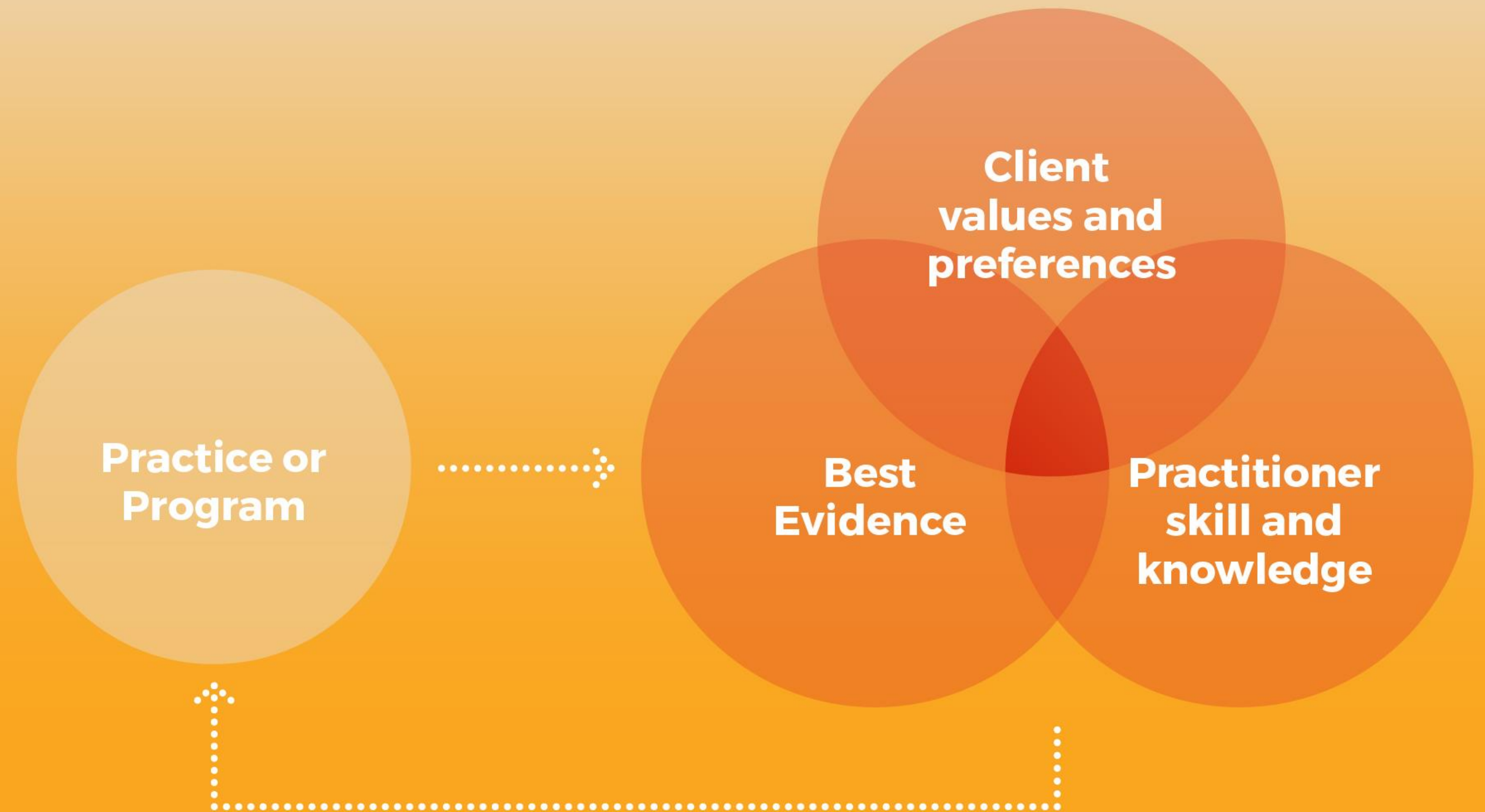
1. Developed a logic model
2. Adapted an existing coaching-based practice framework to Windermere service context
3. Prototype a continuous-practice-development system and data-based feedback loop
4. Conduct a pilot with subset of FS staff
5. Share learnings

