Implementation Science Institute

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Usability of Programs and Practices

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Metz, A. (2016). *Practice Profiles: A Process for Capturing Evidence and Operationalizing Innovations*. Chapel Hill, NC: National Implementation Research Network, University of North Carolina at Chapel Hill.

Objectives

1. Understand the importance of usability of a practice or program and how it promotes contextual fit
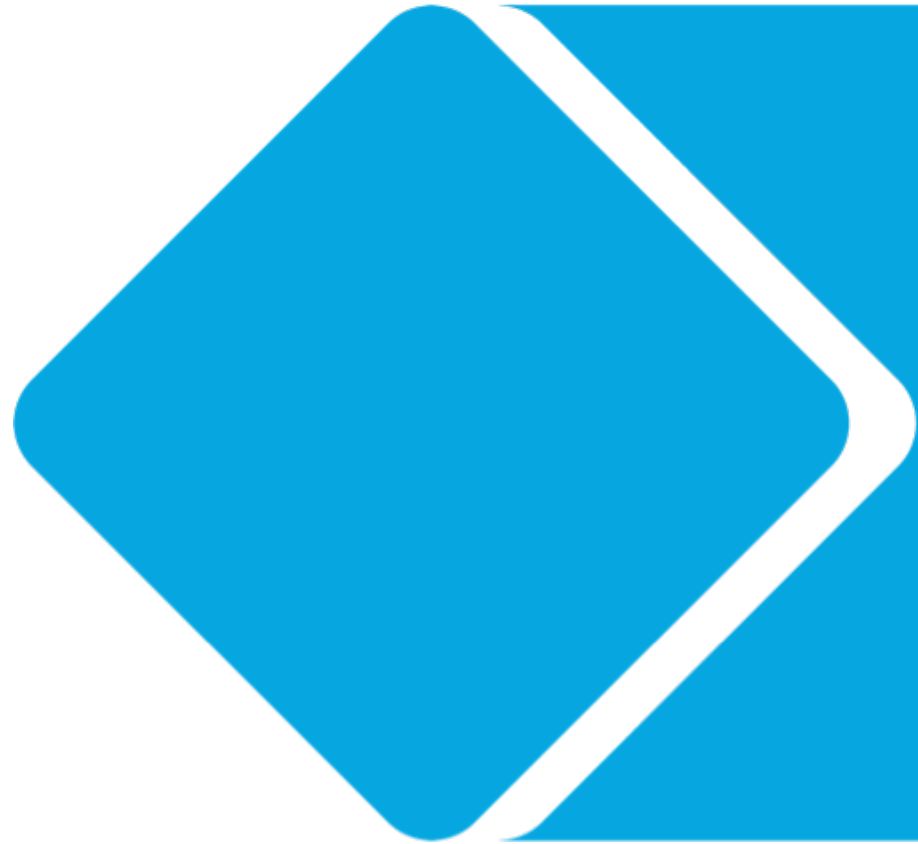
2. Discovery opportunities to explore usability of a practice or program

