



## Missouri MIECHV Gateway

A passage into a network for sharing quality improvement ideas and best practices.

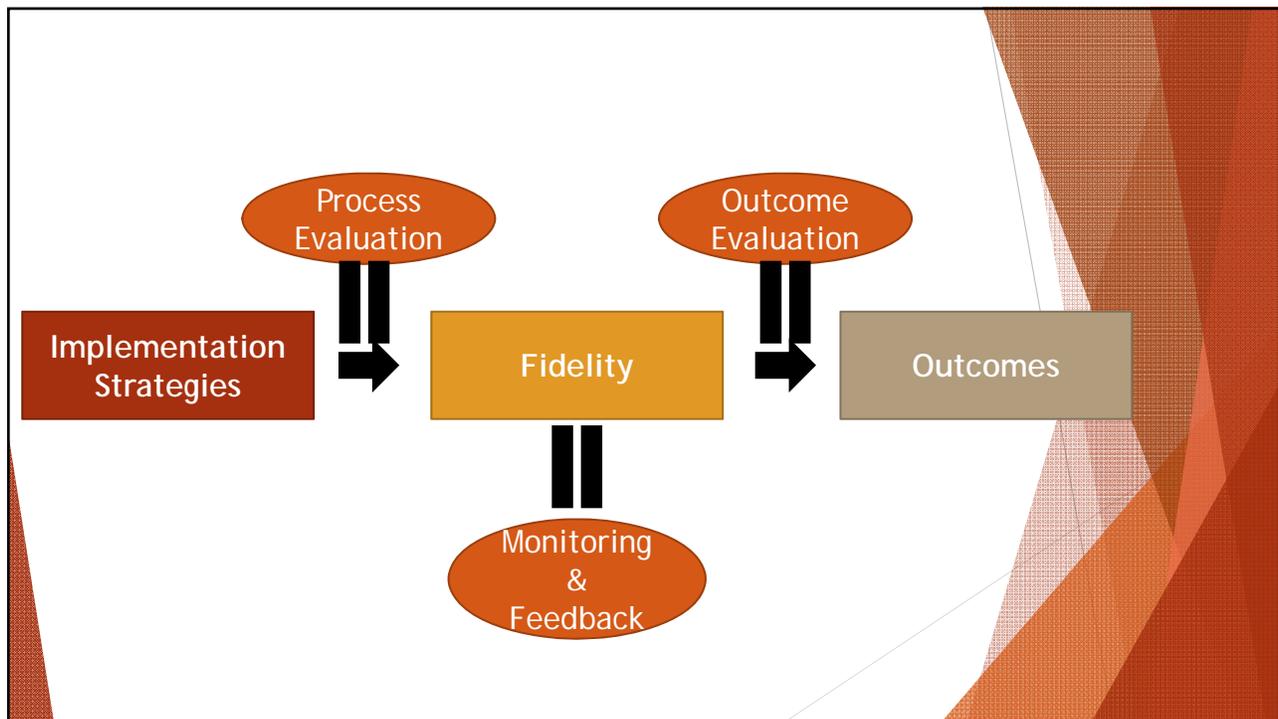
# Fidelity 101: Assessing, Improving, Monitoring, and Driving CQI Initiatives

## Learning Objectives

- ▶ Review the importance of assessing, improving, and monitoring fidelity to support implementation and evaluation
- ▶ Understand how fidelity assessments can support improving outcomes through CQI initiatives
- ▶ Explore utilizing the Gateway's "Program Fidelity and CQI Assessment" to measure present-state fidelity and identify CQI initiatives to improve fidelity

# Fidelity & Fidelity Assessment

- ▶ **Fidelity** is the agreement (concordance) of a replicated program or strategy with the specification of the original.
- ▶ Measuring fidelity can:
  - ▶ Support research on promising practices
  - ▶ Produce innovations to intervention models
  - ▶ Promote systematic implementation
  - ▶ Target proximal outcomes



▶ **Fidelity Assessment** is a process designed to help program implementers, evaluators, funders, and developers assess changes or adaptations made to a program upon implementation.

- ▶ Implementers- anticipate potential adaptations
- ▶ Funders- evaluating appropriateness of changes

▶ **Adaptation** describes any changes or departures from the methodology used in the original implementation of the program or strategy.

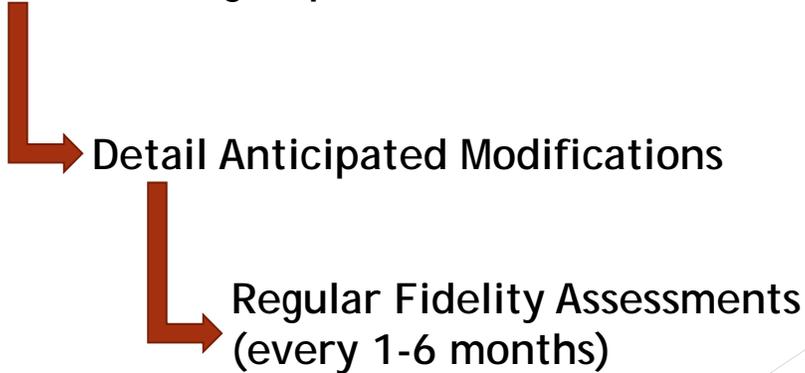
▶ Essential for:

- ▶ Understanding program impact
- ▶ Account of how a program was adapted
- ▶ Guiding future attempts at successful implementation

## Fidelity Assessment

A long-term process

Initial Funding/Implementation



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## Benefits of Fidelity Assessment

- ▶ Select a program that is appropriate to the organization's or community's needs and resources
- ▶ Anticipate, plan, implement, and track appropriate and beneficial adaptations
- ▶ Contribute to the knowledge-base about effective and ineffective adaptations
- ▶ More accurately attribute outcomes to the actual program

# Assessing Fidelity



<b>Method</b>	<b>Description</b>
Site visit	Intervention experts conduct structured interviews
Structured observation	Intervention experts code practitioners during live observation and provide feedback, or trained coders rate audio/video recordings
Multi-informant methods	Feedback collected from multiple stakeholders, including youth, families, providers, case files, supervisory review
Self report checklists	Practitioners complete checklists to describe whether key intervention activities were completed
Secondary data analysis	Researchers analyze existing administrative data
Supervisory review	Supervisors rate practitioners on adherence or competence
Case file review	Intervention experts or trained researchers code case files/progress notes
Key informant survey	Agency representative reports for a unit or organization

Kaye, S. & Holder, T. (August 2011)

## Fidelity Score

	High Fidelity	Low Fidelity
Good Outcomes	Celebrate and duplicate!	Re-examine the intervention and modify the fidelity assessment.
Poor Outcomes	Modify the intervention	Start over

## MIECHV Gateway “Program Fidelity & CQI Assessment”

- ▶ **What:** A fidelity assessment tool
- ▶ **Where:** MIECHV Gateway Site - Stage 1: Plan; Step 2
- ▶ **Purpose:** Identify adherence to a procedure/policy and acts as a powerful brainstorming tool to identify potential CQI projects.
- ▶ **Score:** Obtain a fidelity score based on a point scale of Always (3), Sometimes (2), Seldom (1), Never (0). Responses marked as "Not Observed" will not be counted in the fidelity score. The fidelity percentage is out of a total of 100.
- ▶ **Action:** Based on the results of this assessment, the reporter and their agency are able to self-identify areas where quality improvement initiatives are needed and to self-direct the CQI process through to the completion of a CQI Storyboard.

Example

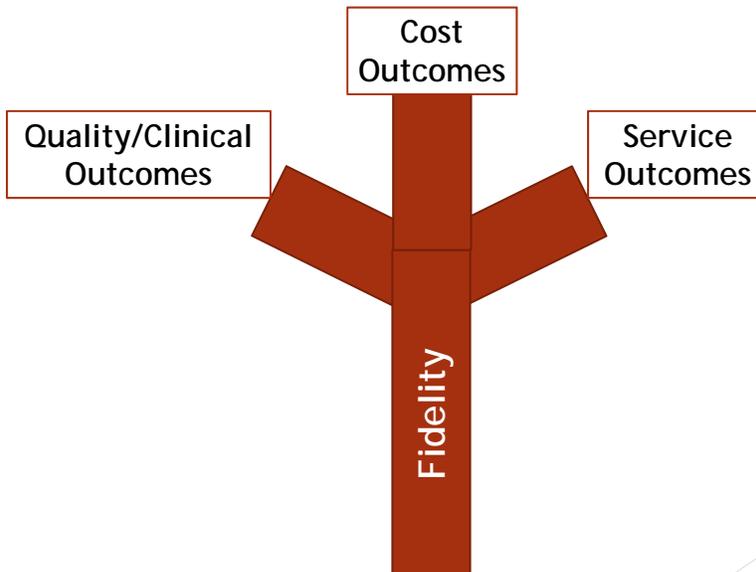
# MIECHV Gateway Fidelity Assessment Scoring Tool

Fidelity Assessment % Scoring Tool



## Improving Fidelity

## Fidelity Leads to Outcomes



## Primary Reasons for Fidelity Change

- ▶ **Recipient** issues (cultural norms, demographics)
- ▶ Program provider issues (staff recruitment/retention issues, costs)
- ▶ **Community** issues (political climate, traumatic incident, community norms)
- ▶ **Setting** issues (policies, scheduling, facilities)
- ▶ **Evaluation** issues (sample size requirements, resources, reporting schedule)
- ▶ **Sustainability** issues (potential funding leverage, community buy-in)

## Key Elements for 100% Participation

- Organization-wide **training**
- A **data system** that tracks project progress, successes
  - very easy to access
  - promotes "stealing" of successful ideas drives reward and recognition
  - helps standardize solutions
- A formal **reward and recognition** system, complemented by intermittent, unexpected reinforcement

## Monitoring Fidelity

## Measurement Imperative

“Not everything that counts can be counted, and not everything that can be counted counts”

- Albert Einstein

But...