Driving value of Evidence Based Practice is Transparency

What we do to what effect

Handling uncertainty and ignorance honestly

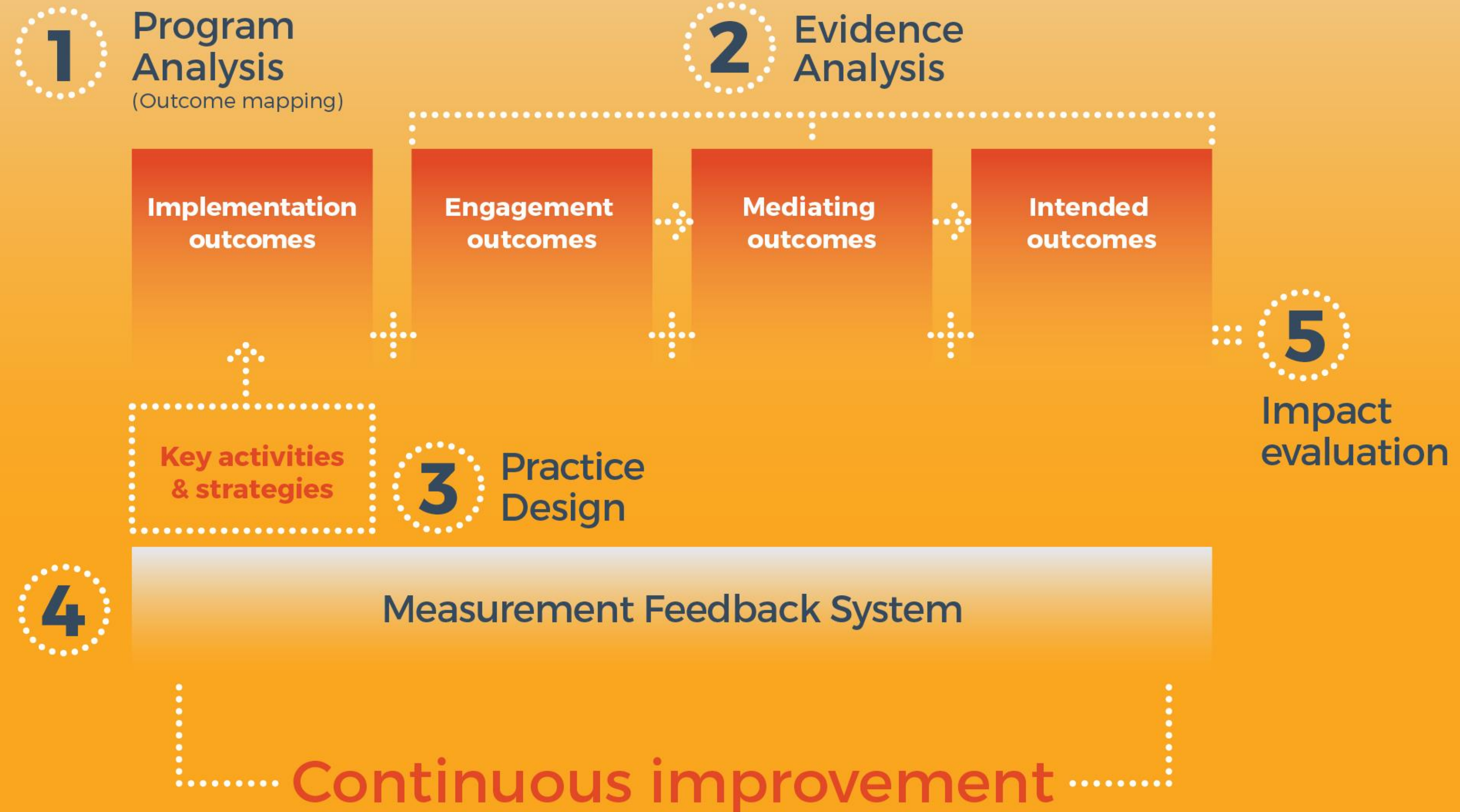
Gambrill (2007)

