

3rd SOCIAL SERVICE RESEARCH NETWORK (SSRN) “Transforming Research into Solutions”

**Tuesday, 16 February 2016
Lecture Theatre, Level 2
Lifelong Learning Institute**

Developing a Programme-Monitoring System for Learning and Improvement

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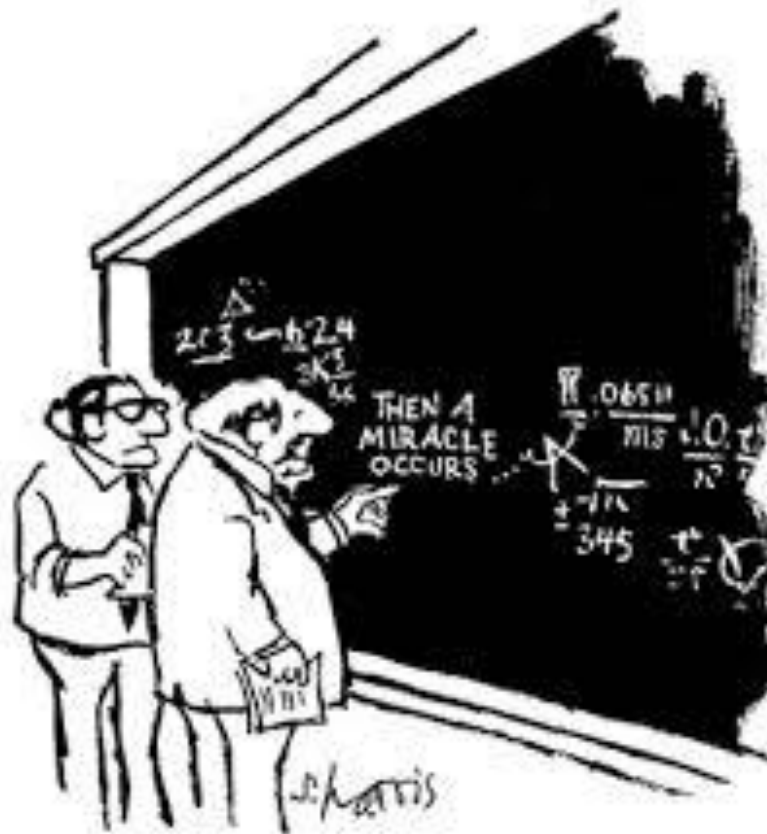
Save the Children Australia

Developing a Programme-Monitoring System for Learning and Improvement

Dr Robyn Mildon

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"I think you should be more explicit here in step two."

Political Context

Organizational Mandate

Client State
and
Circumstances

High Quality
Decision Making

Client
Preferences
and Actions

Research
Evidence

Organizational Resources / Constraints

Economic Context

Socio / Historical Context

Community

Training / Supervision

Professional Context

**Children and families cannot benefit from
something they do not receive**

Effective interventions and services
+
Effective implementation
=
Positive outcomes

Challenges in real world service delivery

Attempting to implement loose, poorly defined “service” models

Attempting to transition from poorly defined models to more strict research –orientated models

Attempting to then replicate and take these models to scale

And do this with appropriate local adaptations which don’t lose the promised effect

Constant, structured monitoring of actual implementation and outcomes is necessary to drive towards adequate implementation and either build to or sustain program quality.

While the need for continuous evaluation is critical, several barriers to timely, critical evaluations of a scaled-up program exist, including

- a lack of technical skills
- need for intensive resources for data collection
- lack of adequate resources

Continuous quality improvement

“systematic approach that applies a scientific method to defining the processes and outcomes of a system (or program), measuring the processes and outcomes, and finally testing changes that are aimed at improving the system (or program)”

