

Guided Implementation for Partner Violence Screening

Guided implementation is a set of steps and tools that “guide” you through the process of adopting new practices in your organization.

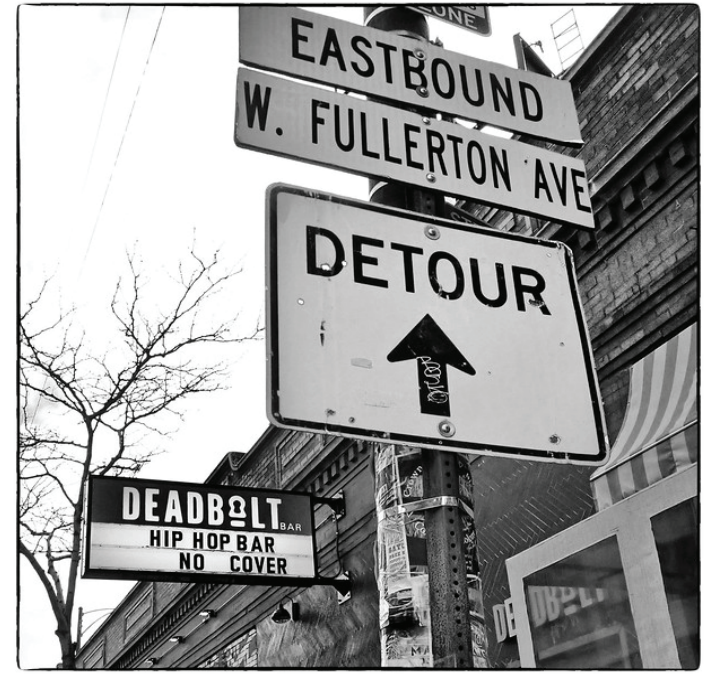


Photo: PA Velonis

70% of programs that do not use guided implementation tools experience setbacks.

80% of programs that do use these methods demonstrate successes!

Just like people need support to succeed at changing behaviours, organizations need to make sure that the right foundations are in place when trying new processes.

Guided implementation will help you examine the strengths that your organization has, identify what needs to be shored up, and make informed decisions about moving forward.

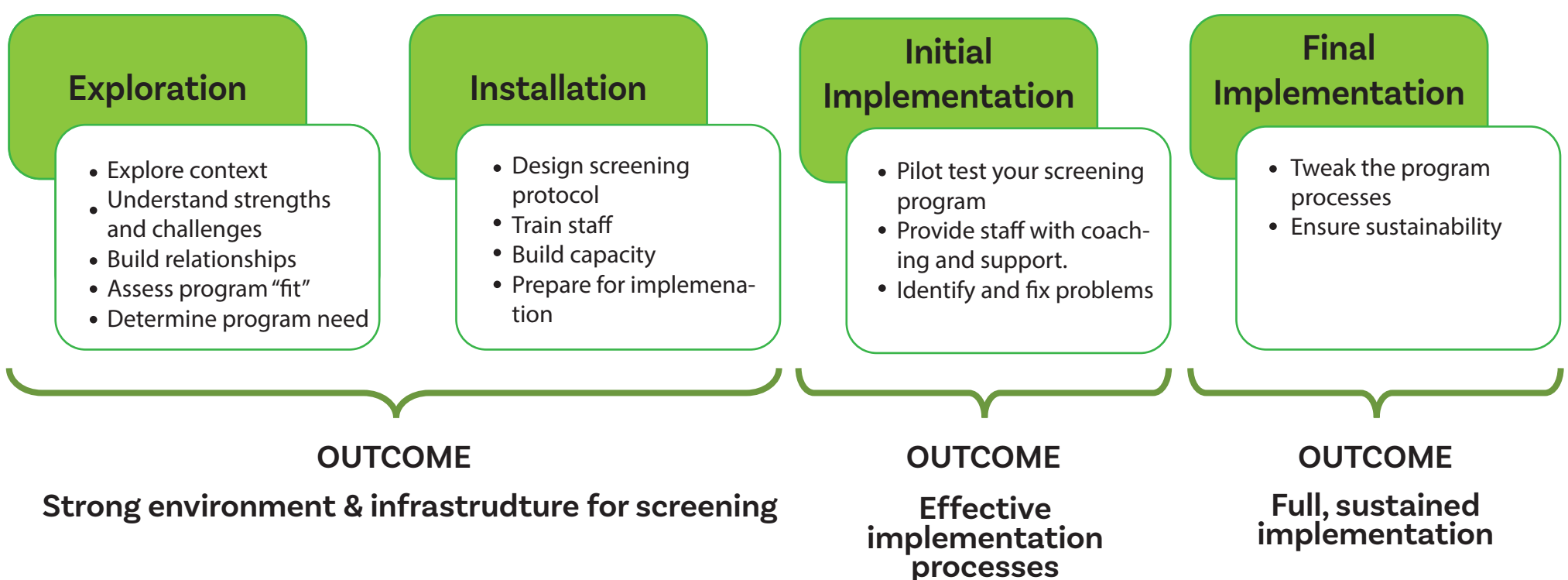
Guided implementation can increase the success of your screening program!

