



Beyond COVID-19 Series
Webinar 4

Quick Tests of Change for Healthy Start

January 6, 2021



Agenda



Housekeeping	Lisa Hong, NICHQ
Welcome	Olivia Giordano, NICHQ
Quick Tests of Change for Healthy Start	Jane Taylor, EdD Improvement Advisor
Breakout Activity	All
Questions	All
Closing	Nikki Maffei, NICHQ



Meeting Logistics

Please note the following:



- This session is being recorded, and will be archived for future viewing.



- All participants are muted upon entry. We ask that you remain muted to limit background noise.



- Members are encouraged to participate in the discussion by typing your comment/asking questions using the chat box.

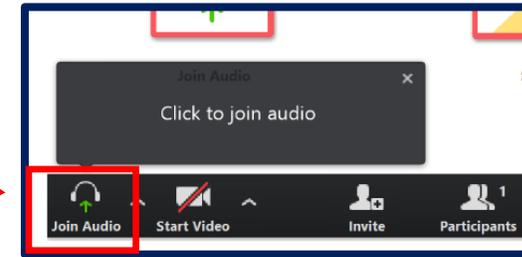
Connecting to the Audio Conference



- Join Zoom Meeting by clicking **Zoom Meeting link** & launching the Zoom application



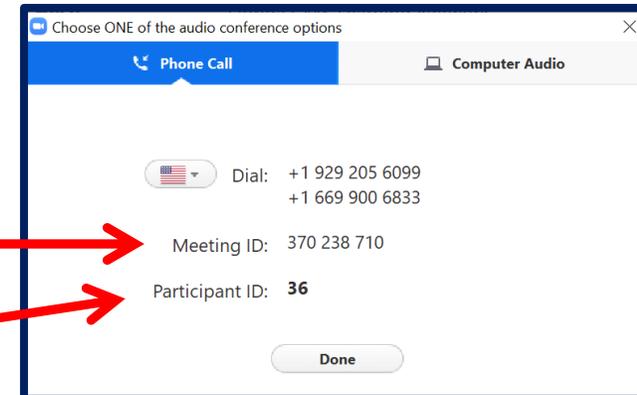
- An audio conference box will appear
 - If you do not see the box click the **'Join Audio' button**



- From the audio conference box: Select to **"Phone Call"** or **"Computer Audio"**

- If using the phone:

- dial the number next to **"Dial"**
- You will be prompted to enter the **"Meeting ID"**
- Then you will be prompted to enter the **"Participant ID"**



Ways to Participate: Chat



A screenshot of a Zoom meeting window. The window title is "Zoom Participant ID: 49 Meeting ID: 617-788-369". The main area shows meeting details: "Meeting Topic: Healthy Start Webinar", "Host: HS TA & Support Center", "Invitation URL: https://zoom.us/j/617788369", and "Participant ID: 49". At the bottom of the window is a toolbar with icons for "Join Audio", "Start Video", "Invite", "Participants", "Share", "Chat", "Record", and "Leave Meeting". The "Chat" icon is highlighted with a red box. A red arrow points from this box to a "Zoom Group Chat" sidebar on the right. The sidebar has a dropdown menu set to "Everyone" and a text input field "Type message here...". A red box with the text "Chat here to everyone!" has an arrow pointing to the "Everyone" dropdown. Another red box with the text "After you click the 'Chat' button, a sidebar will appear where you can chat to all participants" has an arrow pointing to the chat sidebar. A third red box with the text "At the bottom of the Zoom window, you will see a 'Chat' button" has an arrow pointing to the "Chat" icon in the toolbar. The "Share" icon in the toolbar is also highlighted with a red box and has a "Share" label below it.

