

Week One

Onboard New Team Members

Reflections

- What challenges did you face on your first day?
- What did you learn about your team?
- What did you learn about your organization?
- What did you learn about your role?
- What did you learn about your colleagues?
- What did you learn about your supervisor?
- What did you learn about your community?
- What did you learn about your city?
- What did you learn about your state?
- What did you learn about your country?

Recruitment for Prototype Feedback and Refinement Session

Reflections

- ✓ Create flyer
- ✓ Secure funding for gift cards to show gratitude for participation
- ✓ Provide blurb for VOW newsletter

Week Two

Develop Implementation Blueprint

Implementation Blueprint Template

- Must also contain a template for an implementation blueprint using the example provided
- Please edit to make work for your project or combine a different form
- Any elements to ensure are included in your blueprint:
 - Goals
 - Strategies
 - Implementation Supports

Finalize Blueprint and First Draft of Implementation Plan
 Team Meeting: July 12th

Reflections

- What did you learn about your team?
- What did you learn about your organization?
- What did you learn about your role?
- What did you learn about your colleagues?
- What did you learn about your supervisor?
- What did you learn about your community?
- What did you learn about your city?
- What did you learn about your state?
- What did you learn about your country?

Assess Readiness and Select Readiness Strategies

Reflections

- What did you learn about your team?
- What did you learn about your organization?
- What did you learn about your role?
- What did you learn about your colleagues?
- What did you learn about your supervisor?
- What did you learn about your community?
- What did you learn about your city?
- What did you learn about your state?
- What did you learn about your country?

Week Three

Revisit Norms
 Team Meeting: July 20th

Standards of Engagement

- Step forward - step back
- Check for consensus
- Go/No-Go through let's move only - identify next steps
- Respect - Learn to disagree
- Give time to process, reflect, revisit
- Disrupt - Check. Address issues in the moment
- Equity of voice

Communication Plan

- Internal: Google Drive, Group Me, Email and Mail
- External: Website, Social Media, Newsletters

Team Pulse Check for Course 2

Reflections

- What did you learn about your team?
- What did you learn about your organization?
- What did you learn about your role?
- What did you learn about your colleagues?
- What did you learn about your supervisor?
- What did you learn about your community?
- What did you learn about your city?
- What did you learn about your state?
- What did you learn about your country?

Draft Measurement Plan
 Team Meeting: July 20th

Version One

Reflections

- What did you learn about your team?
- What did you learn about your organization?
- What did you learn about your role?
- What did you learn about your colleagues?
- What did you learn about your supervisor?
- What did you learn about your community?
- What did you learn about your city?
- What did you learn about your state?
- What did you learn about your country?

Update Measurement Plan
 Friday, Weekend One

Reflections

- What did you learn about your team?
- What did you learn about your organization?
- What did you learn about your role?
- What did you learn about your colleagues?
- What did you learn about your supervisor?
- What did you learn about your community?
- What did you learn about your city?
- What did you learn about your state?
- What did you learn about your country?

Week Four

Studying and Acting: First PSDA Cycle
 Saturday, Weekend One

STUDY

- Assessing and identifying what we are interested in
- What questions do we want to ask?
- How do we want to measure the things we are interested in?
- What data do we need to answer our questions?
- How do we want to collect the data?
- How do we want to analyze the data?
- How do we want to share the data?
- How do we want to use the data?

DECISION MAKING - IDEAS DISCUSSED

- Ask a question - what do we want to know?
- What data do we need to answer our questions?
- How do we want to collect the data?
- How do we want to analyze the data?
- How do we want to share the data?
- How do we want to use the data?

What went well in our study and act session?

- This process is helping to clarify some of our language
- Learned about the importance of having a clear goal
- Learned about the importance of having a clear plan
- Learned about the importance of having a clear timeline
- Learned about the importance of having a clear budget
- Learned about the importance of having a clear communication plan

What were key takeaways from the work session and/or PSDA cycle?

- Having a clear goal is important
- Having a clear plan is important
- Having a clear timeline is important
- Having a clear budget is important
- Having a clear communication plan is important

Finalize First Iteration of Prototype

MENTAL WELLNESS Navigation Guide
 For Parents in the Durham, NC Area

Reflections

- What did you learn about your team?
- What did you learn about your organization?
- What did you learn about your role?
- What did you learn about your colleagues?
- What did you learn about your supervisor?
- What did you learn about your community?
- What did you learn about your city?
- What did you learn about your state?
- What did you learn about your country?

Week Five

Studying and Acting: Second PSDA Cycle
 Friday, Weekend Two

STUDY

- Assessing and identifying what we are interested in
- What questions do we want to ask?
- How do we want to measure the things we are interested in?
- What data do we need to answer our questions?
- How do we want to collect the data?
- How do we want to analyze the data?
- How do we want to share the data?
- How do we want to use the data?

DECISION MAKING - IDEAS DISCUSSED

- Ask a question - what do we want to know?
- What data do we need to answer our questions?
- How do we want to collect the data?
- How do we want to analyze the data?
- How do we want to share the data?
- How do we want to use the data?

What went well in our study and act session?

- Our data collection process was very successful
- Our data analysis process was very successful
- Our data sharing process was very successful
- Our data use process was very successful

What were key takeaways from the work session and/or PSDA Cycle?

- Street level data is crucial
- Disaggregating the data provided key insights to act upon
- A clear communication plan is key for successful implementation
- Our implementation experts provided key guidance

WOHOHO WE MADE IT! SO MUCH LEARNING TO TAKEAWAY FROM THIS COURSE AND OVERALL CERTIFICATION!!!



Our Journey Through Implementation!