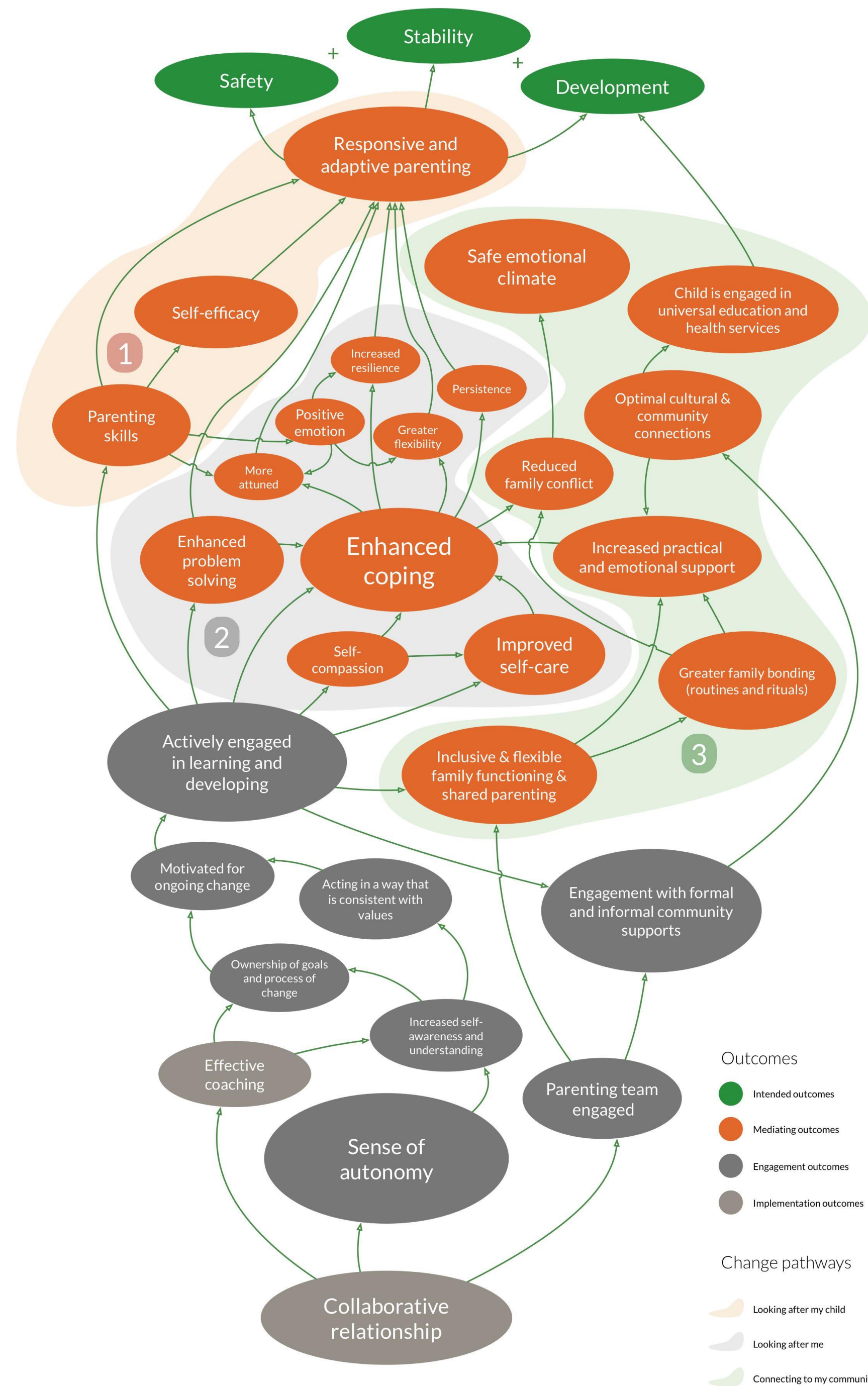


Evidence Based
PRACTICE

Evidence Based
PRACTISE

Precision Practice Design





Summary Windermere Family Services Coaching Practice Logic Model

Child safety, stability and development

Parenting

Coping

**Family functioning
&
Community connectedness**

Enhanced self-determination

Coaching

Collaborative Relationship



RELATIONAL

INVITATIONAL

PARTICIPATORY

Dunst & Trivette (2009)

PRACTICE ARCHITECTURE

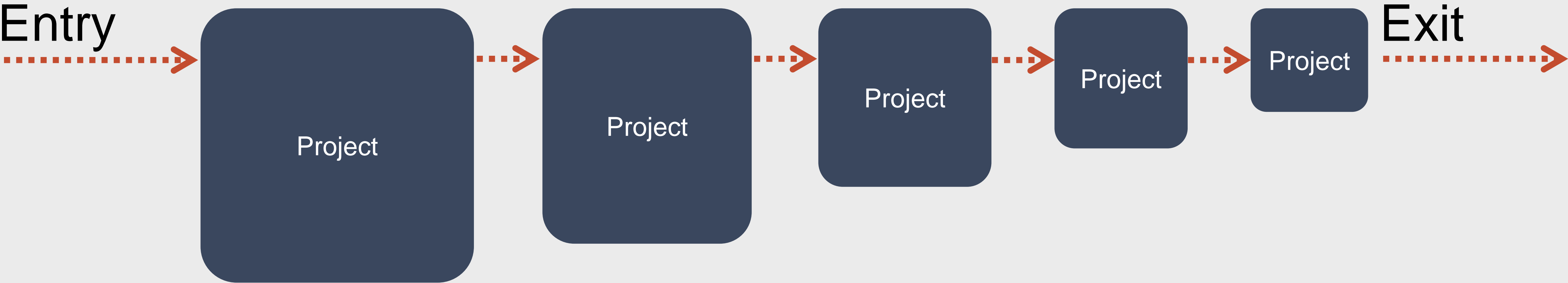


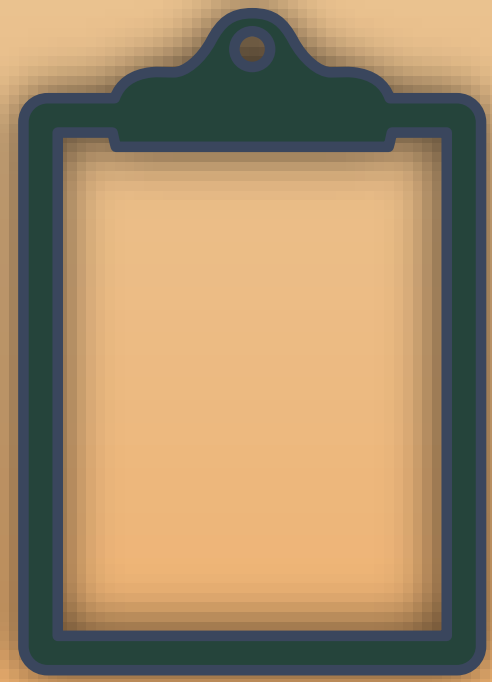
Adapted from Kanfer & Schefft (1988)