Welcome

Olivia Giordano

Healthy Start
TA & Support Center

Goal

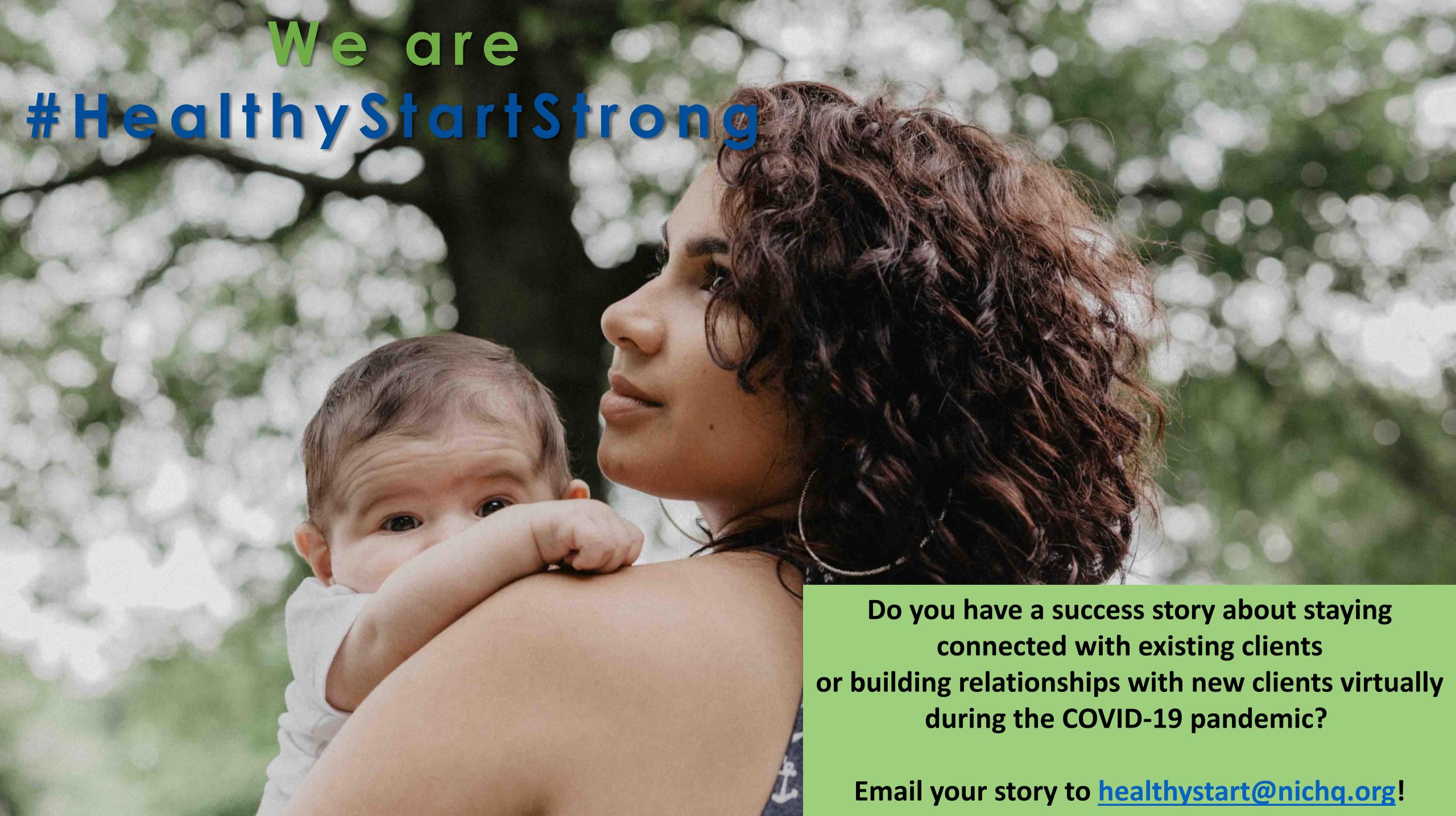
- The goal of this webinar series is to **strengthen and enhance grantees' capacity to meet their clients' needs** (and consequently, the Healthy Start benchmarks) via virtual platforms in the midst of the COVID-19 pandemic



Webinar Series Schedule



Introduction to the Beyond COVID-19 Webinar Series	October 7, 2020
A Deep Dive into Providing Teleservices for Healthy Start	November 4, 2020
Supporting Mental Health During and Beyond COVID-19	December 2, 2020
Quick Tests of Change for Healthy Start	January 6, 2021
Reconnecting & Reengaging Healthy Start Clients	February 3, 2021

A woman with dark, curly hair is shown in profile, looking towards the left. She is holding a baby who is looking towards the camera. The background is a soft-focus green and white bokeh, suggesting an outdoor setting with trees and flowers.

We are
#HealthyStartStrong

Do you have a success story about staying connected with existing clients or building relationships with new clients virtually during the COVID-19 pandemic?

Email your story to healthystart@nichq.org!