Team: Mental Wellness in Durham

Develop Implementation Blueprint

Implementation Blueprint Template

- Next slide contains a template for an implementation blueprint using the example provided
- Please edit to make work for your project or create/use a different form
- Key elements to ensure are included in your blueprint:
 - Stages
 - Steps
 - Strategies
 - Implementation Supports

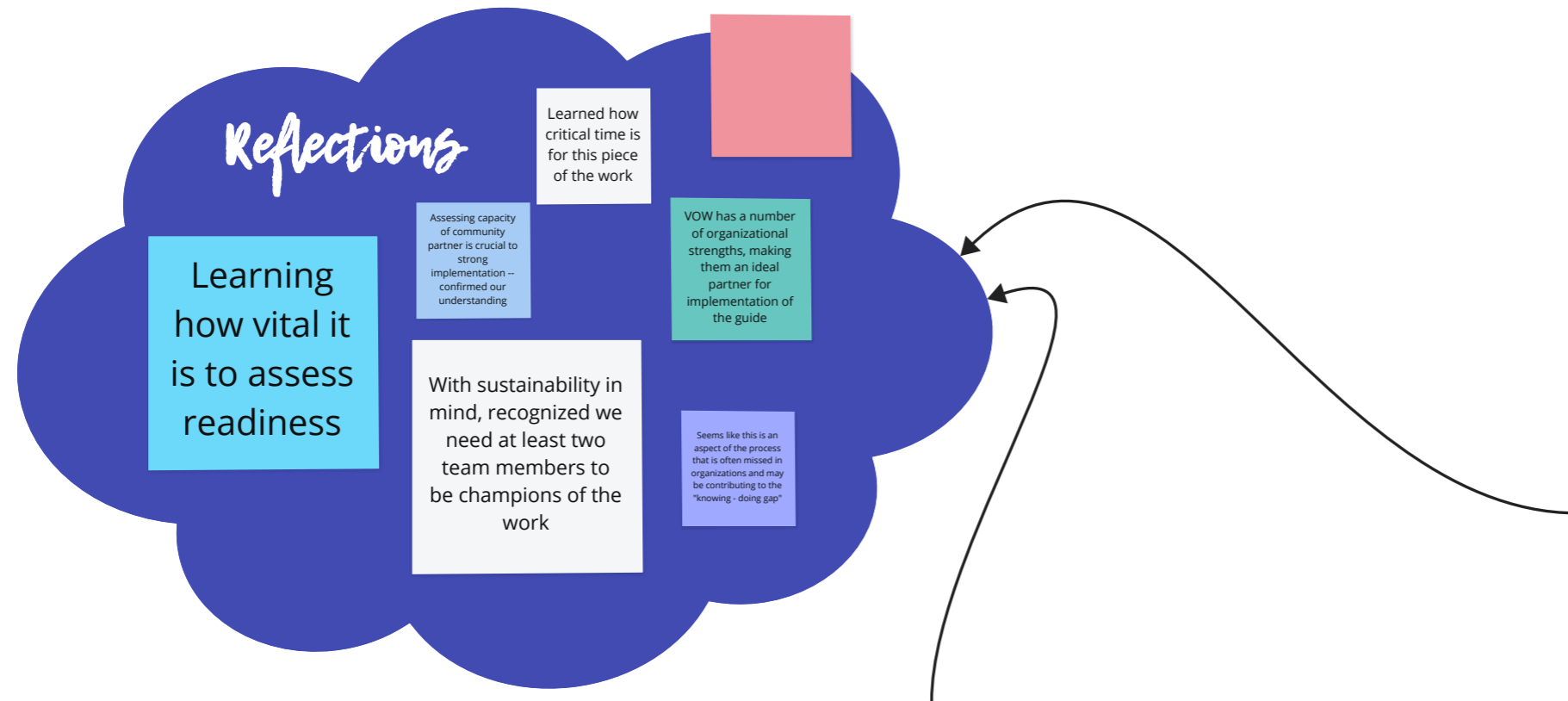
Reflections

The blueprint template helped to clarify the difference between goals and strategies.

Helpful to have this document as a guiding overview, given the level of detail in the implementation plan

Might have been helpful to introduce this at the close of course 2 if possible

Assess Readiness and Select Readiness Strategies



Readiness Priority Matrix

This tool is designed to help your team prioritize the readiness challenges that need to be addressed first, given the specified timeline (e.g., April – June 2019). Please categorize the readiness challenges that were identified as a result of your discussion.

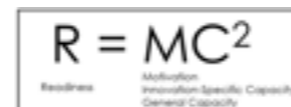
	FEASIBLE TO ADDRESS WITHIN TIMELINE	NOT FEASIBLE TO ADDRESS WITHIN TIMELINE
HIGH IMPACT	supportive climate	observability staff capacities
LOW IMPACT		inter-organizational relationship intra-organizational relationships

Based on the above, identify your top 3 priorities:

Prioritization List
1. supportive climate
2. inter-organizational relationships
3. observability



READINESS THINKING TOOL ®



This form can help you think about an organization's readiness to implement a new program, policy, practice or process.

- Write down the innovation you are considering: [Navigation guide](#)
- Reflect and consider whether the areas below are challenges or a strength for your innovation. Discuss your rationale with colleagues also involved in implementation.