Practice Workflow



Practice Workflow

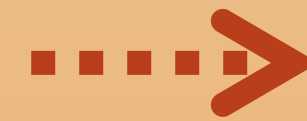




Measures



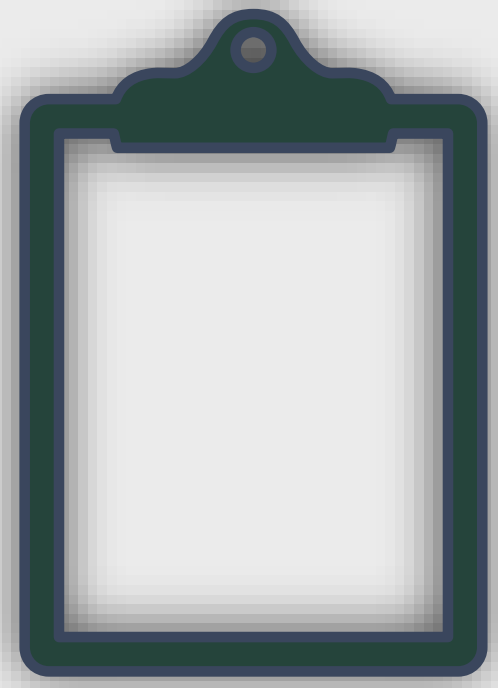
Capture



Data
Dashboards



Team CQi
Processes



Intended outcome

Personal Wellbeing Index; Adult and Child
(Cummins et al., 2003)

Mediating outcome

**Parenting and connecting to the
community self-efficacy**
(PEEM; Freiberg et al., 2014)

Engagement

Project status
(Session Tracking)

Implementation

Dynamic Fidelity
Strength of worker-consumer relationship
Our Partnership Scale (PRC)

Structural Fidelity
Session attendance (Session Tracking)

Continuous Measurement

**Strength of worker-
consumer
relationship**

Our Partnership Scale (PRC)



**Perceived
progress**

My Progress Scale (PRC)