Jane Taylor, EdD
Improvement Advisor

Quick Tests of Change for Healthy Start

Jane Taylor, EdD
Improvement Advisor

Agenda



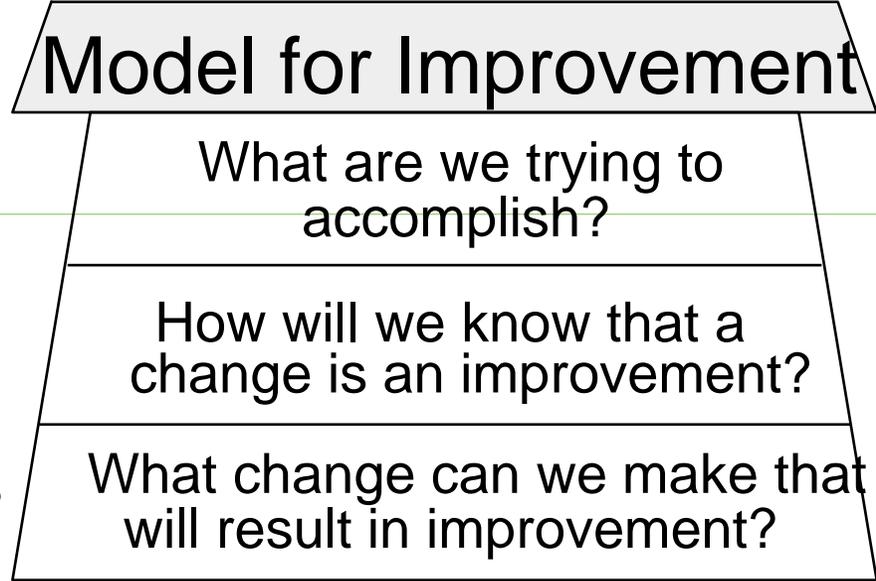
- What is a test of change? How quick is quick?
- Why test?
- Review example of a quick test
- Break out into small groups, craft a quick test
- Share Learning
- Tips for rapid testing & activating all hands on deck
- Making a plan



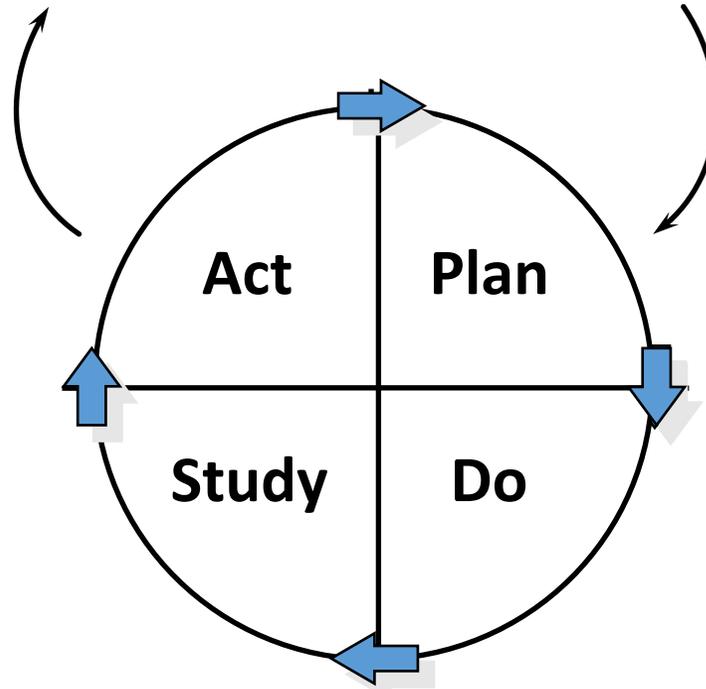
Quality Improvement provides method to...



- Improve women's health, including infants and families;
- Promote quality service;
- Strengthen family resilience;
- Impact the collective; and
- Increase accountability by getting results



Beyond COVID-19 Webinars



From: Associates in Process Improvement

What change can we make that will result in improvement?



To learn what works

What should we do next?

Act

Plan

Let's try something we heard about or we think is a good idea to test quickly

Study

Do

We did it, quickly on a small scale

What happened?
What did we learn about how to make it work?



Example of a Quick Test

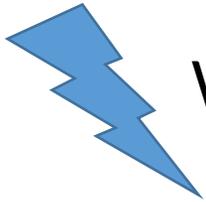
- **Idea:** Share record with client and ask for any corrections
- **Who:** Susanna
- **When:** Next client she sees who is scheduled for a referral or follow up
- **What:** Ask, “Would you like to review your record to see if we have all your information right? I want to make sure ____, has all the information she needs to work with you. Would you like to do it together, I can share my screen?”



Example of a Quick Test

- **Idea:** After hours lactation consultation with woman and her partner
- **Who:** Isabella
- **When:** With next patient who has lactation consultation
- **What:** For next lactation consultation, call client and ask what is best time for virtual consultation – after or during regular hours and whether it makes a difference if her support partner might attend. Test until you have a request for after hours consultation.
- Deliver consultation after hours and ask about the experience

Silently, without hitting "enter or send" in chat . . .



