Change and Implementation in Practice

Webinar Discussion and Activity Guide

Intervention Testing, Piloting, and Staging

Capacity Building CENTER FOR STATES

Child welfare agencies continually strive to achieve better outcomes by developing, implementing, and evaluating practices and programs. After a team has developed an implementation plan for an intervention, testing and piloting the intervention can help an agency identify possible roadblocks and make needed adjustments before large-scale implementation. Staging can help agencies target resources strategically and learn from early results. These processes lay a foundation for successful and sustainable implementation.

This guide and this recorded webinar are part of a collection of resources designed to help child welfare agency leaders, managers, and teams develop strategies and sequence tasks to test, pilot, and stage an intervention for a smoother rollout. Gather your staff to watch the "Setting the Stage for Implementation Success: Intervention Testing, Piloting, and Staging" webinar to explore lessons learned from experts and child welfare agencies about how to conduct a "trial run" and roll out an intervention effectively. Then, use this guide to facilitate discussions and lead your team to move learning into action.

Get Ready

Before viewing the webinar, prepare your team by sharing the "Change and Implementation in Practice: Intervention Testing, Piloting, and Staging" brief to build a common understanding of the key concepts and terms related to intervention testing, piloting, and staging. Individuals can use the short testing, piloting, and staging videos and workbook to reflect on the process and prepare for team discussions. Ask group members to compare their experiences with the structured approach described in the brief. As a group, identify the benefits and challenges of using a structured approach for testing, piloting, and staging a new intervention. Consider the benefits and challenges for the agency, for stakeholders, for families and children receiving services, and for each team member.

Help your team connect to concepts by asking members to think about these questions first and to make notes as they watch the webinar:

- ▶ Have you ever needed to know if something would work the way you intended? How did you figure it out?

- ▶ Think of a time when you tested something on a small scale to make sure it would work the way you needed on a larger scale. How did you know which adjustments to make before going bigger?

- ▶ Think of a time when you were involved in testing something new. What information did you need to know to begin? What information did you need to share with others to be effective?

Dive In

Watch the recorded webinar "Setting the Stage for Implementation Success: Intervention Testing, Piloting, and Staging." The webinar explores the essential tasks in preparing for intervention testing, piloting, and staging, and common challenges and potential strategies to overcome barriers.

Pause the video at the first polling question slide. Ask your team:

Key Milestones for Intervention Testing, Piloting, and Staging

- ▶ Usability testing conducted on key protocols and processes

- ▶ Intervention launched with pilot site, group, or location

- ▶ Decision reached after pilot about whether to move forward with intervention and how

- ▶ Intervention core components adjusted based on usability testing, pilot, or other findings

- ▶ Implementation strategies adjusted as needed based on usability testing, pilot, or other findings

- ▶ Plans developed and initiated for staging and scaling up implementation

- In your experience, what challenges or successes have you encountered in pilot testing and scaling up new programs, policies, or practices?
- Are these similar to challenges and successes shared by others?

Continue viewing and make note of the responses from presenters and webinar participants.

Talk About It

After viewing the webinar, allow your team members to reflect on their notes. Lead a conversation about using a structured approach for testing, piloting, and staging a new intervention; identifying common barriers; and selecting strategies to overcome them. Select questions to spark dialogue and move toward action.

- What was the biggest takeaway from the webinar?
  - Thinking about past initiatives, when have we used a structured process like this to test, pilot, and/or stage a new intervention, program, or policy?
  - Were we successful in outlining a process for how to accomplish the work? What worked well?
  - How did we decide where to start with usability testing, pilot testing, and then staging or scaling up the intervention?
  - How did we foster a supportive culture and climate to support piloting or scaling up the new intervention?
  - What stakeholders did we include in the conversation?
  - What challenges did we encounter? How did those influence the change and implementation process?
  - What were our strongest areas?
  - What could we do differently?
- What, in your experience, are the biggest barriers to using a structured process to test, pilot, and/or stage new programs, policies, or practices?
- What agency strengths can we build on to overcome these barriers?
- What effective strategies have you seen that help determine the type and amount of data to collect in usability or pilot testing?
- Thinking about specific change initiatives on the horizon:
  - What kind of data would be important to collect and analyze in usability or pilot testing?
  - What might be important to know to determine whether or when an intervention is ready to move to full implementation?
  - How might site readiness affect the scaling up process, and what teaming, engagement, and communications strategies could support sites that are less ready than others?

Take the first step:

- What would it take to start using a structured approach to test, pilot, and/or stage a new intervention?
- What next steps could our agency take to begin planning usability or pilot testing?
- What strategies can we use immediately to improve practice?