Dynamic fidelity

Session Tracking





* 4. I felt understood and accepted

Strongly disagree

Strongly agree

5

Clear

* 5. We worked on things that are important to me

Strongly disagree

Strongly agree

6

Clear

OK

* 6. I was free to share my concerns or ideas

Strongly disagree

Strongly agree



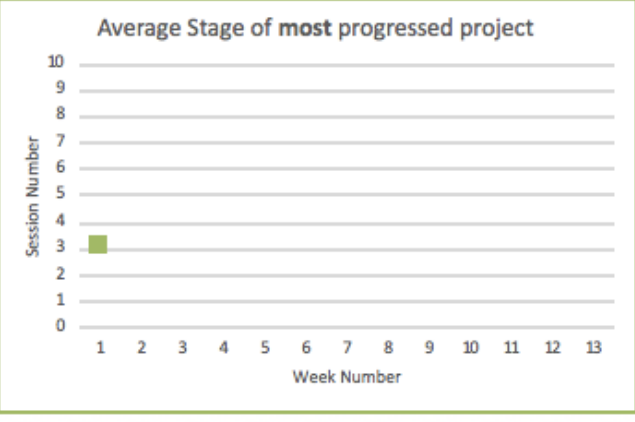
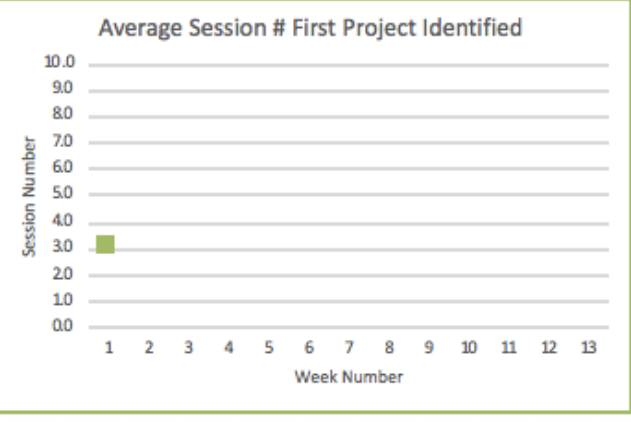
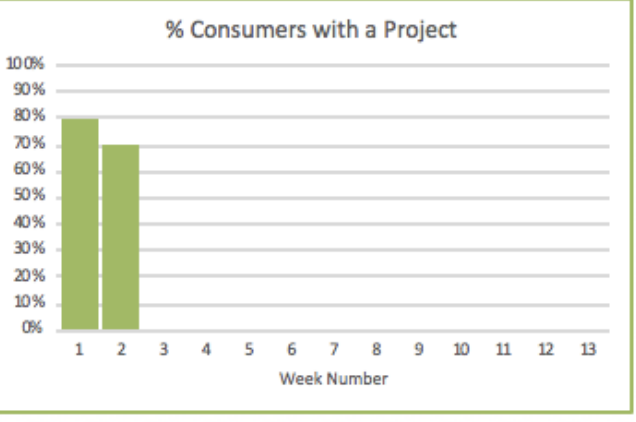
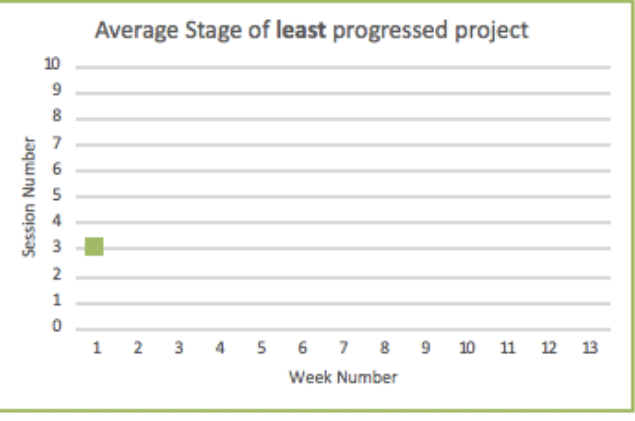
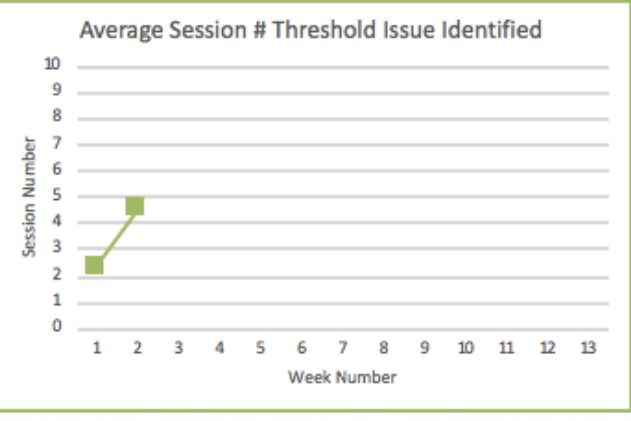
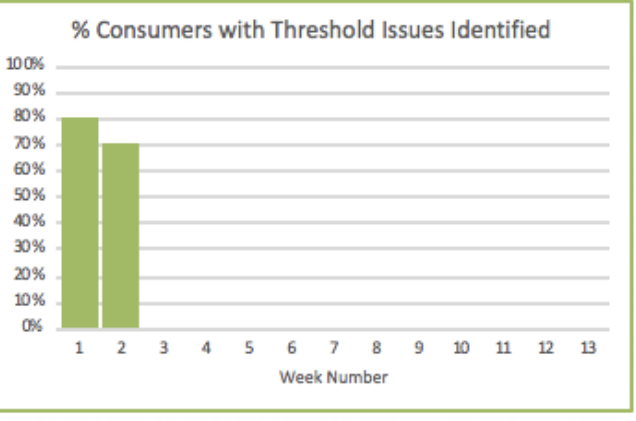
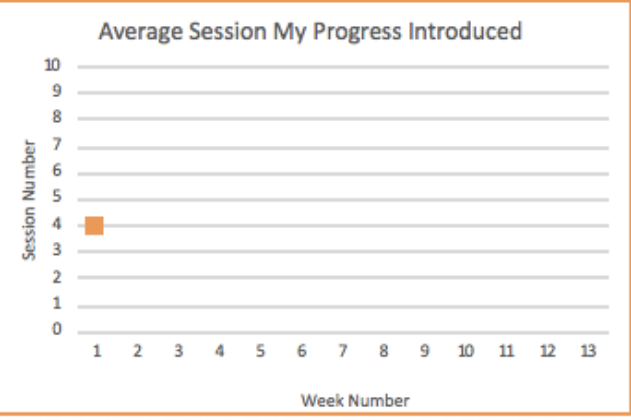
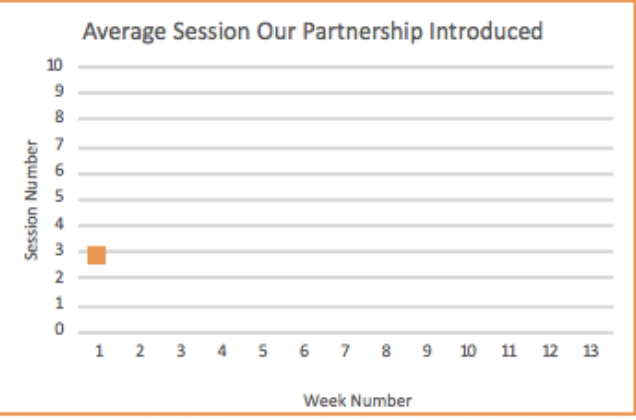
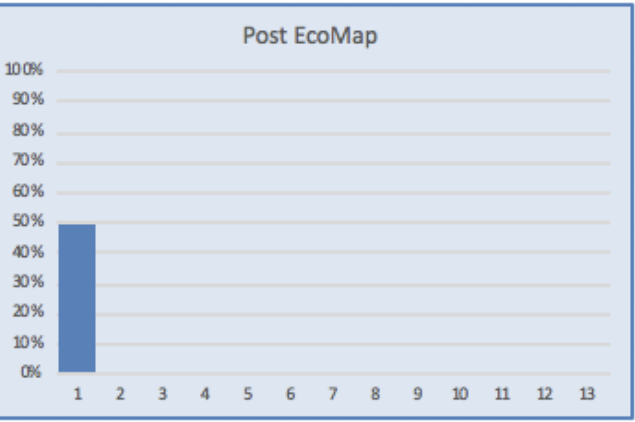