We are making a virtual brainstorm

We make a list of ideas without sharing

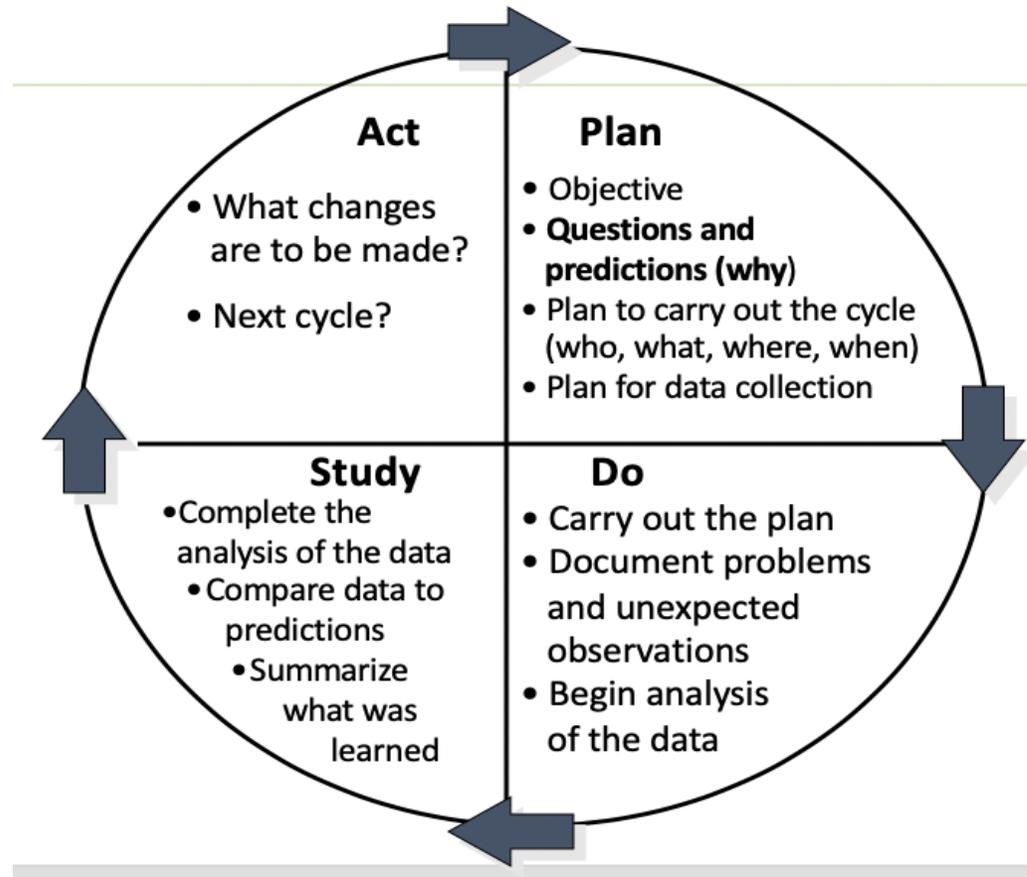
We share simultaneously on my cue!

What do you like about the idea of a quick test?





PDSA cycles involve more rigor, including collecting enough data to understand how good of an idea you have



Why Quick Test



- How good of an idea is it?
- How easy will it be to do more of it?
- What else do we need to learn to know if we want to make the good idea permanent?

Breakout Activity: Design a Quick Test

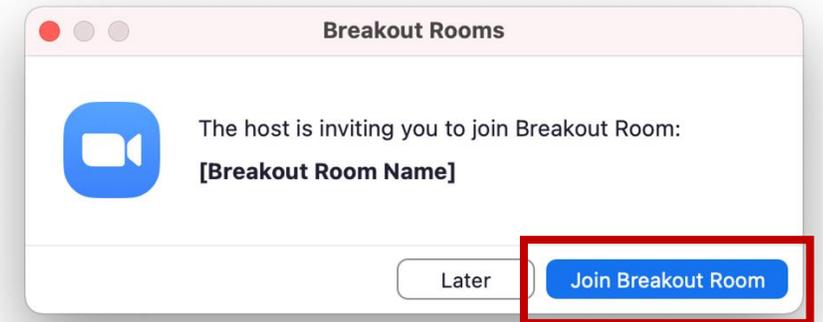
Instructions

- Download the worksheet in the chat box now!
- You will be automatically assigned to a room with two other people
- Each breakout room will focus on one topic: Virtual Engagement; Participant Mental Health, Staff Mental Health, or Breastfeeding
- In your room....
 - Introduce yourselves
 - Read the worksheet and review the quick test ideas for your topic
 - Select one idea (or come up with your own) and fill out worksheet
 - Be prepared to report out