3. Learn about a process for ensuring usability through Practice Profile development and testing

4. Identify opportunities to apply usability testing and practice profiling in your own work

Usability of a Practice or Program

The Hexagon Tool

Developed for use in implementation informed assessments

Reviewed and edited by the Racial and Ethnic Equity and Inclusion Team (REEI)
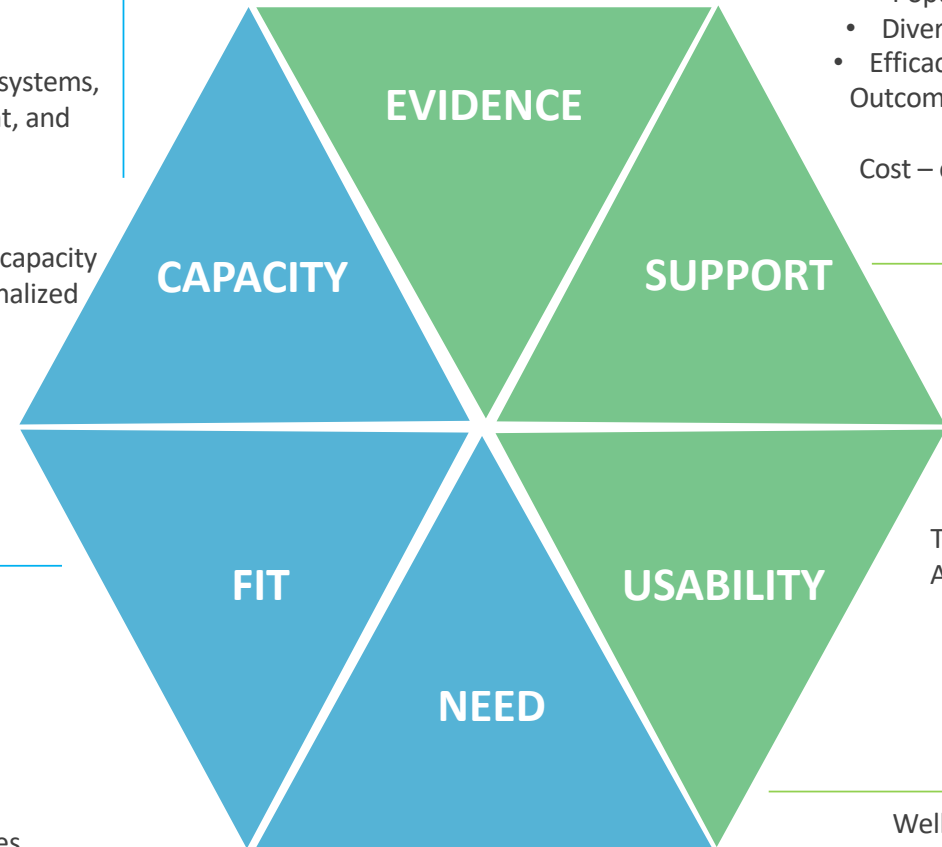
For use by organizations and communities

CAPACITY TO IMPLEMENT
Staff meet minimum qualifications
Able to sustain staffing, coaching, training, data systems, performance assessment, and administration
• Financially
• Structurally
• Cultural responsivity capacity
Buy-in process operationalized
• Practitioners
• Families

EVIDENCE
Strength of evidence—for whom in what conditions:
• Number of studies
• Population similarities
• Diverse cultural groups
• Efficacy or Effectiveness
Outcomes – Is it worth it?
Fidelity data
Cost – effectiveness data

FIT WITH CURRENT INITIATIVES
Alignment with community, regional, state priorities
Fit with family and community values, culture and history
Impact on other interventions & initiatives
Alignment with organizational structure

SUPPORTS
Expert assistance
Staffing
Training
Coaching & Supervision
Racial equity impact assessment
Data Systems
Technology Supports (IT)
Administration & System

NEED
Target population identified
Disaggregated data indicating population needs
Parent & community perceptions of need
Addresses service or system gaps

USABILITY
Well-defined program
Mature sites to observe
Several replications
Adaptations for context