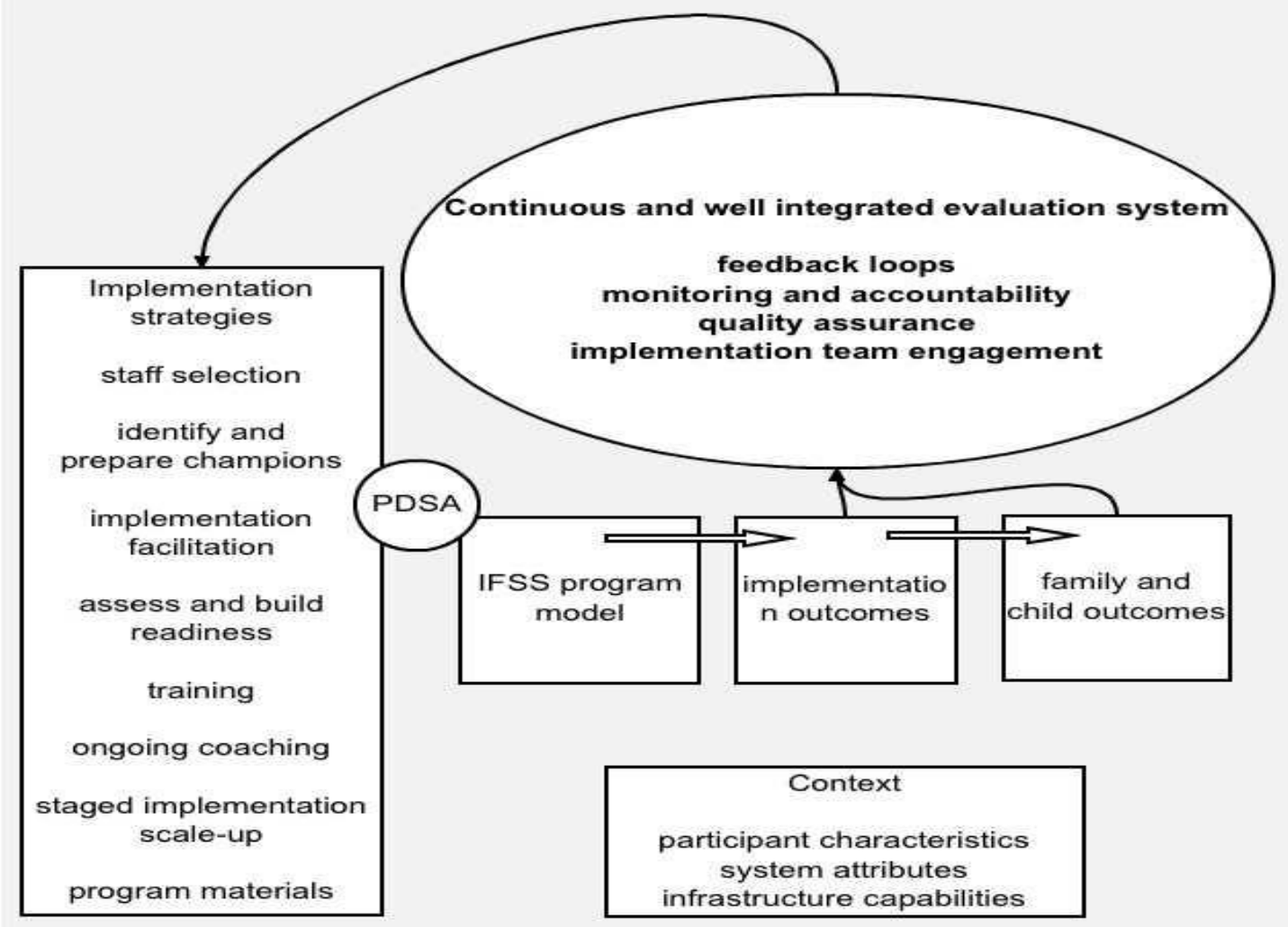
(McCabe et al, 2012)

Underlying principles:

- a focus on underlying organisational processes and systems as causes of failure or success rather than individuals
- the use of structured problem-solving approaches based on analysis of data
- the use of implementation teams
- skill development to identify problems and opportunities for improved service delivery and to take the necessary action

Shortell et al (1995)

CQI evaluation system



Implementation outcomes

Fidelity comprises **both structural and dynamic** aspects of interventions. (Koball et al 2009)

The **structural** aspects demonstrate adherence to basic service elements, such as

- hiring staff and
- maintaining high-quality direct service and supervisory staff,
- reaching the intended target population
- providing participants with the recommended service dosage and duration.

Dynamic fidelity include aspects of the service that relate to quality and content of the relationship between the worker and the service recipient.

