



Home Visiting Collaborative Improvement and Innovation Network 2.0: Parent Leadership in Continuous Quality Improvement

HV CollIN 2.0 brings together Maternal, Infant, and Early Childhood Home Visiting (MIECHV) Program awardees and local implementing agencies (LIAs) to engage in collaborative learning, rapid testing for improvement, sharing of best practices, scaling of tested interventions, and building of continuous quality improvement (CQI) capacity.

Background

Since 2013, the Health Resources and Services Administration (HRSA), through a cooperative agreement with Education Development Center, Inc. (EDC), has implemented collaborative improvement and innovation networks (CollINs). These networks have leveraged the Institute for Healthcare Improvement's [Breakthrough Series](#) (BTS) Collaborative as the framework for accelerating improvements in areas that are critical for the children and families served within the MIECHV Program. From the onset of [HV CollIN 1.0](#), participating teams were encouraged to engage parents as leaders and innovators in their own CQI journey.

CQI are essential. HV CollIN 1.0 demonstrated that when parent leaders co-create solutions to enhance home visiting services, the outcomes are accelerated. The results also illuminated that the BTS model could be used in home visiting to improve outcomes and to develop the necessary resources and conditions for subsequent scale efforts.

HV CollIN 2.0, funded in 2017, is leveraging HV CollIN 1.0 findings and integrating parent leadership participation as a core feature of all aspects of the project.

What Are We Trying to Accomplish, and How Will We Get There?

HV CollIN 2.0 Parent Leadership Goal

Improve the capacity and infrastructure of state and local home visiting programs to integrate parent voice and leadership along a continuum to improve outcomes for the children and families receiving MIECHV-funded home visiting services.

Parent leadership in CQI is both a skill set and a culture that needs to be intentionally developed, but doing so may represent a significant shift in philosophy for some teams. HV CollIN 2.0 is working to improve the capacity and infrastructure of home visiting programs to successfully incorporate parent leadership at both the state and local levels through teaching, access to tested resources, and coaching.

In HV CollIN 2.0, **parent** is an inclusive term that refers to anyone in a parenting role, for example:

- biological parents
- foster and adoptive parents
- grandparents
- other family members in a parenting role

HV CollIN 2.0 aims to build all parents' knowledge of and experience with using home visiting resources and services to strengthen their families.

A basic tenet of CQI is to include a variety of perspectives—in particular, the view of the consumer. As consumers of home visiting, parents bring lived experience and familiarity with the systems, and their contributions to

Support for Accomplishing Our Goal

As part of participating in HV CoIIN 2.0, all teams (at the state, territory, and local levels) receive individualized on-demand support from a parent leadership coach to assist in building meaningful relationships with families and to ensure that parent voices are driving CQI work. Parent leadership coaches are parents themselves and have a robust history of navigating systems to access necessary supports for their own child and family circumstances. Parent leadership coaches provide expert advice through group settings,

“Nothing about me without me.”

A key principle of HV CoIIN 2.0 is that all teams work *with* rather than *for* the parents and families they serve.

where teams can share ideas and problem-solve along with their peers, and via one-on-one meetings, where parents can receive individualized attention from the coach. HV CoIIN 2.0 offers many adaptable resources, in the form of a toolkit, to clarify the process and guide teams in building the needed infrastructure to welcome families as leaders. Toolkit components include role descriptions, compensation tips, and onboarding tools.

Continuum of Parent Leadership

In HV CoIIN 2.0, parent leadership is developed along a five-stage continuum. These stages offer opportunities for CQI teams to build and sustain parent leadership in their CQI initiatives. The continuum ranges from early readiness to partner in CQI to long-term strategies for bolstering the infrastructure and team functioning needed for parent leadership to continue to flourish as part of day-to-day operations. Additionally, tools have been developed and

are being tested to garner parents' perspectives on their own leadership experiences within HV CoIIN 2.0. These experiences also fall along a continuum, from providing feedback on program services to leading a CQI effort.

The Assessment

HV CoIIN 2.0 developed the "Building Blocks for Parent Leadership in CQI Team Assessment" to help teams assess their current level of parent leadership and what needs to be in place to progress along the continuum. Teams complete the assessment by rating their current progress in each stage of the continuum. This assessment is available to the public, located in the *Toolkit for Building Parent Leadership in CQI*, on the HV CoIIN 2.0 website.

Initial Results

Thus far, engaging parents as leaders has shown extensive benefits for state and local agencies, for example:

- Working with parents to collaboratively set goals helps CQI teams prioritize work that provides direct value to participants and reduces efforts that do not add value, which may ultimately reduce costs
- Transparent data-sharing with participants may build trust and increase participants' satisfaction with the services offered and outcomes achieved
- Agencies are now developing and testing innovations that stem from actual lived experience
- Including parent leaders expands the team's capacity and can help frontline home visitors maintain and enhance the quality of services delivered
- Caregivers provide a constant reminder of why home visiting is essential, which may motivate teams to sustain their CQI work

STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
Assess and increase team's readiness to partner in CQI	Set partnership goals and build shared understanding, and commitment	Engage in short-term strategies to learn more about your community, build relationships, and recruit parent partners	Engage in medium-term strategies to build infrastructure, train parents in CQI, and develop Parent Leaders	Engage in long-term strategies to create authentic team partnerships and to successfully sustain Parent Leadership

For more information: <http://hv-coiin.edc.org> or email us at hvcoiin2.0@edc.org to learn more.

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EDC 43 Foundry Ave Waltham, MA 02453
E-mail: HVCoiIN2.0@edc.org
Web: hv-coiin.edc.org
Phone: 857-233-3038
Boston | Chicago | New York | Washington, D.C.