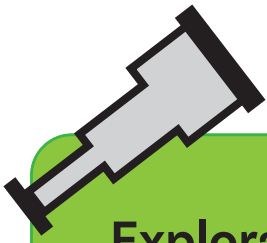
Starting a partner violence screening program is complicated.

One reason many programs fail is because the implementation stage is rushed, without enough attention to the complexity involved with asking and responding to violence.

Below are basic steps that you can use to support good implementation, specifically for starting a program to identify and respond to partner violence.

Like most processes, good implementation is done in stages





Exploration

- Explore context
- Understand strengths and challenges
- Build relationships
- Assess program “fit”
- Determine program need



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Good implementation is a team effort.

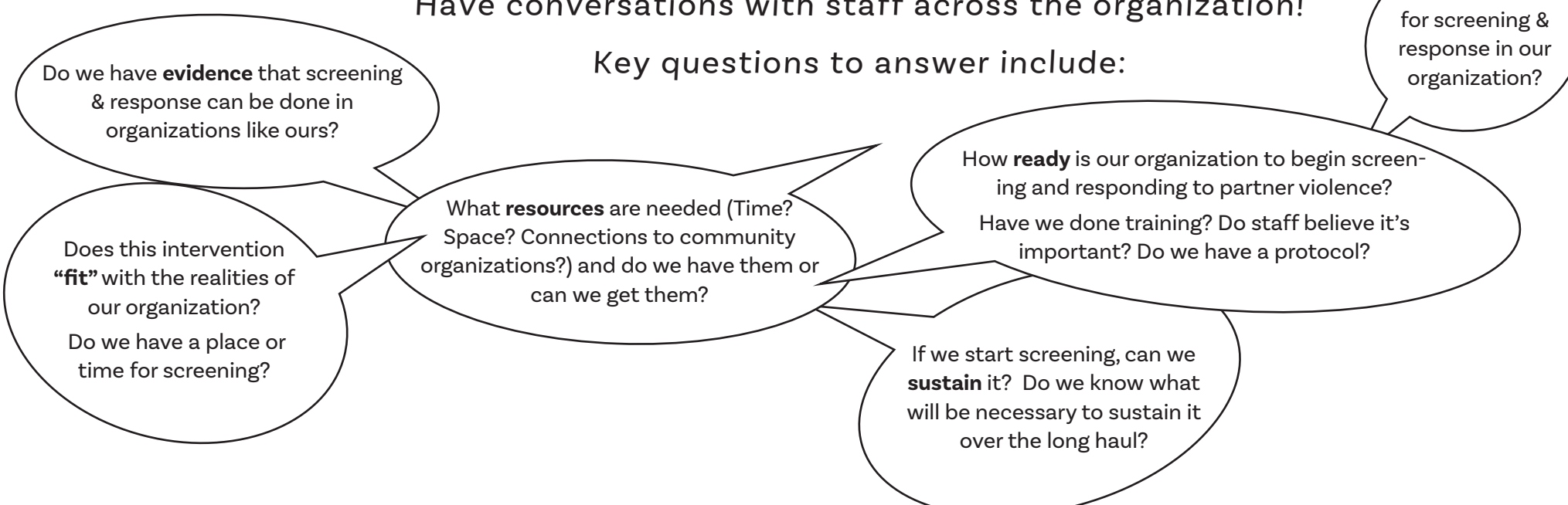
Form an implementation team with representatives from all levels of your organization, from managers to direct service providers.

