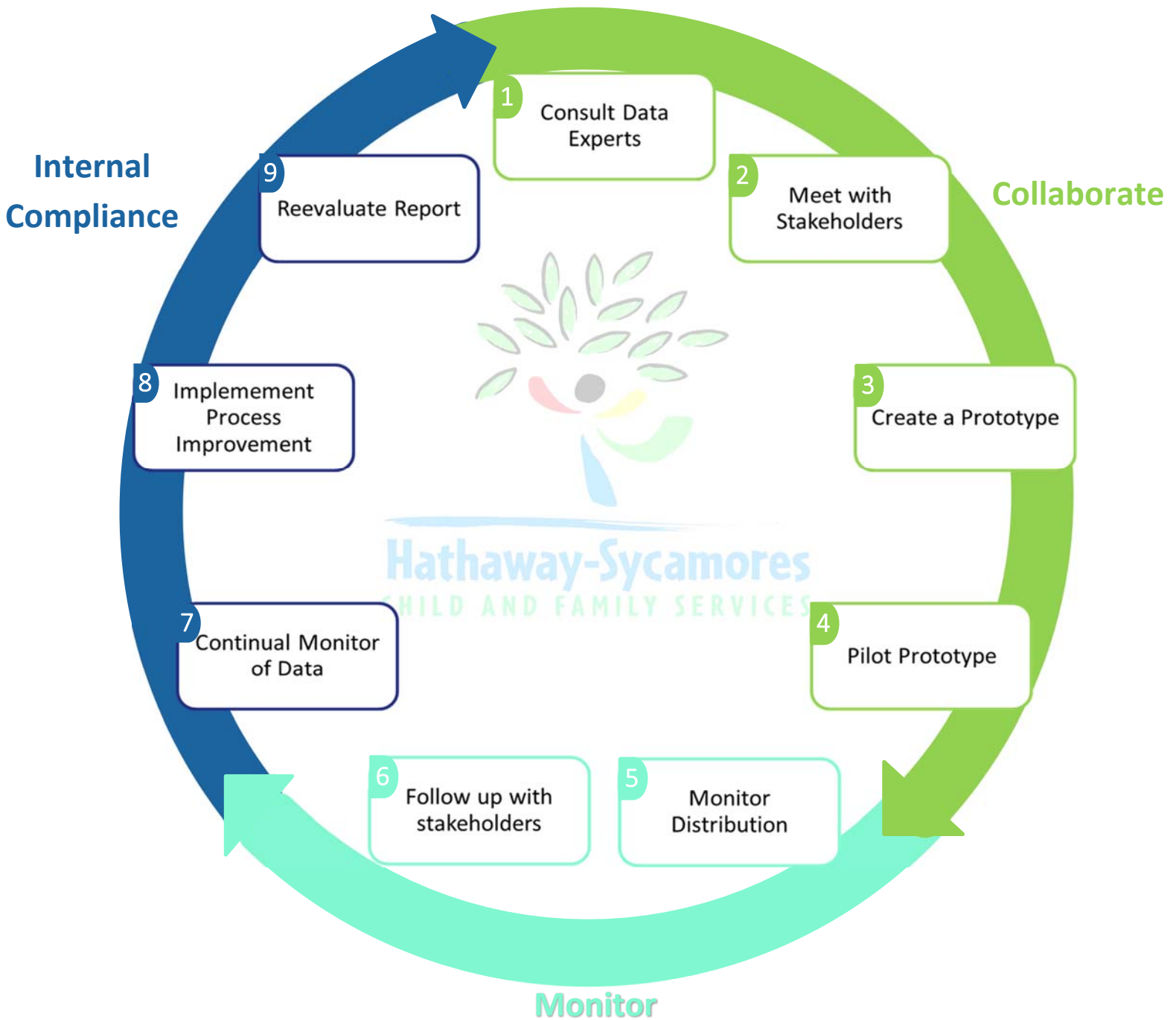


COLLABORATION, MONITORING, & INTERNAL COMPLIANCE REPORT CYCLE





COLLABORATION, MONITORING, & INTERNAL COMPLIANCE REPORT CYCLE

1) Consult Data Experts

Meet with and gather information from those individuals with any knowledge or information on the topic of interest.

- Determine what metrics are available
- Review data for completeness and accuracy
 - How often is the data refreshed?
 - How is the data packaged (Paper? Spreadsheet? Typed text?)
- Begin to brainstorm what metrics should be included based on the story you are trying to tell
- Determine stakeholders
 - Who controls the data?
 - Who is impacted by the data?
- Determine if information has been tracked/measured historically and how

2) Meet with Stakeholders

Meet with and gather information from those individuals who are directly impacted by the information or data; this can include consumers, program staff, or external funders.