“You can’t improve what you don’t measure”

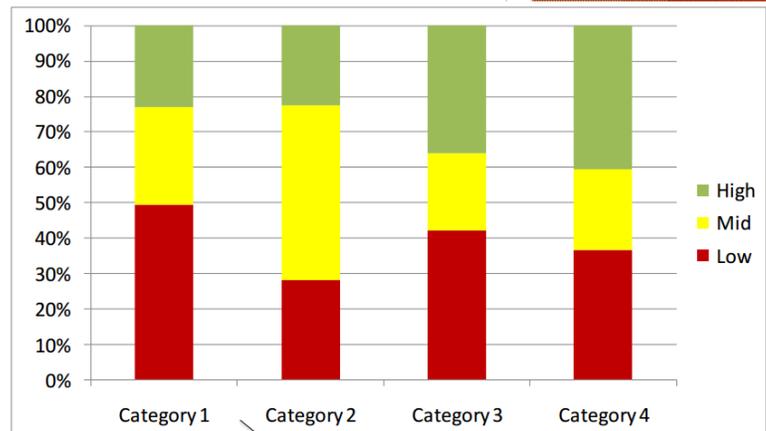
- Edwards Deming

## Fidelity data collection is...

▶ Frequent

▶ Relevant

▶ Actionable



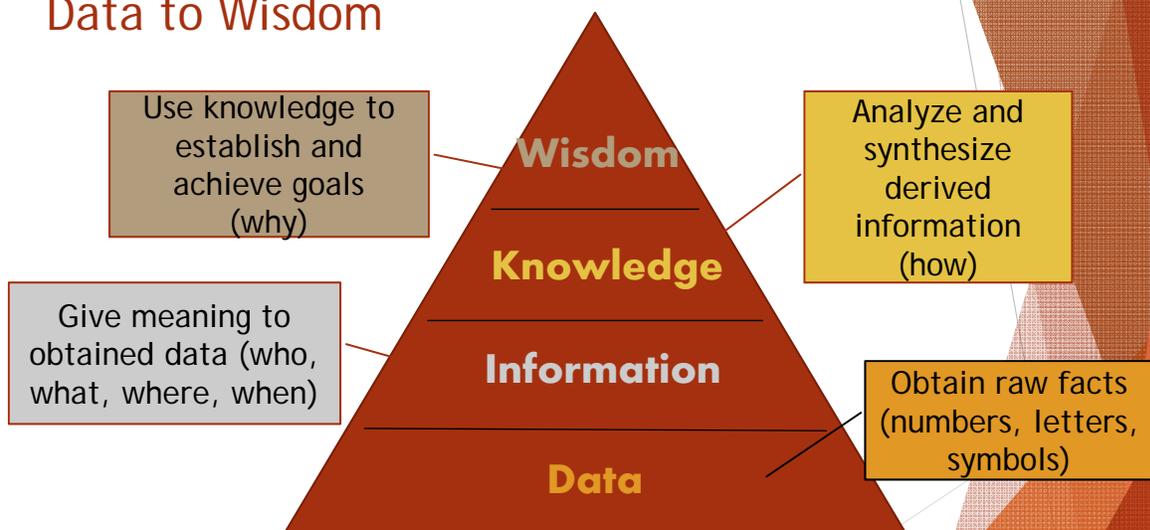
Categories: core intervention components, provider, supervisory units, individual staff

Kaye, S. & Holder, T. (August 2011)

## CQI Measure Types

- ▶ **Structure:** Physical equipment and facilities
- ▶ **Process:** How the system works
- ▶ **Outcome:** The final product, results

## Data to Wisdom



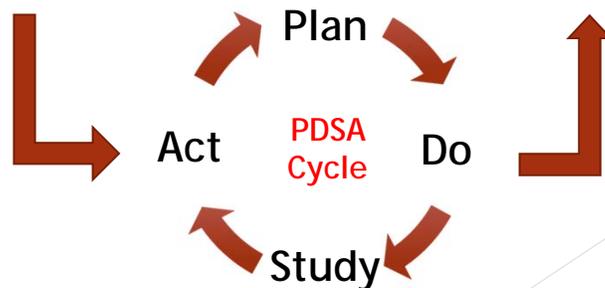
# Driving CQI Initiatives



## 3 Key Questions

Before performing a PDSA cycle, you should answer 3 key questions:

1. What are we trying to accomplish? **Aim**
2. How will we know a change is an improvement? **Measurement**
3. What change will result in improvement? **Method**



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## PDSA Cycle



**Plan** - What question are you trying to answer?

- Objective, predictions & plan

**Do** - What happened?

- Execute, document & record

**Study** - How did what happened compare with the plan?

- Analyze, compare, and summarize results

**Act** - What is the next step?

- Finalize changes & future steps

# Summary

## Summary

- ▶ Vital to measure fidelity by completing regular fidelity assessments
- ▶ Assess fidelity prior to beginning a CQI project
- ▶ Identify and document issues within and changes made
- ▶ Collect data that is frequent, relevant, and actionable
- ▶ Begin utilizing the “Program Fidelity and CQI Assessment”