Motivation	Degree to which we want the innovation to happen.	Challenge	Strength	Unsure
Relative Advantage	This innovation seems better than what we are currently doing.			x
Compatibility	This innovation fits with how we do things.		x	
Simplicity	This innovation seems simple to use.		x	
Ability to Pilot	Degree to which this innovation can be tested and experimented with.		x	
Observability	Ability to see that this innovation is leading to outcomes.	x		
Priority	Importance of this innovation compared to other things we do.			x
Innovation-specific Capacity	What is needed to make this particular innovation happen.			
Innovation-specific Knowledge & Skills	Sufficient abilities to do the innovation.		x	
Champion	A well-connected person who supports and models this innovation.		x	
Supportive Climate	Necessary supports, processes, and resources to enable this innovation.			x
Inter-organizational Relationships	Relationships between organizations that support this innovation.			x
Intra-organizational Relationships	Relationships within organization that support this innovation.			x
General Capacity	Our overall functioning.			
Culture	Norms and values of how we do things here.		x	
Climate	The feeling of being part of this organization.		x	
Innovativeness	Openness to change in general.		x	
Resource Utilization	Ability to acquire and allocate resources including time, money, effort, and technology.		x	
Leadership	Effectiveness of our leaders.		x	
Internal Operations	Effectiveness at communication and teamwork.		x	
Staff Capacities	Having enough of the right people to get things done.		x	
Process Capacities	Ability to plan, implement, and evaluate.		x	



Finalize Blueprint and First Draft of Implementation Plan

Team Meeting: July 12th

6-Copy of Implementation Plan Template

Sheet1

Implementation Plan					Progress Notes						
Implementation Goal	Implementation Strategy	Associated Tasks	Persons Responsible	Timeline Due Date	Date	Progress to Date	Successes	Challenges	Solutions	Lessons Learned	
Build internal team readiness and external readiness with partners	Brainstorm messaging and recruitment strategy			Completed in course 1							
	create and share marketing materials										
	find platforms to publish										
	Develop a plan for obtaining feedback from initial consumers (short pop-up survey)										
Develop plan for implementation and M&E that will allow us to assess whether implementation success	Develop a formal implementation blueprint	Develop implementation plan and implementation blueprint	Team	July 15							
		Seek advice from Caryn Ward and Mel Livet	Instructors	July 14							
	Develop and implement tools for quality monitoring	Develop plan/instructions to walk families through the guide	Team		Prior to weekend 1						
		Meet as a team to review and revise plan	Team		July 12						
Incorporate family feedback	Obtain and use family feedback	Develop plan to monitor use of guide - fidelity, adaptability, etc.	Team		Prior to weekend 1						
		Develop interview guide, get family feedback on usability/accessibility of the guide and our plans for dissemination	Team		Weekend 1						
	Tailor strategies	Adapt resource guide based on feedback from families	Team								
Test and assess early implementation	Initial implementation	Post guide on website, disseminate to a	Team								
	Collect QI monitoring data	Review/analyze data from pop-up survey, number of hits to the website, etc.	Team								
Solicit and incorporate feedback	Tailor strategies	Tailor dissemination process based on feedback	Team		Weekend 2						
Get expert feedback	Use an implementation advisor	Seek advice from Caryn Ward and Mel Livet	Team								
Scale-up	Stage implementation scale up	Disseminate guide more widely on additional platforms	Team								

Reflections

The template was a great guide for making sure the steps and stages necessary for implementation were done.

The iterative and especially overlapping nature of the stages really showed up here. it was incredibly helpful to write out all the steps and tasks

Eventually realized that our parent focus session was part of the installation stage - which furthered our understanding of how you may be in multiple stages at once

Powell et. al (2015) resource proved very helpful in deciding strategies to use in the plan

Strategies

Priority Matrix

ness challenges that need to be addressed first, given justify the readiness challenges that were identified as discussion.

