Sustaining program implementation: Technical assistance to support continuous high-quality implementation of the Therapeutic Crisis Intervention program

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Introduction

Although the literature makes clear that technical assistance-especially that which is individualized, proactive and responsive-contributes positively to improving program implementation (Fagan, et al., 2008; Ray et al., 2012; Wandersman et al., 2012), a less explored area is the role that technical assistance, especially that provided by program developers, can play in supporting *long-term* efforts to implement programs and maintain positive outcomes (Spoth et al., 2013).

The Quality Improvement and Fidelity Assessment Process (QIFAP), is unique, multi-step method for supporting on-going, high quality implementation of Therapeutic Crisis Intervention (TCI), an evidence informed program to prevent and manage crises in child serving organizations. This organizational-level sustainability approach, draws upon best practices based on the implementation science literature with a particular emphasis on technical assistance, model fidelity, and continuous quality improvement.

The TCI Quality Improvement & Fidelity Assessment Process

Steps	Participants			Time Frame		
	Organization staff	Organizational Leadership	TCI Consultants	Before on-site visit	During on-site visit	After on-site visit
Staff Surveys	X	X		X		
Fidelity Tool (org. self assessment)		X		X		
Leadership meetings		X	X		X	
Document review			X		X	
Interviews/ focus groups	X	X	X		X	
Observations	X		X		X	
Fidelity Tool (consultant Assessment)			X		X	
Data Sharing		X	X		X	X
Planning/Goal Setting		X	X		X	X

Guiding Principles

It starts with leadership: leadership is critical to organizational readiness for change, and facilitating the implementation of recommendations

Relationship based: building relationships creates a safe space to evaluate practice, ask questions and discuss challenges in the implementation of the TCI system

Co-learning: minimize the role of instructor as expert and embrace the co-construction of knowledge based on reflective practice

Individualized approach: tailored technical assistance that accounts for individual organization needs, strengths, and resources

Data informed: Gathering and using data from all levels of the organization

Appreciate the risks attached: Employ strategies to mitigate concerns and increase psychological safety; contributes to a culture of learning

Congruence: common implementation goals and changes are targeted at multiple levels and across programs of the organization, and modeled by TCI Consultants

Reflections on the TCI QIFAP and COVID 19

The TCI QIFAP guiding principles also inform our work supporting agencies through the COVID 19 pandemic. A few examples:

Relationship based: relationships are nurtured and maintained through virtual meetings, phone conversations, "community of practice" sessions on line, and virtual training opportunities

Co-learning: recognition that we are all in this together and all learning as we go

Individualize approach: We support agencies by listening and being responsive their unique needs for sustaining high quality programming under extraordinary circumstances

Conclusion

The QIFAP research-based approaches apply to a wide variety of evidence-based programs that are implemented and sustained over time with support from developers.

References

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