- Get stakeholder input on what metrics would be most beneficial and actionable to them and help them align with larger goals
- Determine if benchmarks or targets exist for potential metrics
- Determine available and needed resources in order to make gathering the data process as little of a burden as possible
- Review how data is entered with people who enter it
- Determine timeline for process
- Determine audience for the report

3) Create a Prototype

Based on the collaboration process thus far, draft a preliminary report or deliverable.

- Ensure all data is accurate and up to date (include date pulled in report)
- Design clear and concise depictions of data
- Create and disperse a proof of concept

COLLABORATION, MONITORING, & INTERNAL COMPLIANCE REPORT CYCLE

4 Pilot Prototype

Share a preliminary version to get feedback/process improvement ideas before wide scale distribution.

- Share with a small group of stakeholders
- Get feedback on how useful and actionable the report is
- Gain context of data from stakeholders
- Ensure data is easily understood and clear
- Gather preliminary data/information to increase buy in from external stakeholders and leadership
- Ensure data supports goals of stakeholders
- Create a set of instructions of guidelines for internal consistency

5 Monitor Distribution

Determine logistics of how the report or data will be distributed.

- Determine a continual report dissemination plan (i.e. email, in person)
- Determine frequency and recipients

6 Follow up with stakeholders

Have a continual method of receiving feedback as priorities and needs are constantly changing.

- Determine process for continual feedback on report
- Determine method of communication for stakeholders to ask questions and have open discussion on data and findings
- Ensure continual dissemination to all stakeholders (continual reassessment of stakeholder list)

COLLABORATION, MONITORING, & INTERNAL COMPLIANCE REPORT CYCLE

7) Continually Monitor Data

Data should be monitored at the detailed level to determine if there is anything that needs to be followed up on or needs more information.

- Create method for identifying red flags when data is collected/analyzed
- Determine process of following up on critical findings

8) Implement Process Improvement

Utilize the data to improve processes and programs.

- Utilize findings to set action items to improve programs/systems you are reporting on
- Ensure follow up on needed improvement
- Collaborate with various departments internally and externally to ensure data informed improvements are successful

9) Reevaluate Report

Routinely revisit report or data to make sure it is measuring and showing information in the most accurate, relevant, and timely way.

- Continually reassess report as needs and metrics change
- Continue to meet with stakeholders to ensure report is useful and meaningful

COLLABORATION, MONITORING, & INTERNAL COMPLIANCE REPORT CYCLE

References

- Aarons G, Hurlburt M, Horwitz S. Advancing a conceptual model of evidence-based practice implementation in public service sectors. *Adm Policy Ment Health Ment Health Serv Res*. 2011;38.
- Arnold, D. H., & Harvey, E. A. (1998). Data monitoring: A hypothesis-testing approach for treatment-outcome research. *Journal of Consulting and Clinical Psychology*, 66(6), 1030–1035.
<https://doi-org.libproxy.chapman.edu/10.1037/0022-006X.66.6.1030>
- Bruns, T., & Inefuku, H. (2016). Purposeful Metrics: Matching Institutional Repository Metrics to Purpose and Audience. In Callicott B., Scherer D., & Wesolek A. (Eds.), *Making Institutional Repositories Work* (pp. 213-234). West Lafayette, Indiana: Purdue University Press. doi:10.2307/j.ctt1wf4drg.21
- Langley, G. J., Moen, R. D., Nolan, K. M., Nolan, T. W., Norman, C. L., & Provost, L. P. (2009). *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (2nd ed.). San Francisco, CA: Jossey-Bass. (174-175)
- Perrino, T., Howe, G., Sperling, A., Beardslee, W., Sandler, I., Shern, D., . . . Brown, C. (2013). Advancing Science Through Collaborative Data Sharing and Synthesis. *Perspectives on Psychological Science*, 8(4), 433-444. Retrieved from <http://www.istor.org.libproxy.chapman.edu/stable/44289915>
- Powell, B. J., McMillen, J. C., Proctor, E. K., Carpenter, C. R., Griffey, R. T., Bunger, A. C., ... York, J. L. (2012). A Compilation of Strategies for Implementing Clinical Innovations in Health and Mental Health. *Medical Care Research and Review*, 69(2), 123–157. <https://doi.org/10.1177/1077558711430690>
- Stringer, E. T. (2014). *Action Research* (Vol. 3). Thousand Oaks, CA: SAGE.
- Managing Performance Measurement Data in Health Care*. (2001). Oakbrook Terrace, IL: Joint Commission on Accreditation of Healthcare Organizations.