NOT FEASIBLE TO ADDRESS WITHIN TIMELINE
observability staff capacities

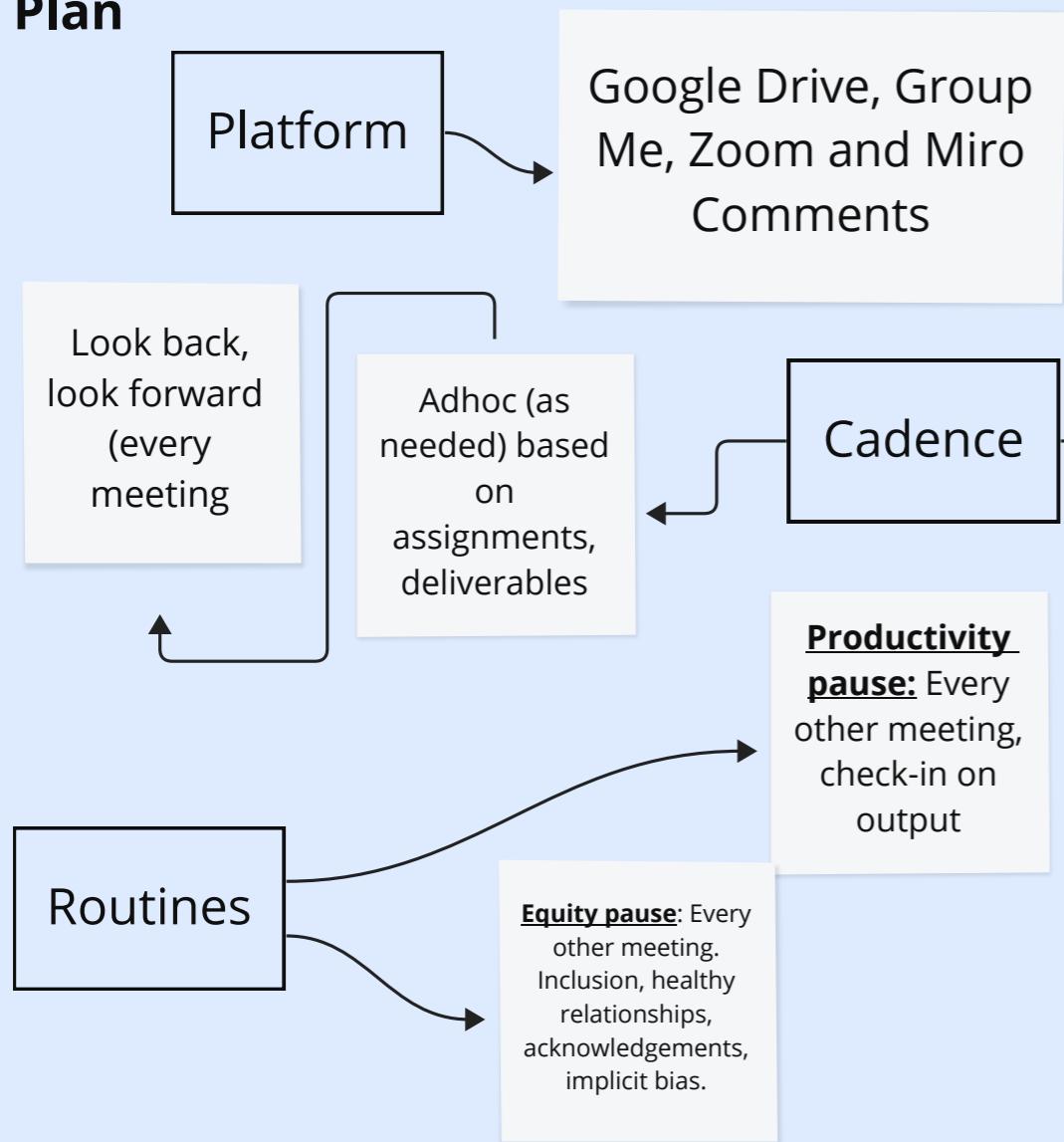
Revisit Norms

Team Meeting: July 20th

Standards of Engagement

- 1) Step forward + step back
- 2) Check-in for consensus
- 3) ELMO (enough let's move on) + Identify next steps
- 4) Respect + Lean in strengths
- 5) Give time to process, reflect, revisit
- 6) Oops + Ouch. Address issues in the moment
- 7) Equity of voice

Communication Plan



Team Pulse Check for Course 3

Ask that everyone respond to questions/prompts in Teams within 24 hours - even if just to say that you can't attend to this now, but when you will be able to.

Reflections

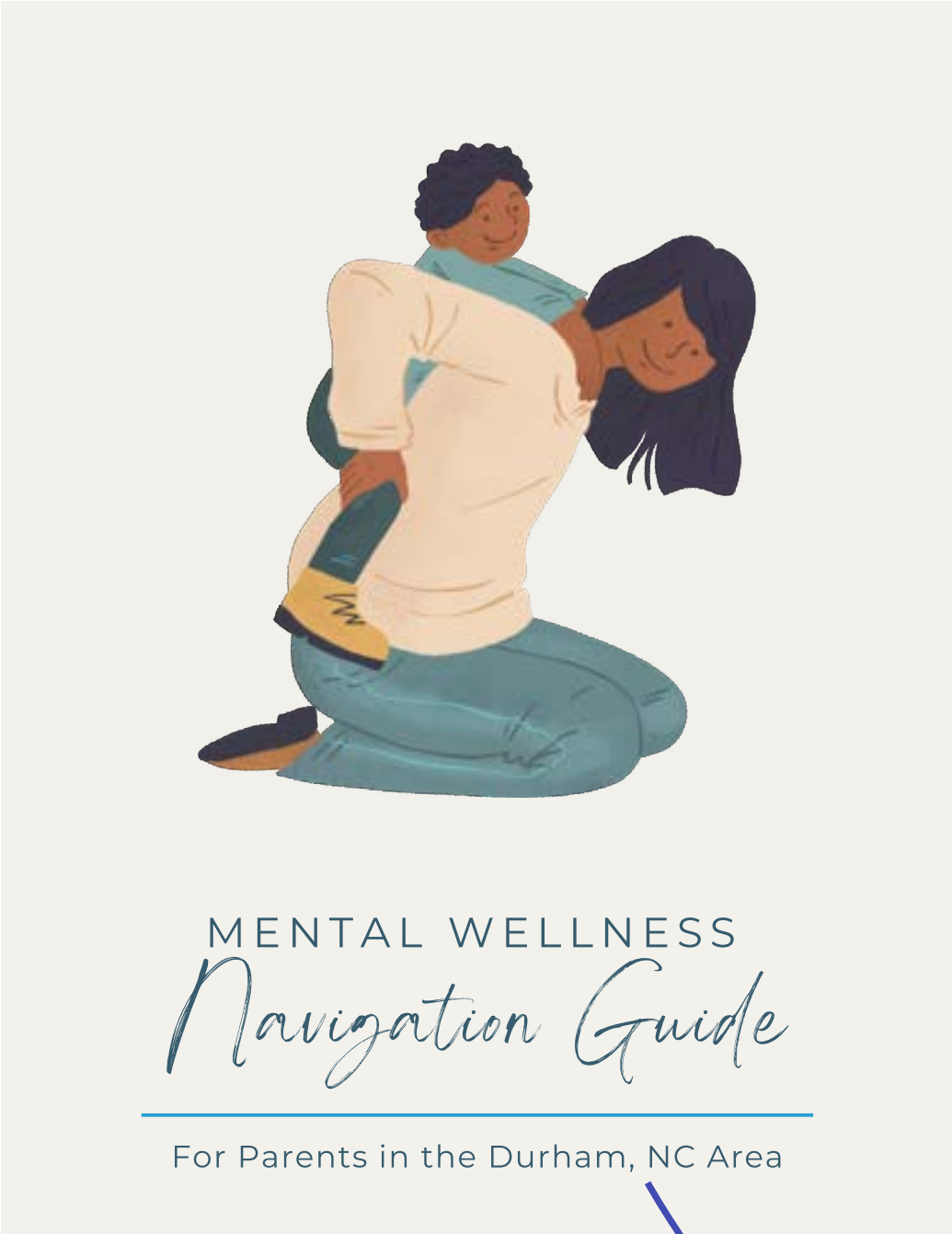
I noticed that establishing and following group norms when a group forms part way through a project (and asynchronously) presents challenges

Having a scheduled time to meet with new members and orient them would have been beneficial for all three new members (something to carry forward in the future)

Agreed

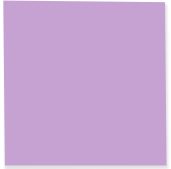
Outside meeting time with the group was very constructive. Also, the various methods of communication kept everyone in the loop.

