Family Futures: Jan-2015-1-Family Engagement

Submitted by BrandiAlexander on Thu, 02/05/2015 - 2:06pm

Local Implementing Agency:
Family Futures

Month:
January, 2015

Cycle Number:
1

Topic:
Family Engagement

Primary Driver for Family Engagement
Support to Home Visitors in working with families

Secondary Driver for FE-Working with families
Training/professional development of home visitors on relationship building or service delivery style

What type of PDSA plan is this?
A new cycle for a new PD or SD (starting something new)

Home Visiting Model:
Healthy Steps

What are we trying to accomplish?
To increase the practice of active listening to each family member in visits in order to promote more active engagement of families in the program (defined as e.g., more protagonism, more kept visits).

By February 20, 2015, one Healthy Start Supervisor will shadow 5 home visits from one Family Support Worker on their team looking for instances of active listening.

How will we know that a change is an improvement?

- N of questions participants raised in each visit
- % of visits where content was decided based on what HV heard when listening to the participant

What changes can we make that will result in an improvement?
Once we have baseline data from this test, the team will brainstorm ways to improve active listening at home visits. This is the baseline cycle.

What question(s) do we want to answer on this PDSA cycle?
How well do selected home visitors actively listen in home visits?
How many questions do clients raise?
Is the curriculum directed by parents or workers?

Plan
Who
1 Supervisor 1 Family Support Worker
When
February 9-20, 2015
What
1 Home Visitor (at partner site 1) will be shadowed on 5 visits in the two week period. The supervisor will be looking for how well their staff actively listens to the family.

Where
home visits

Tasks or tools required to set up
Development of the questionnaire below to be used on home visit shadowing.

Family Support Worker Active Listening Questionnaire

FSW: ___________________________________________________

Supervisor: ______________________________________________

Date of HV: _______________________

Who spent the most time talking during the home visit?
_______________________________________

How many questions did the parent ask during the visit?
_______________________________________

Did the parent identify topics to cover during the visit?
_______________________________________

Was the curriculum/content area for the NEXT visit selected to address one of the questions, topics or concerns identified on THIS visit? Y or N

Any additional thoughts or feedback (What was this experience like for the HV? What was it like for the client? Did you learn anything from this test)?
____________________________________________________________________________
____________________________________________________________________________

Plan for collection of data

Who
HS Supervisor

When
February 9-20, 2015

What
Supervisors will shadow 5 home visits for one staff on their team during the named time period. They will fill out the questionnaire during/after the visit. All questionnaires will be submitted to the program manager for analysis and report out to the team.

Where
Home visits
Predictions
There are no predictions for this round of PDSA as there are no changes being made to the process yet. We are gathering baseline information during this cycle.

Do
During February 9-20, one home visiting supervisor from partner site 1, shadowed 1 home visiting staff on 4 home visits. During/after each home visit, the supervisor filled out the questionnaire presented above. At the end of time period, results were faxed to the program manager for review.

Family Futures: Feb-2015-2-Family Engagement

Submitted by BrandiAlexander on Thu, 03/05/2015 - 9:16am

Local Implementing Agency:
Family Futures

Month:
February, 2015

Cycle Number:
2

Topic:
Family Engagement

Primary Driver for Family Engagement
Support to Home Visitors in working with families

Secondary Driver for FE-Working with families
Training/professional development of home visitors on relationship building or service delivery style

What type of PDSA plan is this?
A new cycle for a new PD or SD (starting something new)

Home Visiting Model:
Healthy Steps

What are we trying to accomplish?
To increase the practice of active listening to each family member in visits in order to promote more active engagement of families in the program (defined as e.g., more protagonism, more kept visits).
By March 20, 2015, one Healthy Start Supervisor will shadow 5 home visits from one Family Support Worker on their team looking for instances of active listening.

How will we know that a change is an improvement?

- N of questions participants raised in each visit
- % of visits where content was decided based on what HV heard when listening to the participant

What changes can we make that will result in an improvement?
Once we have data from this test, the team will brainstorm ways to improve active listening at home visits.

**What question(s) do we want to answer on this PDSA cycle?**
How well do selected home visitors actively listen in home visits?
How many questions do clients raise?
Is the curriculum directed by parents or workers?

**Plan**

**Who**
1 Supervisor 1 Family Support Worker

**When**
March 9-20, 2015

**What**
1 Home Visitor (at partner site 2) will be shadowed on 5 visits in the two week period. The supervisor will be looking for how well their staff actively listens to the family.

**Where**
home visits

**Tasks or tools required to set up**
Development of the questionnaire below to be used on home visit shadowing.

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**Family Support Worker Active Listening Questionnaire**

FSW: ___________________________________________________

Supervisor: ______________________________________________

Date of HV: ____________________________

Who spent the most time talking during the home visit?

_______________________________________

How many questions did the parent ask during the visit?

_______________________________________

Did the parent identify topics to cover during the visit?

___________________________________

Was the curriculum/content area for the NEXT visit selected to address one of the questions, topics or concerns identified on THIS visit? Y or N

Any additional thoughts or feedback (What was this experience like for the HV? What was it like for the client? Did you learn anything from this test)?