EVIDENCE
CAPACITY
SUPPORT
FIT
USABILITY
NEED

Usability
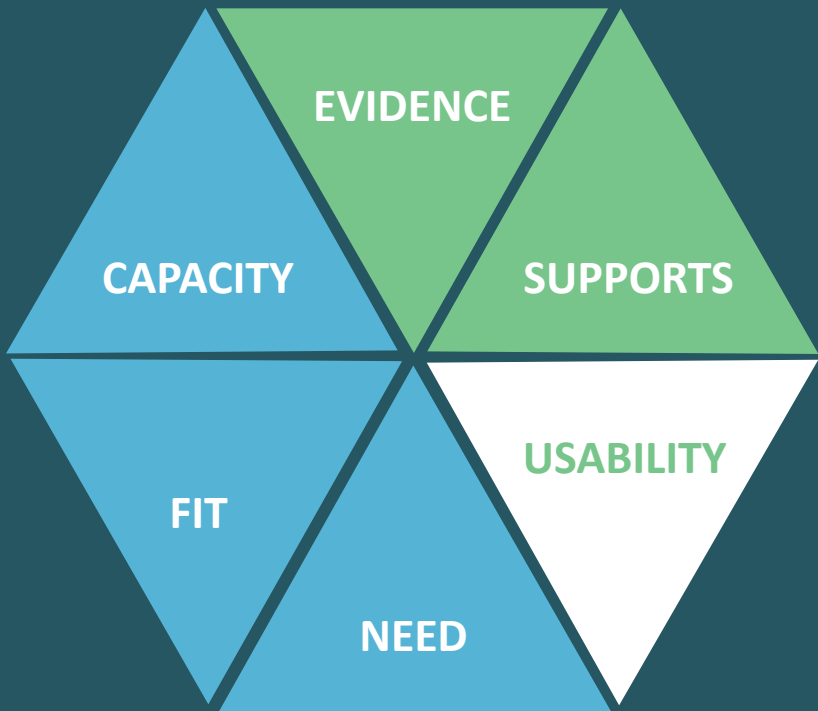
- Well-defined program
  - Operationalized principles and core components
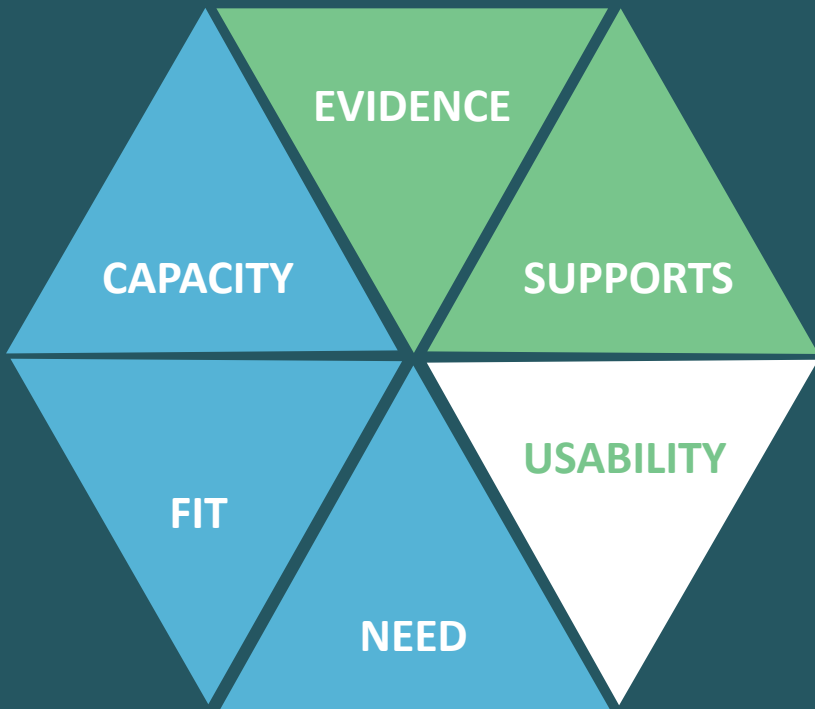 - Detailed activities of what it looks like in practice (manualized)
  - Fidelity guides, logs for facilitators, coaches

- Mature Sites to Observe
  - Successful replication and sustainment

- Adaptations
  - List of major/minor adaptations
  - Manualized adaptations for different settings

Usability

Extent to which EBP/EIP approach is well-defined

5 – Highly Usable	The program or practice has operationalized principles and values, core components that are measurable and observable, and a validated fidelity assessment; modifiable components are identified to support contextualization for new settings or population
4 - Usable	The program or practice has operationalized principles and values and core components that are measurable and observable but does not have a fidelity assessment; modifiable components are identified to support contextualization for new settings or populations
3 – Somewhat Usable	The program or practice has operationalized principles and values and core components that are measurable and observable but does not have a fidelity assessment; modifiable components are not identified
2 – Minimally Usable	The program or practice has identified principles and values and core components; however, the principles and core components are not defined in measurable or observable terms; modifiable components are not identified
1 – Not Usable	The program or practice does not identify principles and values or core components

Examples

New Jersey Family Success Centers

- Family Success Centers (FSCs) are neighborhood gathering places where <u>any</u> community resident can go for support, information and services.

- The design and delivery of services are guided by parents' and individuals' voice and choice through a Parent/Community Advisory Board.

- The model strives to create an environment where ultimately you have neighbor helping neighbor.

Network of State Funded FSCs

- Fifty-two Family Success Centers. Two additional FSCs to open in Burlington and Hudson County.

- At least 1 in each County.

- Created 18 new Family Success Centers in the past 5 years.

- Served over 56,000 individuals in 2014.

