

# **Action Period Conference Calls**

### **Tips**

- Set up conference call guidelines for the call on every call quickly.
- Call on sites or individuals by name to engage them. Keep track of who
  has spoken by having a checklist of participants and draw out individuals
  who have not spoken.
- If possible, send to all participants the list of individuals who are on the line. This can be done easily by creating a roll call list that you check off and send to the group.
- Don't just plan to ask teams how they are doing and hope for a good conversation! This time should expand their learning from faculty and each other.
- Encourage cross-site dialogue rather than creating an "expert" driven conversation.
- When barriers/challenges/obstructions are noted, brainstorm strategies (contribute your own) and use the PDSA framework to help them craft a cycle. "So how would you test this idea?"
- Help participants link their challenges to a component in the Change Package. E.g. "That's a good example of an issue related to one of the components in Organizational Readiness....."
- Know your Change Package. What are the components? Note the themes in issues, "Sounds like a lot of the issues today relate to supervision" or "A lot of questions posted on the intranet seem to be focusing on clinical competencies related to the intervention..."
- Learning Collaborative Model should not be perceived as "separate" from clinical issues & intervention issues. The Change Package has components related to broad clinical competences & specific competencies related to the intervention. All components are essential to successful adoption and implementation.

#### **Potential Templates for Calls**

- Content driven choose a specific topic in advance and ask sites to bring related issues. This can either be a topic not adequately covered in the Learning Session or a focus regarding an area that has proved challenging as evidenced by discussion on the intranet. Can include slides on website to support a brief presentation.
- Component driven choose a component in the Change Package that either faculty want to expand focus on or has proved challenging. Ask for issues or questions relevant to that component to be posted to the intranet prior to the call.
- **Innovations** if a team or teams have shared an innovation ask them to present on their adaptation and create a discussion about the necessity for adaptation within implementation.



- **Successful Improvements** if a team or teams have overcome a barrier utilizing small tests of change, ask them to share their process with the whole collaborative, particularly multiple cycles.
- **Each site presentation** a site is designated to present current progress of issues for discussion.

## Sample Agenda (Content driven)

- Call Guidelines
  - Identify yourself/organization when speaking
  - Mute call when not speaking
  - Don't put us on hold- there may be music!
  - Make this time useful and meaningful to your implementation of the intervention
    - Roll call (5 minutes)- Faculty calls out site name and site responds
    - 2. Content topic (10 minutes)- Faculty or team presentation
    - 3. Discussion:
      - Questions from faculty
      - Questions from participants
      - Tie to metrics if relevant
      - Improvements tested by teams regarding this topic
    - 4. Learning Collaborative updates and reminders

## Sample Agenda (Component driven)

- Call Guidelines
  - Identify yourself/organization when speaking
  - Mute call when not speaking
  - Don't put us on hold- there may be music!
  - Make this time useful and meaningful to your implementation of the intervention
    - 1. Roll call
    - 2. Component to be discussed (10 minutes)- Faculty or team presentation
    - 3. Discussion:
      - Questions from faculty
      - Questions from participants
      - Tie to metrics if relevant
      - Improvements tested by teams regarding this topic
    - 4. Learning Collaborative updates and reminders