Finalize First Iteration of Prototype



Reflections

- Wondering if there needs to be a hard-copy available for parents and school social worker. Also if we should offer another language version for the next cycle.
- Transferring the prototype from google doc to a visually pleasing format required some tweaks to content
- I don't think we originally anticipated it would be such a long document/guide but to keep it visually pleasing and easy to read (limited text on one page, simple language), the length was a necessity
- Wondering: For future sustainability and usability, would a print-friendly version be needed?
- Wondering: how could this become an interactive PDF that would allow users to jump to the pathway they are most interested in?



Parent Session: Prototype Feedback

July 20th

Parent Feedback Session
7.20.23

Welcome/Greetings-Jenille
 Review Protocol (Sarah Share screen-prototype) Prototype link
 Intro & School & Community Resources-Sarah
 Mental Wellness at home-Monique
 Guided Feedback-Jenille
 Share I like I wish What if?
 5 minutes Wrap up/Final Thoughts/Questions-Jenille

Link to I like I wish What if? (pg. 1)
<https://jamboard.google.com/d/1M8moHjCVqBkwYaOxiECMRnIz15TqoIqTjfxMeQp8g/viewer?f=0>

Notes
 Name of parents in attendance: Arin White, Netsenet Ghiday, Tanisha Worthy Williams

Icebreaker - "What is the last thing that made you smile"
 Monique and Sarah presented overview of Mental Wellness Guide

Question and Answer session
 Arin (parent) liked that the guide was broken into different pathways. Also wanted to know how the guide would be disseminated, Loved that the guide included strategies that could be done at home.
 Tanesha (parent) Would teachers have access to the guide?
 Parent felt that they did not get help from the school when their student needed mental health services. How can there be a directory of MH professionals outside of school that offer sliding scale. Talked about the cost barrier for some families. Also wanted to know about preventative care and maintenance.
 Suggested MH Mondays or Spirit week – with goal of increasing focus in schools on mental health (prevention and awareness as opposed to reactionary after a crisis)
 Can school do more centered around mental health?
 Ways to connect with other parents/guardians who have children with mental wellness needs.
 Question about the challenge of having a healthy diet for some families that are low income.
 The link between vitamin D and mental wellness. Individuals with darker skin are more prone to vitamin D deficiency.

MENTAL WELLNESS

DURHAM PARENTS, YOUR VOICE IS NEEDED!

ARE YOU A PARENT OF ONE OR MORE CHILDREN IN A DURHAM PUBLIC ELEMENTARY SCHOOL?

DO YOU WANT TO ADVOCATE FOR CHILDREN'S ACCESS TO MENTAL WELLNESS NEEDS?

ARE YOU WILLING TO PROVIDE FEEDBACK TO UNC STUDENTS LOOKING TO IMPROVE MENTAL WELLNESS FOR CHILDREN?

A GROUP OF UNC CHAPEL GRADUATE STUDENTS IN THE SCHOOL OF EDUCATION ARE LOOKING FOR DPS ELEMENTARY SCHOOL PARENTS TO PROVIDE FEEDBACK ON A COURSE PROJECT DURING THE MONTH OF JULY BY PARTICIPATING IN A GROUP DISCUSSION AND/OR COMPLETING A SURVEY

YOUR INPUT WILL HELP US DETERMINE IF THIS GUIDE WILL BE HELPFUL FOR FAMILIES AND HELP US MAKE IMPROVEMENTS!

The first 10 confirmed participants will receive a small token of appreciation



SCAN ME!



*Please scan the QR code to complete the interest form

Reflections (Scenic Overlook)

What went well in your community partner session?

Great feedback was received

Participants appreciated that the guide was organized into "pathways"

Parents were particularly excited about the at-home strategies

A desire to connect with other families/guardians navigating this challenge was expressed

What was most challenging?

Small group of participants

Coordination of team prior to session

Time constraints -- we wanted to honor their time and keep it short, but it limited the amount of feedback they could provide

What did you learn from the feedback session?

Participants expressed a desire for a hard copy

Questions were asked about how teachers would be informed of the information in the guide

It was reiterated that getting supports from schools is difficult

Readability was high based on feedback

One participant urged us to consider the healthy eating section and how that would be received by lower income families

Learned that additional support may be needed for families when using the guide

Draft Measurement Plan Team Meeting: July 20th

Version One

MEASUREMENT PLAN: IMPROVEMENT CYCLES

AIM STATEMENT: Within 6 months, 50% of black Durham Public School parents utilize mental wellness resource (therapy, support groups, at-home strategies) aligned to their child(ren)'s needs, and 50% Black Durham Public School students will sustain or improve in their mental wellness.