Zoom Breakout Rooms

Step 1 – Joining a breakout room

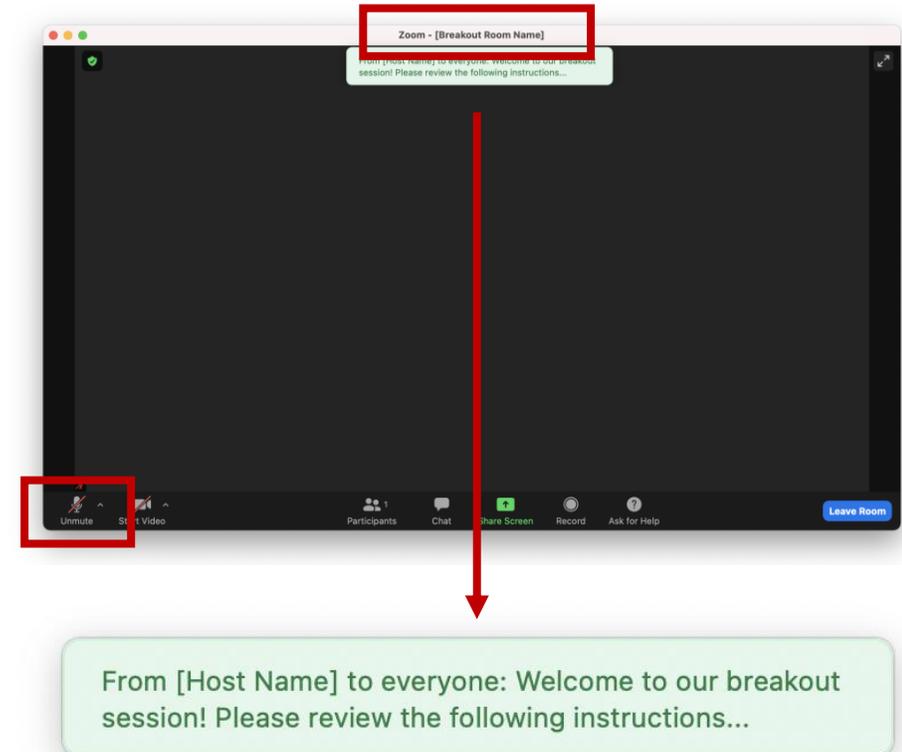
- When the host invites you to a breakout room, a message will pop up on your screen.
- Click '**Join Breakout Room**' to be moved into the breakout room.



Zoom Breakout Rooms

Step 2 – In a breakout room

- You will be muted upon entry. You can mute or unmute yourself, as needed.
- The name of the breakout room should be at the top of your Zoom window.
- The host may send information or directions to all breakout rooms. The information will be displayed in a pop up at the top of your Zoom screen.