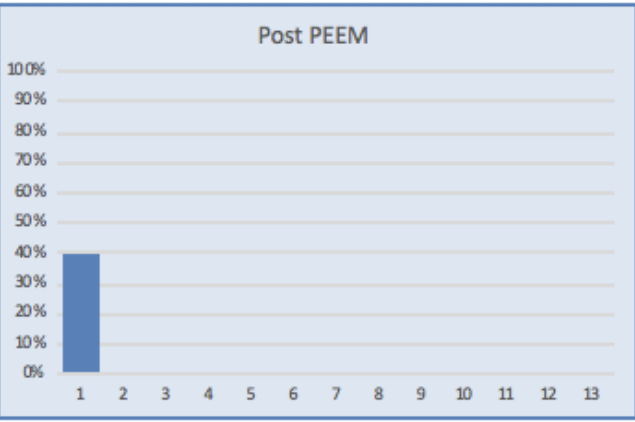
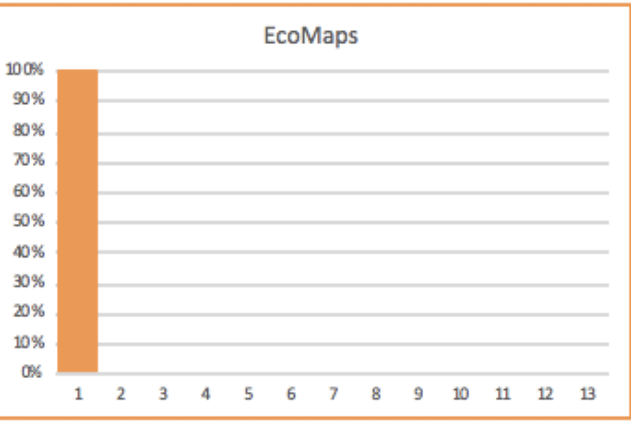
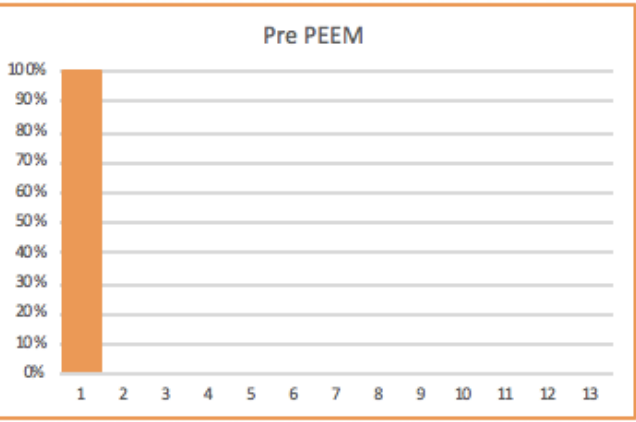
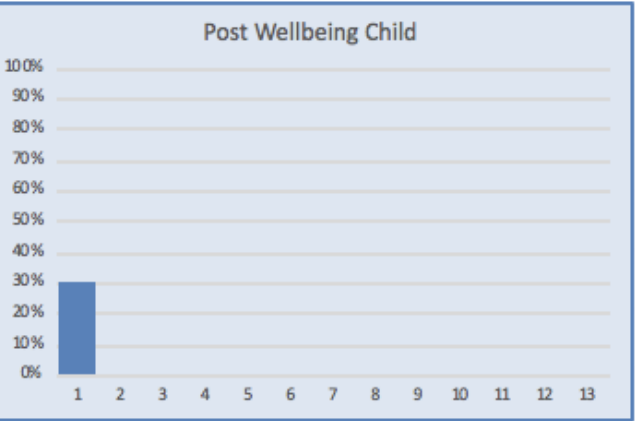
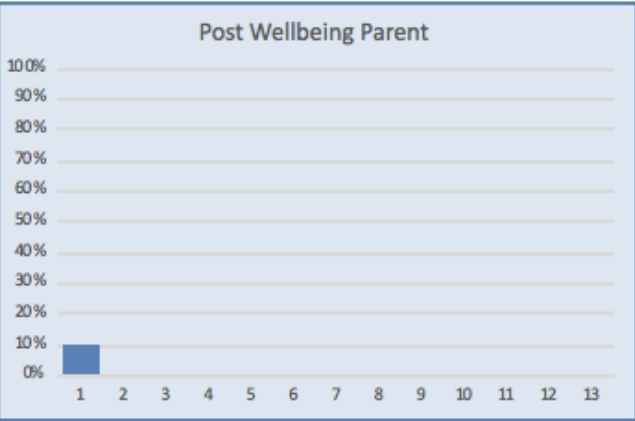
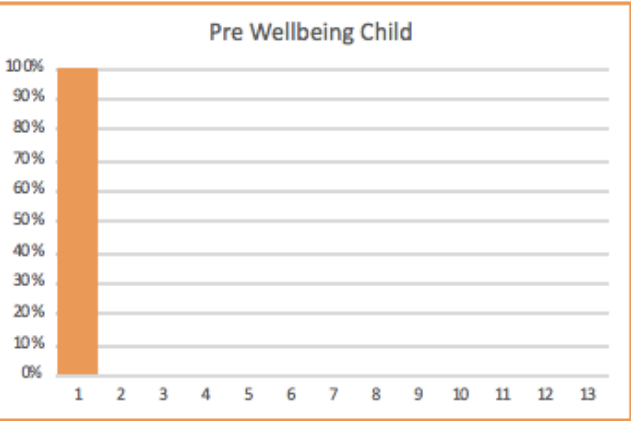
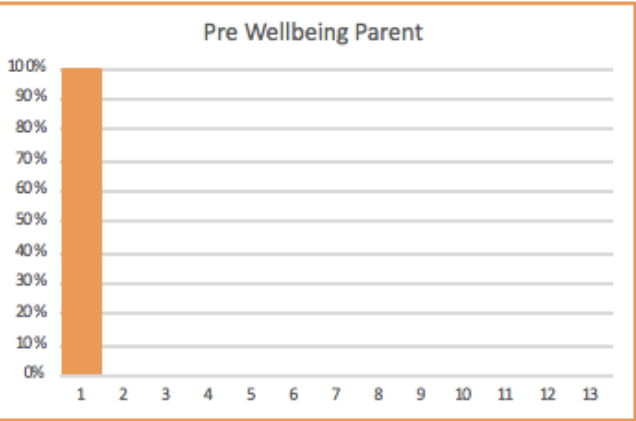
Implementation Dashboard (IFS Coaching Pilot)