Improving the quality of practice McLeod et al 2013

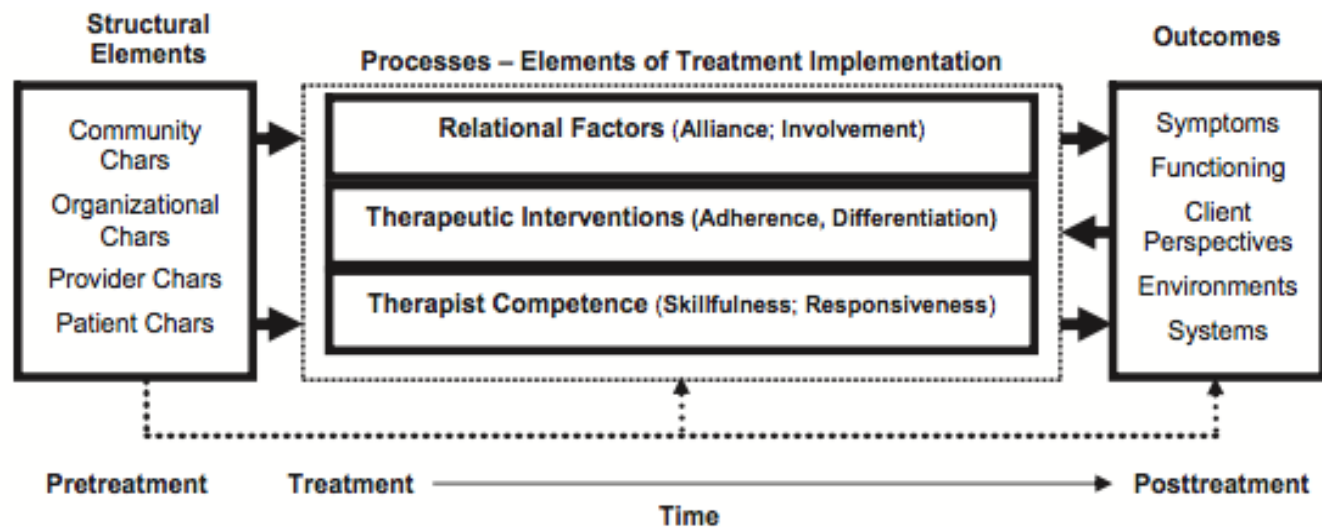
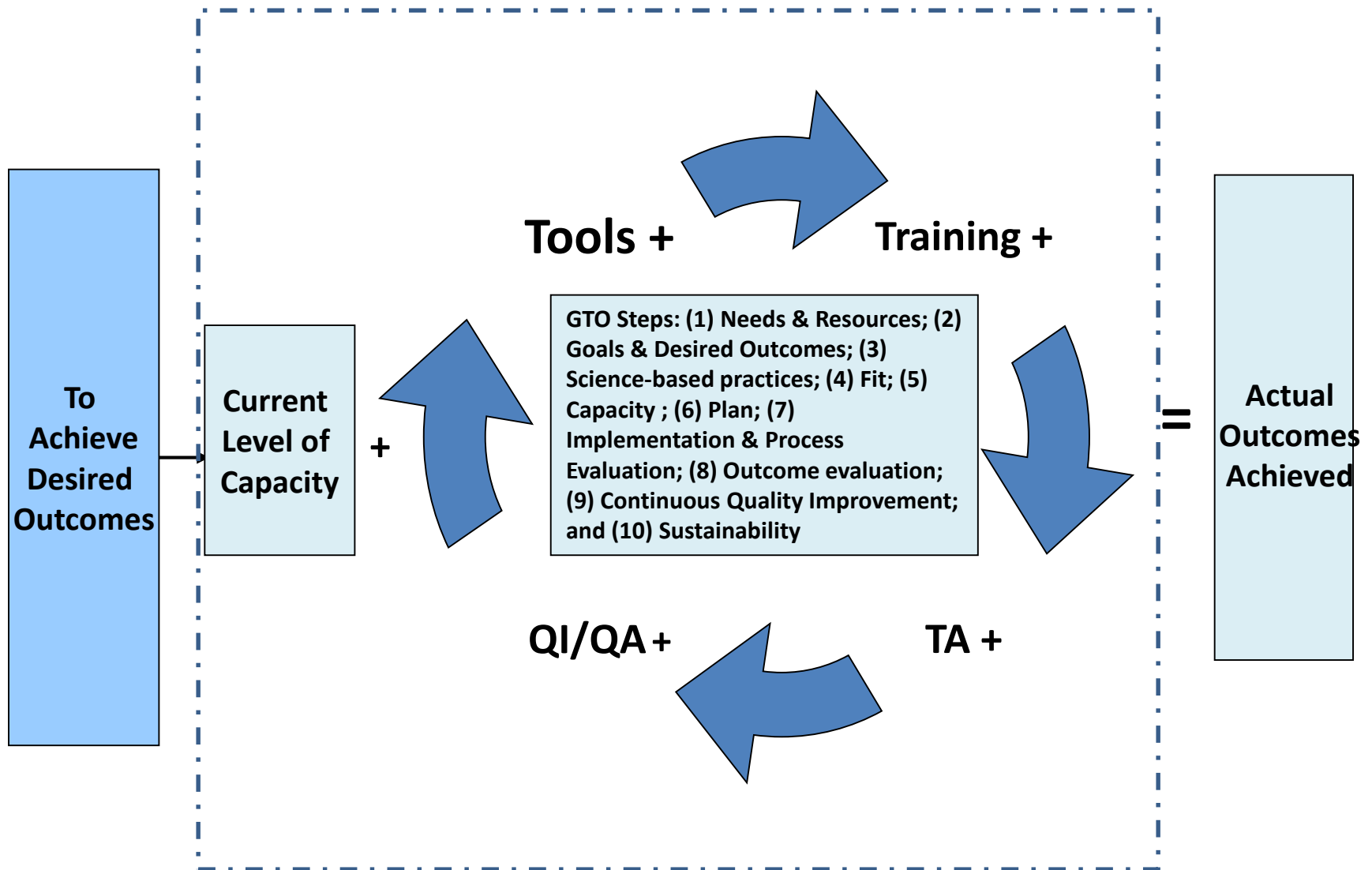


Figure 1. Model of treatment implementation within a quality of care framework.

TOWARD AN EVIDENCE INFORMED SYSTEM FOR INNOVATION SUPPORT



Summary

Transparent and frequent communication focusing on the quality of the service data enables ongoing quality assurance activities

Whether this leads to sustained changes in the quality of services and changes in outcomes for service participants will also be related to the effectiveness of the practices deployed

Effective implementation of a CQI system allows for ongoing evaluation of the impact of the service on outcomes

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