Don't forget the support staff, who often take on unforeseen tasks when new processes are started.

Exploration is when you want to make sure that your setting is equipt to start - and sustain - a screening program.

Have conversations with staff across the organization!

Key questions to answer include:



Exploration Tool Box



Partner Violence Protocol Assessment Tool - Guides the team through the components of best practice partner violence screening.

Organizational Context Interview & Analysis Tool - Provides evidence-informed questions to ask staff related to QI and partner violence, and helps to identify what needs to be strengthen if the organization adopts a screening program.

Exploration Decision Tool: Offers a framework to display critical information to help the team decide if a screening and response protocol or program should be adopted.

During Installation, your team works to *install* the pieces that you identified as important to sucess during exploration.



The Protocol. Developing a formal protocol that clearly tells staff what your process for screening and responding to partner violence looks like is a critical aspect of having an effective program



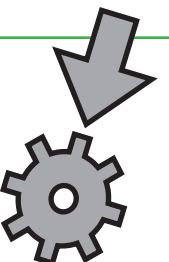
Training. After you have tailored a screening and response protocol for your organization, it's important to train your staff on how to use it!



The Installation Action Planning Tool can be adapted to help your team work through common issues with installation.

Installation

- Design screening protocol
- Train staff
- Build capacity
- Prepare for implementation



The goal is to get the clinic ready to implement your screening protocol!

Installation Tool Box



Futures Without Violence Quality Assessment & Quality Improvement Tool - Provides a comprehensive set of quesitons about your current partner violence identificaiton and response process. This helps identify current places for improvement.

Protocol Planning Tool - A brief checklist of information that should be considered when designing any screening and response protocol.

Futures Without Violence Training Resources -

Initial Implementation

- Pilot test your screening program
- Provide staff with coaching and support.
- Identify and fix problems



In this phase, you want to gather and use data to drive your decision making.

This is about pilot testing your process, with the intention of learning what works, what doesn't, and how it impacts staff and patients.

It's also your opportunity to make changes, tweaks, and fix problems before they become systemic.

Piloting - Use QI Cycles!

Once you think you have all the pieces in place, it's time to give it a time-limited test run. Plan to do this at least three times before moving on to full implementation.



Depending on how your clinic works, you may want to select a single day, or to try out the process with patients from a single provider for a set period of time.



Have members of your team on hand to watch and take notes on how things go. Do patients receive the screening or education? Are they alone? How long does it take? Is it a smooth process?



Schedule conversations with staff for the end of the day so that you can hear about their experience while it's still fresh. Try asking patients about their experience, if safe to do so.



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Use Your Data!

After the first pilot test session, look carefully at all your data, including the (de-identified) screening data itself.

- ✓ How many screening sessions were started? How many were completed?
- ✓ Can you determine why screening was started but not completed?
- ✓ If patients disclosed, can you tell what happened next?

If you've had multiple note-takers - which you should, if at all possible - create a table for each question from the note sheet, with notes from each observation listed. Consider develop scoring criteria for each question, and at the end of the review session, see what areas are strong, and where improvement is needed.

- ✓ What were the most common difficulties or places where the data suggest the process was not going smoothly?
- ✓ Can you identify whether the problems can be addressed through training and/or coaching, or does the system need to be examined?

Before the next pilot session, talk with the implementation support team about the data. Decide how, if at all, you want to tweak the implementation process, and do this again.

Final Implementation

- Tweak the program processes
- Ensure sustainability

Whereas Initial Implementation is about making screening routine in your clinic, Final Implementation is about maintaining predictable and reliable practices.

Final Implementation is not the end of the work!

Keep monitoring the screening flow and making improvements.



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