Desired outcomes with overall indicator and source of evidence	Strategies (with specific activities for each strategy-Plan and Do)	Data collected to assess specific strategy with timeline and Person responsible	Data Analysis Plan (Study) (how will we analyze and interpret the data?)	Reflections (Reflect on what was learned and act accordingly) (Act)
<p>Desired outcome:</p> <ul style="list-style-type: none"> Bite-sized PDSA cycle aim: 30% of parents [of black children access mental wellness guide on VOW's website, within 1 month. <p>Overall indicator and source of evidence: Student wellbeing indicator (from parent survey)</p> <p>Timeline, person responsible and data analysis plan: 6 months, July - December, with oversight from full team</p>	Pop-up survey asking parents to rate the guide's alignment to their needs and ability to connect them to resources; ask for optional contact info for f/u	Impact data from survey responses; VOW; Team	Review summarized results, with eye towards negative feedback.	Follow-up with families who ranked the guide as having low acceptability and request short informational conversations to learn more Revise guide per parent feedback
	Focus group conversations with parents to learn whether the guide is easy to understand/use	Programmatic data from focus groups responses; Team	Review qualitative results, with eye towards negative feedback.	Revise guide, per feedback
	Review web analytics	Programmatic; VOW; Jenille M will request	Review run chart data.	If observing low website views or a drop in views overtime, test strategies to drive demand/increase outreach to parents.

Conversations with Caryn helped clarify the way that the overall aim, the PDSA cycle aim, and our measurement plan all fit together. We had to keep grounding in our PDSA cycle goal, and not try to get too big and grand with our thinking.

A bit confused...
hoping for some additional support once we meet in class

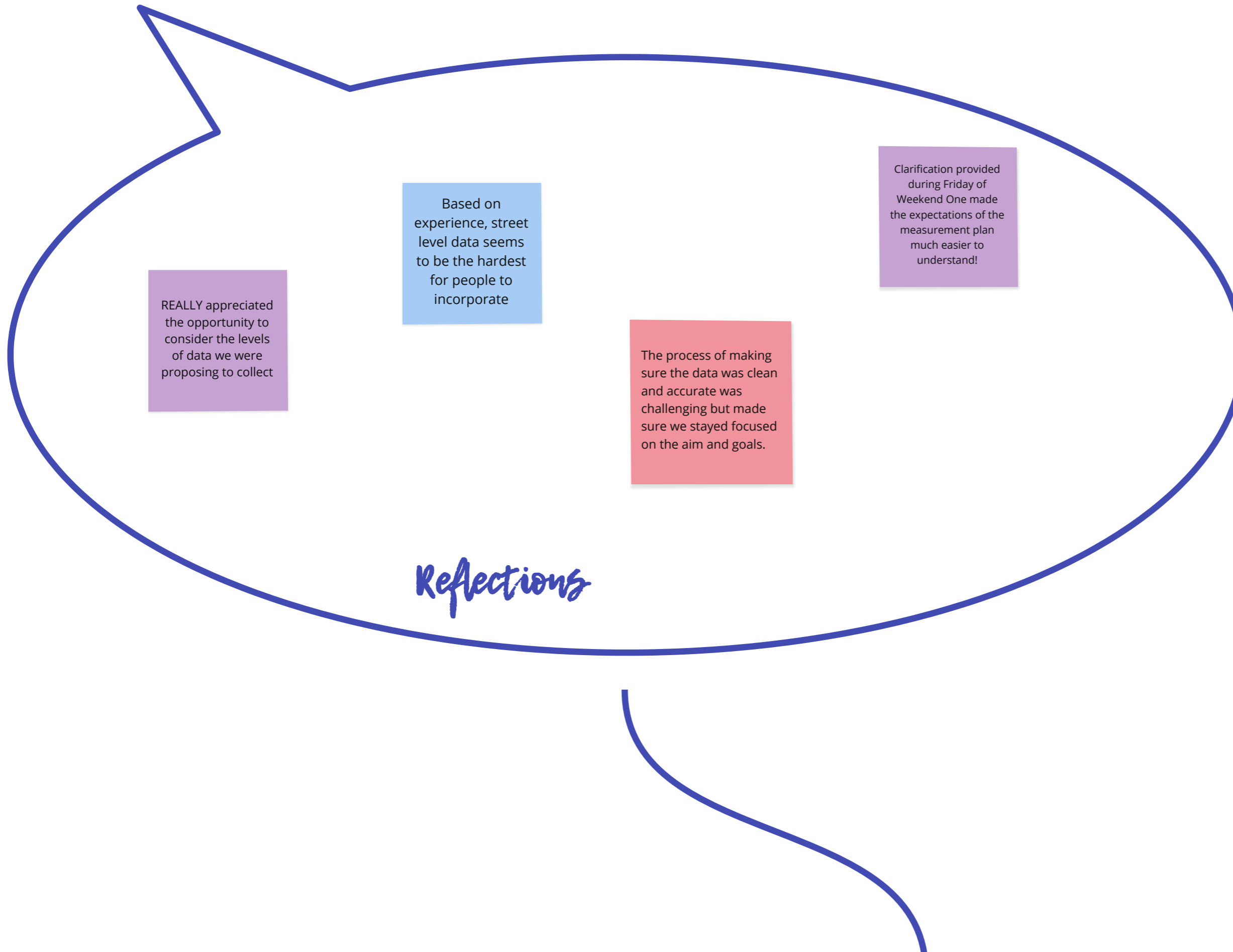
Reflections

Update Measurement Plan Friday, Weekend One

13 -Measurement Plans

Measurement plan (v1)

