Developing an iMPRoVE Implementation Plan

Your program is going to need a plan for setting up iMPRoVE and beginning to collect data. Here's an outline for a good process you can tweak to make your own.

1 Designate a lead person for iMPRoVE.

Who will be in charge of making it happen? This could be someone in charge of data or impact, someone in charge of operations, or someone who enjoys project management. This person should be enthusiastic about starting to measure outcomes!

2 Identify a small team of staff to get iMPRoVE implementation moving forward.

The team will:

- Review the Quick Start Guide, the live or recorded training videos, and the "how-to guides" at: **improve-tool.org/learn**.
- **Register**, select a program name for the account, and create a log-in.
- Revisit your program's intended results (and logic model if you have one), then **review the iMPRoVE modules** and select which best fits your program. If you have multiple programs with distinct outcomes or client populations or multiple service locations that you want to track data separately, you may need to create two surveys and possibly two different base surveys.
- **Select additional measures** from those included in iMPRoVE to customize your tool. Utilize the "print" feature to review your selections internally to obtain program staff's input, then finalize the tool.
- Consider how your program defines "substantial completion of services," and determine the **best time(s) to administer the iMPRoVE tool to survivors**.
- **Copy and create shortened links** to facilitate sharing the tool with survivors.
- Talk through the implementation process with your organization's leadership.

3 **Determine a launch date.**

What day do you want to start gathering data from survivors? Do you want to start on the first day of a quarter? Your program's anniversary? Some other date? Remember, starting data collection means asking survivors who have substantially completed services to complete a survey – this will not involve surveying all your clients at once.

4 **Use the launch date to set a schedule for implementation.** The schedule below offers an approach:

SAMPLE SCHEDULE

- Let staff know about the iMPRoVE implementation plan and set your first working group meeting.

- **ONE MONTH BEFORE LAUNCH:**
  - Finalize your survey.
  - Draft your survey administration protocol using the Outcome Measurement Plan Template (**Appendix 4 of the user guide**; Additional guidance on creating the plan on pages 18- 19 of user guide). Be sure it addresses client confidentiality, proxy respondents, the best time to survey, and other key approaches.

- **THREE WEEKS BEFORE LAUNCH:**
  - Finalize your administration protocol.
  - Draft a script for offering iMPRoVE in person (Example available on the Learn page under General Resources: **Click here to download**).
  - Create resources to offer the tool to survivors, such as:
    - Handouts (Example available on the Learn page under General Resources: **Click here to download**)
    - Business cards with a shortened link or QR code
    - Draft email for offering iMPRoVE with shortened link (Draft text included in the staff administration guide available on the Learn page under General Resources: **Click here to download**)
    - Draft message for texting survivors the shortened link.

- **TWO WEEKS BEFORE LAUNCH:**
  - Inform program staff about the iMPRoVE plan (Additional guidance on page 20-22 of the **User's Guide**).
    - Clarify the reasons for collecting outcome data, distinguishing outcomes from performance measure data.
    - Discuss the survey instrument, the questions, and protocols for administering iMPRoVE.
    - Engage staff in addressing potential challenges: Discuss strategies staff can use to encourage survivors to complete the survey. This includes highlighting that the survey is brief and gives them a chance to provide feedback that will be used to help improve services. We provide some of these strategies in our "When and How to Administer iMPRoVE" training. You can watch a recording of this training **here**.
    - Keep an eye out for any upcoming trainings focused on supporting you in training your staff, such as the Train the Trainer: How to Support Staff on Administering iMPRoVE.

- **LAUNCH.**
  - Start inviting survivors who are ready to take the survey!

- **DURING THE FIRST 3 MONTHS:**
  - Provide periodic updates for staff about the numbers of surveys completed (see this guide on **finding and exploring the data**). For programs serving a relatively small number of survivors, this may be monthly; for those serving larger numbers of survivors it may be weekly.

- **AFTER THE FIRST 3 MONTHS:**
  - Share the **dashboard results** with staff at a meeting or brown bag. Talk about any implications of the data and plans for improving the collection process.
    - Keep an eye out for upcoming trainings on using your data!