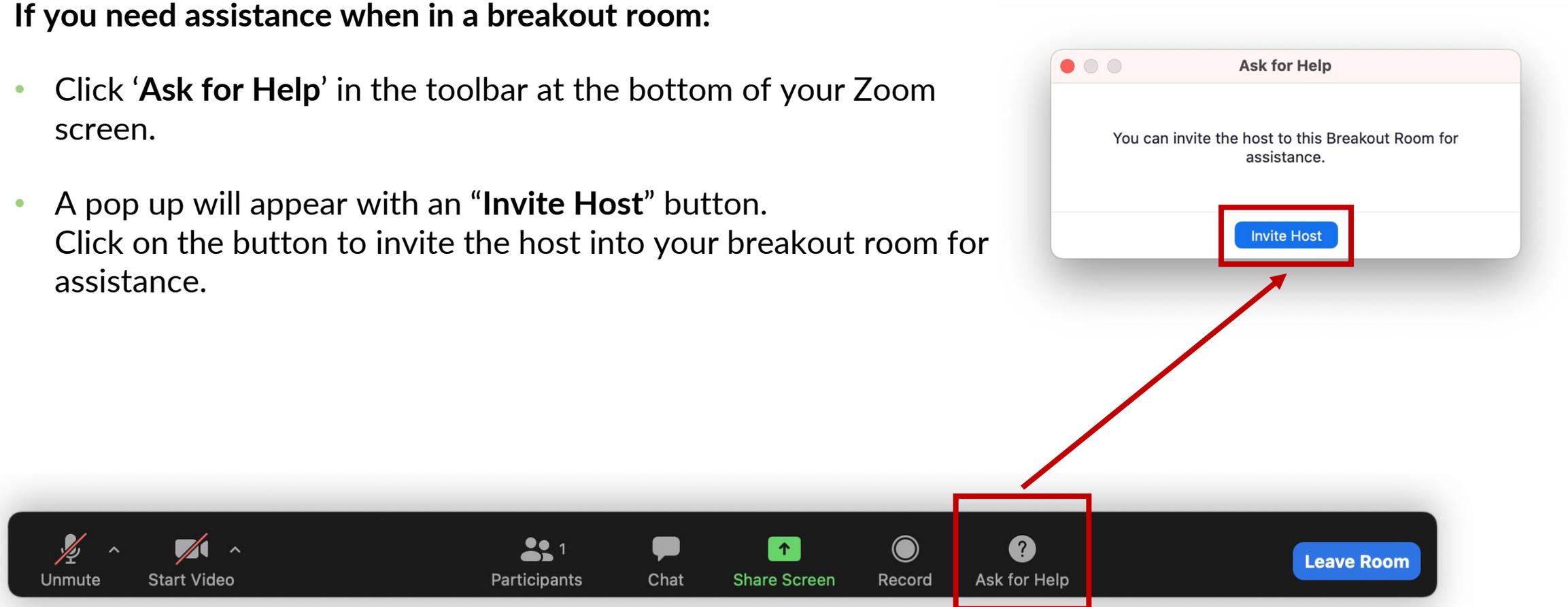


How to ask for help

in Zoom Breakout Rooms

If you need assistance when in a breakout room:

- Click 'Ask for Help' in the toolbar at the bottom of your Zoom screen.
- A pop up will appear with an "Invite Host" button. Click on the button to invite the host into your breakout room for assistance.

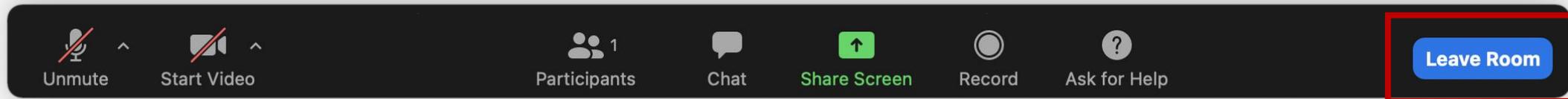
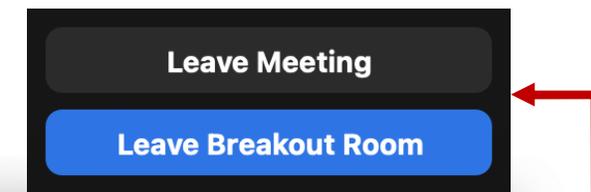
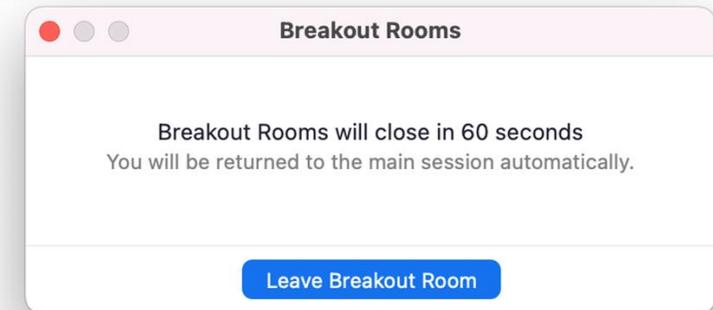


Zoom Breakout Rooms

Step 3 – Leaving a breakout room

- When the breakout session is over, the host will close the breakout rooms.
- A pop up will appear. 1) Click **“Leave Breakout Room”** to immediately leave the breakout room, or 2) The breakout room will automatically close after 60 seconds and everyone will be moved back to the main room.

Note: You can leave the breakout room at anytime by clicking **“Leave Room”** in the toolbar at the bottom of your Zoom screen.



Report Out

Report Out



1. Quick Test Idea?
2. How you will test small and quick?
3. Who would run the test?
4. How confident are you that your Healthy Start could run the test this month?