Measurement Component	AIM & Goals	Indicators (What and from who)	Data Timeline (when will data be collected)	Who is Responsible (who will collect data)	Data Analysis Plan (how will we analyze data)	Conclusion (what did we learn)
1. Aim Measurement	AIM Statement: Within 6 months, 50% of black Durham Public School parents utilize mental wellness resource (therapy, support groups, home strategies) aligned to their child(ren)'s needs, and 50% Black Durham Public School students sustain or improve mental wellness.	Student wellbeing indicator (from parent survey)		School District Data Lead will Share	Compare pre/post data (before/after resource guide) - compare percentage of parents reporting positive/negative wellbeing	
2. Implementation Outcome Measure	Desired Implementation Outcome: 75% of VOW parents note the guide as acceptable and feasible	Pop up survey for all website visitors asking them to rate the guide's alignment to their needs and ability to connect them to resources or at-home strategies (map data); ask for optional contact info for f/u (street data)	Ongoing for X months	Improvement Team Lead	Review summarized results, with eye for negative feedback	
	75% of VOW parents note the guide as usable	Focus group conversations with parents to assess whether guide is easy to understand/use (street)	July	Improvement Team Members	Review and code qualitative results, with eye for negative feedback	
3. PDSA Cycle Measurement	Bite sized Goal: 30% of VOW parents view the resource guide	Web analytics (satellite data)	8/1-9/30	Improvement Team Data Lead	Analyze breakdown of parents accessing website - disaggregate by school, grade level, race, SES	



Studying and Acting: First PDSA Cycle Saturday, Weekend One

STUDY

Acceptability and feasibility ratings are not relevant if alignment measure is low

Difficult to understand the alignment rating because parents played such an integral part of the development of the guide

Are there voices that need to be at the table that are currently not?

Do we need to visualize the pop up survey data in other formats?

What other data might we need to examine alignment?

Lena: Do we need to be collecting information regarding demographics and age of child(ren) -- when thinking about intended population

DECISION MAKING - IDEAS DISCUSSED

Add a qualitative question -- what can be better?

Add blurb to guide that provides the purpose and a question that determines why they accessed the guide (their intent)

Possible adaptations
Implementation change -- Host a webinar that guides families through the guide
Prototype change -- Include a brief video that guides families through the guide

Change PDSA bite sized goal -- to VOW site users

What went well in our study and act session?

This process is helping to clarify some of our language

It also helped us clarify what to focus on during this PDSA cycle: it's one small test, and we can't capture everything!

What were key takeaways from the work session and/or PDSA cycle?

Found that some of our web analytic data was unnecessary because we needed to be more specific in our measurement planning

Found that we weren't yet on track to measure outcomes relevant to our ultimate goal (e.g., outcomes by race were not being captured!)

Revise Measurement Plan (Again!)

Saturday, Weekend One

After conducting the study portion of the PDSA cycle, our team reflected the decision made during the discussion in our measurement plan.

Grappled with the difference between measurement PLAN goals and implementation outcomes on the MEASUREMENT plan

There's nothing like getting survey data back - that shows you which questions you wished you had asked! The data analysis step helped us think critically about what we had, and what we were missing, and whether we were still on track towards our ultimate aim

With help from Mel and Angie, we now understand they are essentially the same thing

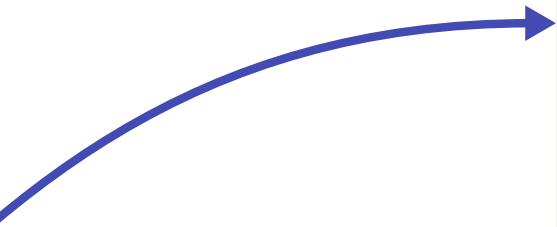
It is impressive that even with hypothetical data we can learn so much about the process-- thank you, Caryn!

The changes made on the revised measurement plan came from looking at street-level data more in depth. qualitative data was also looked at more closely

Going through this first PDSA cycle has opened our eyes to how much more specific we want our data to be

Reflections

Finalize First Iteration of Prototype



Reflections

The iterative process was a great learning experience in the overall implementation practice.

Feeling like the additions we made as a result of the parent focus session are very beneficial!