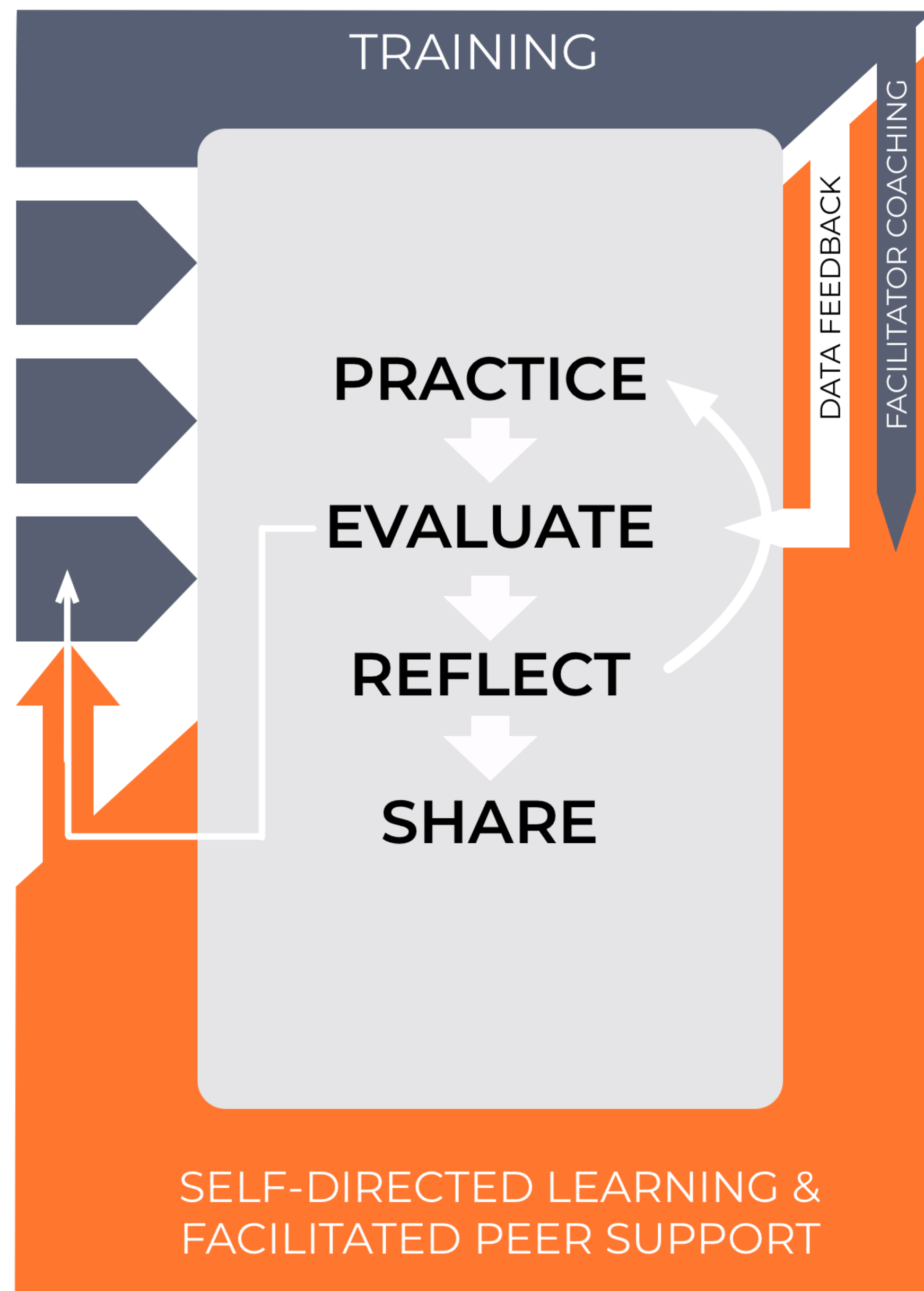
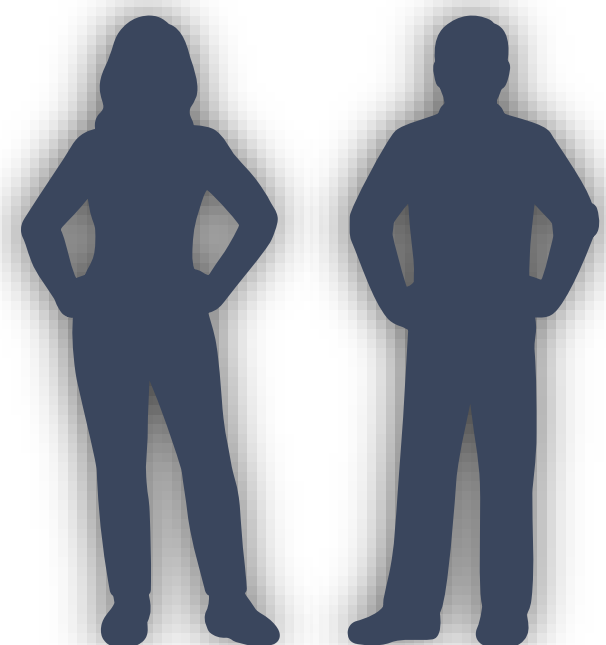
Average time (Days) between Referral and Allocation	4
Average time (Days) between Allocation and First Session	5
Number of Consumers	5

Pre Measures Completed	Completed Measures		Avg. Session # Completed
Wellbeing Parent	5	100%	3.4
Wellbeing Child	5	100%	3.8
PEEM	5	100%	3.8
EcoMaps	5	100%	3.8
My Progress Commenced	5	100%	4.2
Our Partnership Commenced	5	100%	3.8

Project Status	Threshold Issues Identified		Avg. Session Threshold Issue Identified
Threshold Issues Identified	5	100%	2.2
Consumers with at least one project	5	100%	Average Session First project identified 3.0
Average # of Projects	2		
Average stage of least progressed project	5		
Average stage of most progressed project	6		

Post Measures Completed		
Wellbeing Parent	0	0%
Wellbeing Child	0	0%
PEEM	0	0%
EcoMaps	0	0%





Training and Post-training Components

1. **Data Feedback**
2. **Training Workshops:**
Orientation & Skills
3. **Practice Projects**
4. **Learning Circles**
5. **Learning Circles**
Facilitator Coaching

Learnings so far

- Excitement, and some apprehension in moving to a coaching role
- Strong worker interest in "data in our hands"
- Content-focussed intervention modules are likely to be required (e.g., developing basic child care skills will be needed)
- Potential model for advancing the implementation of evidence-based practice



Questions



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