Tips

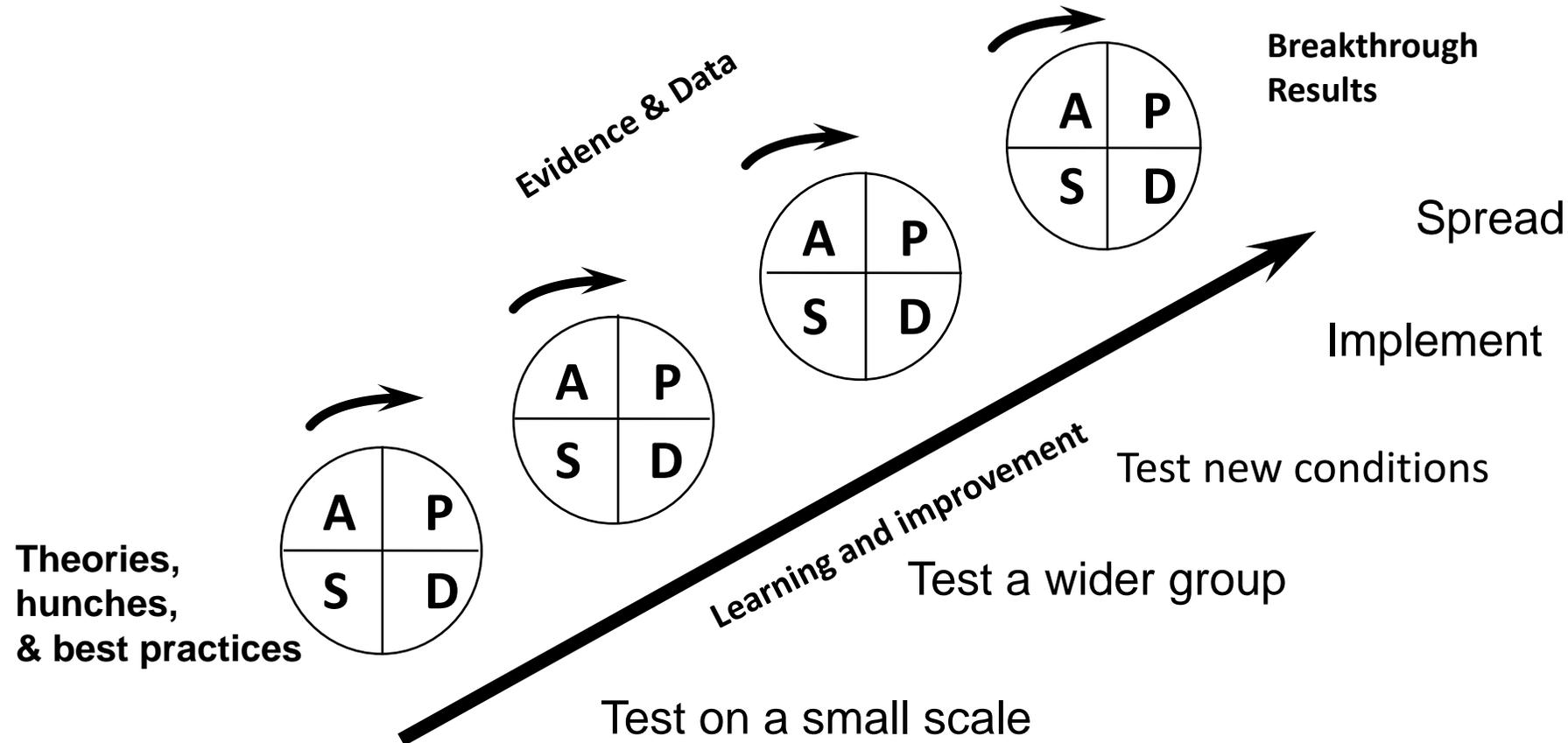


Tips

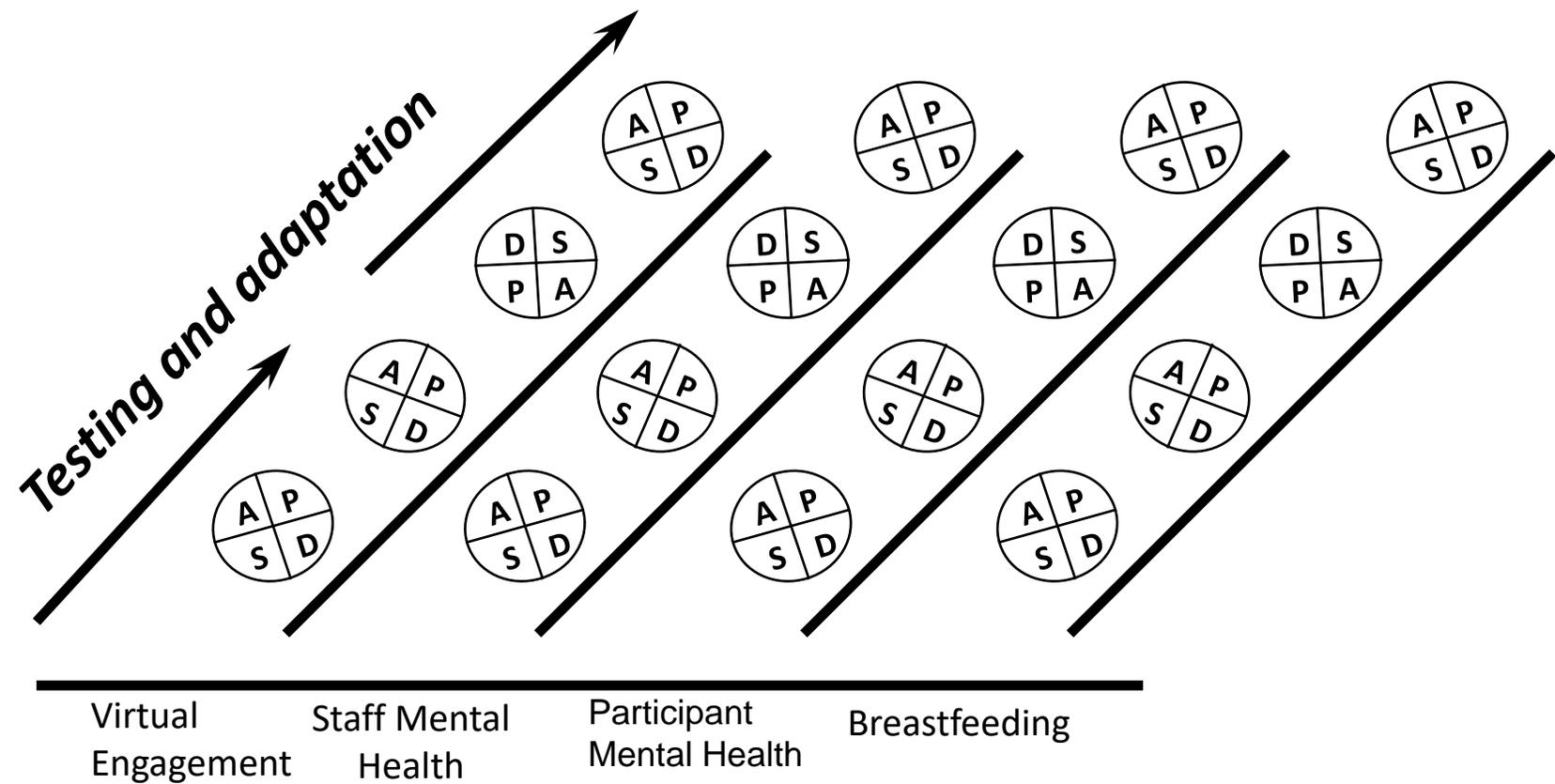
- Test under a wide range of conditions
- Build up from 1 to all slowly
- Build confidence in the change
- Make it work for your Healthy Start



Sequential Building of Knowledge Includes a Wide Range of Conditions in the Sequence of Tests



Multiple PDSA Cycle Ramps





Decrease the Time Frame for a PDSA Test Cycle



Drop down next “two levels” to plan early test cycles!

Don Berwick, MD

When to implement a change



Staff Readiness to Make Change

Current Situation		Resistant	Indifferent	Ready
Low Confidence that change idea will lead to Improvement	Cost of failure large	Very Small Scale Test	Very Small Scale Test	Very Small Scale Test
	Cost of failure small	Very Small Scale Test	Very Small Scale Test	Small Scale Test
High Confidence that change idea will lead to Improvement	Cost of failure large	Very Small Scale Test	Small Scale Test	Large Scale Test
	Cost of failure small	Small Scale Test	Large Scale Test	Implement



We can think of problems we want to solve....but what happens when a problem picks you?

Chat:
What problems picked you for 2021?



Quick tests could help you . . .

- Learn more about the problem
- Try some ideas and solutions rapidly
- Think about how you might engage staff to test on behalf of your Healthy Start
- Think about how you might engage community partners or CAN partner to test an idea quickly

Chat:

What is your plan for quick tests to lift-up better services for your clients?

What is a good sequence for these rapid tests?

What should be tried first, second, etc.?



Questions?

Closing

Nikki Maffei
Healthy Start TA & Support
Center

Request 1:1 TA

- Jane is available to provide 1:1 TA around quality improvement
- To submit a TA request, visit EPIC and select “Request Technical Assistance” under the “HS EPIC Center” tab



Healthy Start Staff Support Groups



Join a free, confidential Healthy Start Staff Support Group!

- Mondays at 2 p.m. EST – Managers and Project Directors
- Wednesdays at 3 p.m. EST – Frontline Staff

For registration information, visit EPIC and click the “TA Activities” tab



Next Webinar



- **Reconnecting & Reengaging Healthy Start Clients –**
Wednesday, February 3 from 12-1:30 p.m. EST
- In the meantime, post questions and share your experiences on the Healthy Start CoLab



Thank You!