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____________________________________________________________________________

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**Plan for collection of data**

**Who**
HS Supervisor
When
March 9-20, 2015

What
Supervisors will shadow 5 home visits for one staff on their team during the named time period.
They will fill out the questionnaire during/after the visit.
All questionnaires will be submitted to the program manager for analysis and report out to the team.

Where
Home visits

Predictions
Based on the first baseline cycle from partner site 1, we would predict that staff will do a great job actively listening to and engaging their families in home visit discussions and planning.

Family Futures: Apr-2015-3-Family Engagement

Submitted by BrandiAlexander on Sun, 04/05/2015 - 7:22pm

Local Implementing Agency:
Family Futures

Month:
April, 2015

Cycle Number:
3

Topic:
Family Engagement

Primary Driver for Family Engagement
Support to Home Visitors in working with families

Secondary Driver for FE Working with families
Training/professional development of home visitors on relationship building or service delivery style

What type of PDSA plan is this?
A new cycle for a new PD or SD (starting something new)

Home Visiting Model:
Healthy Steps

What are we trying to accomplish?
To increase the practice of active listening to each family member in visits in order to promote more active engagement of families in the program (defined as e.g., more protagonism, more kept visits).
By April 30, 2015, Healthy Start Supervisors will shadow 5 randomly selected home visits from a variety of Family Support Workers on their team looking for instances of active listening.

How will we know that a change is an improvement?
What changes can we make that will result in an improvement?
Once we have data from this test, the team will brainstorm ways to improve active listening at home visits.

What question(s) do we want to answer on this PDSA cycle?
How well do selected home visitors actively listen in home visits?
How many questions do clients raise?
Is the curriculum directed by parents or workers?

Plan
Who
1 Supervisor 1 Family Support Worker

When
April 20-30, 2015

What
Randomly selected Home Visitors at each site will be shadowed on 5 total visits in the two week period. The supervisor will be looking for how well their staff actively listens to the family.

Where
home visits

Tasks or tools required to set up
Development of the questionnaire below to be used on home visit shadowing.

Family Support Worker Active Listening Questionnaire
FSW: ______________________________________________________
Supervisor: _________________________________________________
Date of HV: _________________________________________________
Who spent the most time talking during the home visit?
___________________________________________________________
How many questions did the parent ask during the visit?
____________________________________________________________________________
Did the parent identify topics to cover during the visit?
____________________________________________________________________________
Was the curriculum/content area for the NEXT visit selected to address one of the questions, topics or concerns identified on THIS visit? Y or N

Any additional thoughts or feedback (What was this experience like for the HV? What was it like for the client? Did you learn anything from this test)?
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____________________________________________________________________________
____________________________________________________________________________
Plan for collection of data

**Who**
HS Supervisor

**When**
April 20-30, 2015

**What**
Supervisors at each site will shadow 5 randomly selected home visits from various staff on their team during the named time period. They will fill out the questionnaire during/after the visit. All questionnaires will be submitted to the program manager for analysis and report out to the team.

**Where**
Home visits

**Predictions**
Based on the feedback from the first two cycles, we would predict that staff will do a great job actively listening to and engaging their families in home visit discussions and planning.

**Do**
Supervisors were able to shadow 8 home visitors on 9 home visits during the time period. The home visitor spent the following amount of time actively listening to the family:

- 33% of home visits resulted in the worker listening 60% or more of the time.
- 33% of home visits resulted in the worker listening 40% or less of the time.
- 33% of home visits resulted in the worker listening 50% of the time.

Families didn't always ask many questions during these home visits. On average 5 questions were asked per home visit. This is down a bit from the first PDSA cycle and up a bit from the 2nd cycle. This indicates to our team that one home visiting partner staff tends to foster more questions during home visits than the other. 100% of the time curriculum for the NEXT home visit was discussed with and decided by the home visitor and the family.

The supervisor enjoyed observing the home visitor's visits and interactions with the families. The supervisors felt the worker did a great job listening to the families and asking for their input and making sure they had a positive understanding of what was being discussed. Supervisor's also noted that many families have built a strong and positive relationship with their home visitor. When the family wasn't easily engaged and was more quiet and reserved, supervisors were pleased with how staff continued to encourage conversation and were able to keep things moving easily and casually with families.

**Study**
As a result of this project, it's evident that workers are engaged and actively listening to families during home visits. They are planning future visits based on discussions with mothers and mothers/fathers are asking questions and wanting to learn more about parenting, child development and the like.
Act

As a result of this study, program staff will work to continue to develop curriculum that will meet the changing needs of staff. We will also discuss ways for workers to increase the number of questions families ask by giving them safe space and providing an intentional place for questions during their home visits. There doesn't appear to be a problem with active listening at this time (based on three study cycles) but we do want to continue to monitor the process and make sure staff are providing a listening environment with families. In addition, we will be looking at ways to foster increased question/answer time among families at the partner site that consistently has less questions asked by families. Discussions will occur at our CQI meetings to see what might be happening differently from one partner site to the other that creates an environment were questions are easily able to be asked or where workers are proactive to knowing the families needs so as many questions aren't needed.