NEW JERSEY DEPARTMENT of CHILDREN AND FAMILIES

Specialty Mental Health Probation

- Specialty mental health probation (SMHP) piloted in 8 NC counties

- At least 1 SMHP officer in each county

- Model consists of 5 components; however, implementation of components is context-dependent (e.g., rural vs urban counties)
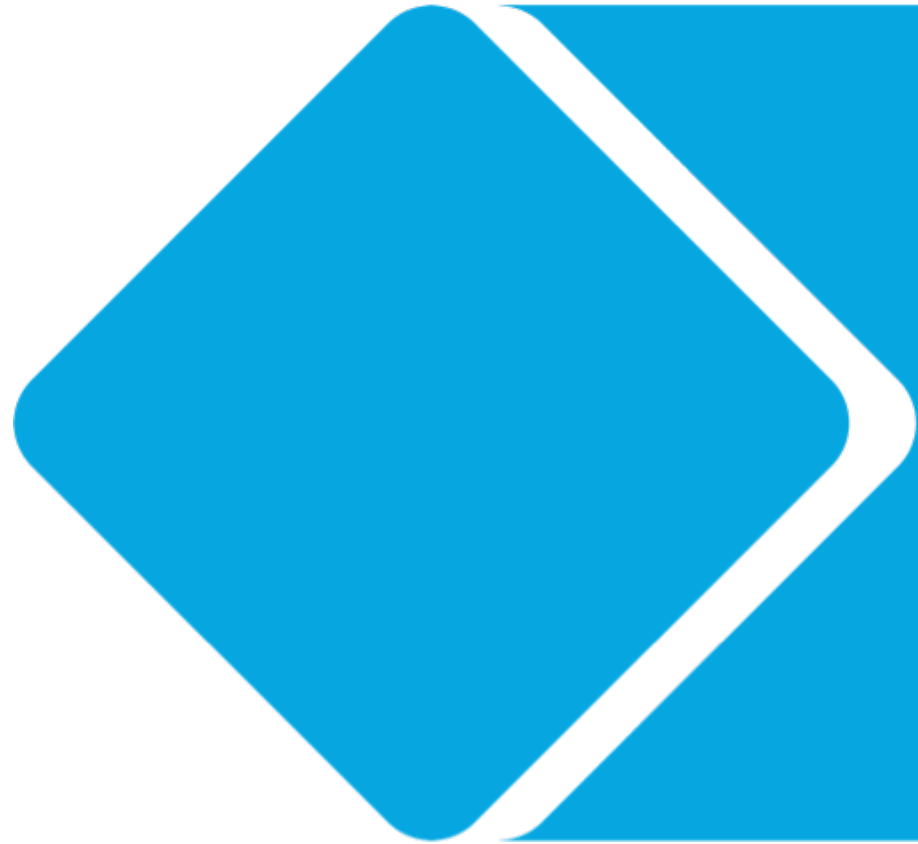
Activity