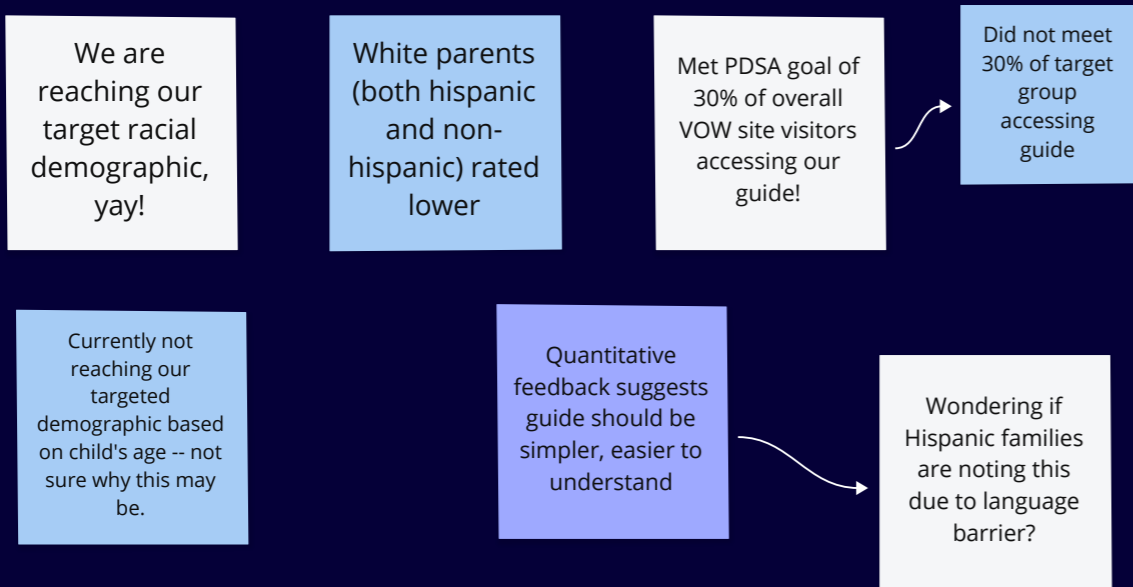
Team is so proud of our final product

Lots of positive feedback from classmates during presentation

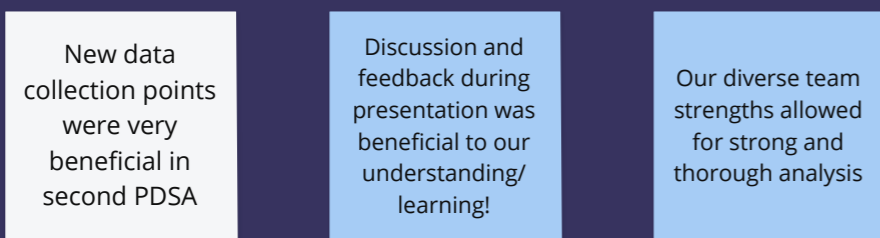
Can see the clear benefits of the design thinking process and how it results in a user-centered solution

Studying and Acting: Second PDSA Cycle Friday, Weekend Two

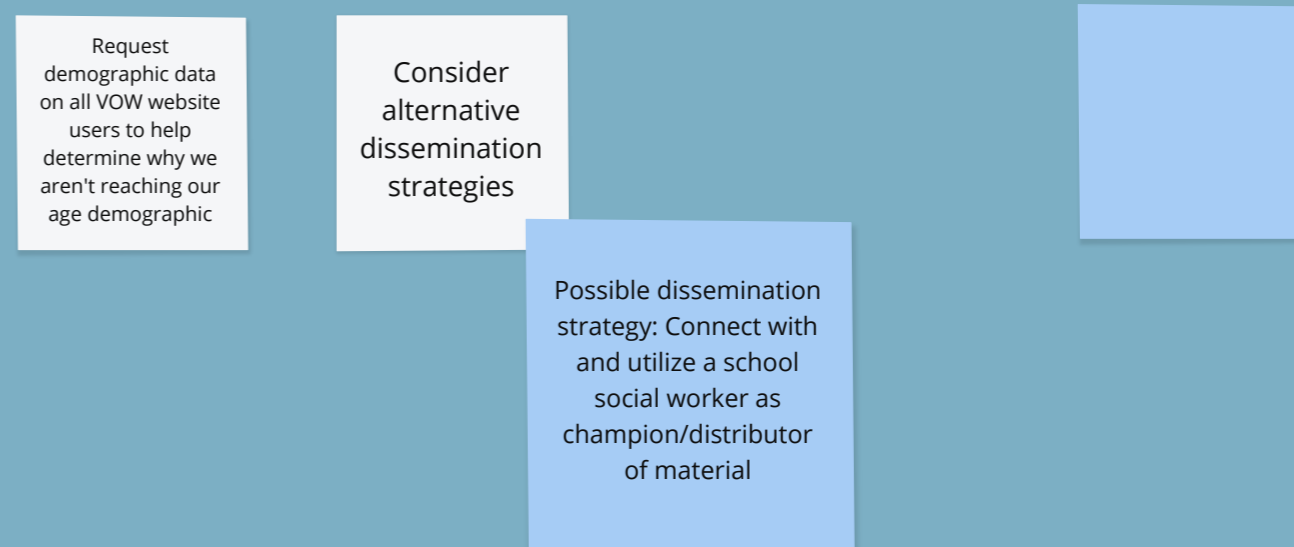
STUDY



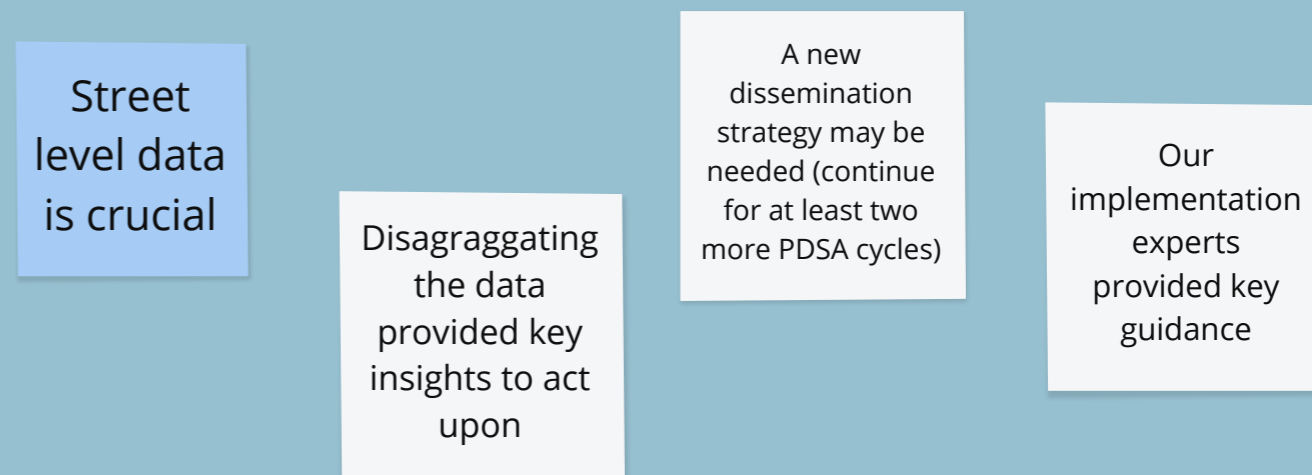
What went well in our study and act session?



DECISION MAKING - IDEAS DISCUSSED



What were key takeaways from the work session and/or PDSA Cycle?



WOHOOOO WE MADE IT! SO MUCH
LEARNING TO TAKEAWAY FROM THIS
COURSE AND OVERALL CERTIFICATION!!!