1-2-4-All

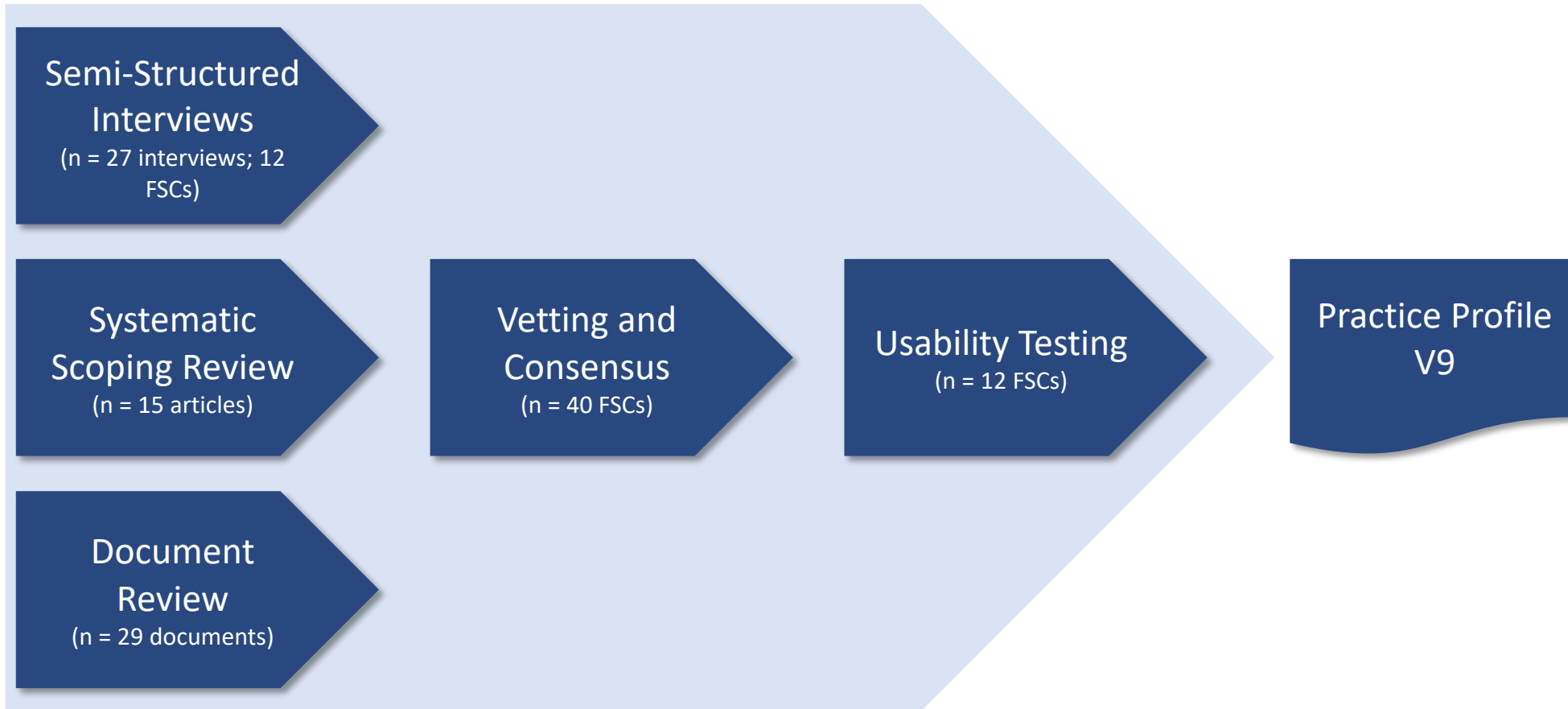1. What is one program or practice that comes to mind that you think usability would be valuable? Consider practices that seem unclear or inconsistent in work you've experience.

2. What stands out to you about that practice or program? Is there a challenge or characteristic of the program that would benefit from more clarity? What would you want to know regarding the practice or program?

Processes that Support Usability

Practice Profile Development Process

Semi-Structured Interviews
(n = 27 interviews; 12 FSCs)

Systematic Scoping Review
(n = 15 articles)

Document Review
(n = 29 documents)

Vetting and Consensus
(n = 40 FSCs)

Usability Testing
(n = 12 FSCs)

Practice Profile V9

(Metz, 2016)

Practice Profile Development Process

Semi-Structured Interviews
(n = 27 interviews; 12 FSCs)

PP V1

Systematic Scoping Review
(n = 15 articles)

PP V3

Document Review
(n = 29 documents)

PP V2

Vetting and Consensus
(n = 40 FSCs)

PP V4   PP V5

Usability Testing
(n = 12 FSCs)

PP V6   PP V7   PP V8

Practice Profile V9

Additionally through this process, we answered questions fundamental to the FSC approach

(Metz, 2016)

NJ FSC Guiding Principles and Essential Functions

Guiding Principles

Collaborative, Community-Based, Culturally Responsive, Family-Focused
Flexible, Strengths-Based ,Voluntary, Welcoming, Holistic

Engagement	Active Listening	Advocacy	Connecting
Skill-Building	Shared Leadership	Coordination	Continuous Improvement

Activity

Gallery Walk

1. Who should be involved in this practice profile development step? Be specific.

2. What strengths and challenges do you see in involving these stakeholders in this step?

3. What strategies would you suggest to address any challenges? And strategies to address this challenge?

Helpful Resources

Active Implementation Hub Lesson 3

https://implementation.fpg.unc.edu/resources/lesson-3-practice-profiles

- Video tutorials
- White Paper (Metz, 2016)
- Planning Tool
- Examples

For More Information

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