

## **Nurse-Family Partnership® (NFP) International**

### **Guidance for conducting your Quality Improvement Review (QIR) 2024 (Phase 5 countries)**

#### **Background**

As part of the license agreement with the Regents of the University of Colorado/CU Denver, each country/province is required to prepare and submit an annual report. For countries/provinces who have moved to Phase 5, this process will be every second year.

In each interim year, phase 5 countries/provinces will participate in a Quality Improvement Review (QIR). The review will be in the form of a meeting in which the country/province will present details of its Quality Improvement (QI) processes, projects and outcomes. These will be discussed and reflected upon with NFP expert colleagues from another implementing country/province to enable further insight and critical analysis. This review process enables examination of the quality of NFP implementation and fidelity in licensed partner countries/provinces and recognition of quality improvement methodologies, learning and progress in participating countries.

Countries in Phase 5 of NFP Implementation will undertake their QIR with peer reviewers from a partner country/province who will act as 'critical friends' to deepen critical reflection, provide additional insight and so add value to the review process. The review needs to be conducted in such a way as to maximise the potential for learning on the parts of both the presenting and the reviewing participants.

#### **The goals of the QIR are:**

- To review NFP implementation and fidelity to the license expectations and provide evidence of implementation quality to the GCGG.
- To explore current NFP implementation quality and improvement projects.

#### **The Principles of the QIR will reflect those of the Annual review:**

- **Collaboration:** The peer reviewers and the country/province's leads work together to understand local contextual factors and appreciate progress, jointly agreeing priorities and improvement plans for the following year.
- **Transparency and accountability:** Open and honest sharing of QI processes and outcomes will enable creative and innovative reflection and opportunities for development. Accountability will be evidenced through appreciation of all contributions and respectful challenge by the peer reviewers of the information provided.
- **Client centred:** ensuring that the client's experiences are represented and appreciated within the QI processes.

- **Culture of Learning:** The review will promote and encourage lively discussion, clarification of learning and will often involve the development of new questions to be explored, for both the country and the peer reviewers.
- **Future focused:** The QIR will be respectful of the progress that has been made and the ways in which challenges have previously been managed but will be explicit about any changes in practices recommended for the future.
- **Sharing key learning with GCGG:** Open, honest and transparent sharing of reflections on both the process and outcome of the QIR with the Global Collaborative Guidance group will be key to the success of this approach.

#### **Support for the process**

- The Global Director will co-ordinate the process of the QIR (including arranging meetings) to minimise the administrative burden on countries.
- The Global Director will nominate a peer-reviewer *in agreement with* the presenting country/province.
- The reviewing country/province will identify 1-2 leads with NFP expertise who will act as 'critical friends' within the QIR process and share their details with the Global Director and country license holder.

#### **Prior to the meeting**

- It is expected that the country/province being reviewed will create a presentation to cover the key headings in the document below.
- The country being reviewed may wish to also provide a brief written introduction to any particular system or local adaptation issues that they feel will be pertinent for the reviewing country to understand as context for the meeting.
- The presentation will be sent to the reviewing country/province at least 3 weeks before the date of the meeting.
- The reviewing country/province experts will meet to discuss the presentation and send any areas that they particularly wish to discuss to the license holder at least a week prior to the meeting.
- The license holder will create and distribute an agenda to all participants and arrange a note taker for the meeting. The agenda should include sufficient time for exploration of the presentation content and for reflection on the process and key learning points to share with the GCGG.

#### **Presentation content:**

The presentation should include slides on the following areas:

1. Introduction to the context and local systems within which NFP is being implemented.
2. An overview of the Quality Improvement framework being utilised in the country.
3. Progress regarding previous Quality Improvement (QI) goals and objectives for the last reporting period (from last Annual Review meeting)
4. Description of systems used for identifying areas requiring improvement and how QI priorities are determined. This should include how data analysis informs priorities, alongside other approaches.

5. Description of QI methodologies and processes, including level(s) at which they are conducted (e.g., national, site, team) and those involved.
6. QI initiatives conducted in previous year, with process followed and outcomes of each. At least one example of a QI project should be included.
7. Other program Innovations being implemented – methods and progress.
8. Temporary Variance to CMEs update, including ongoing evaluation.
9. QI goals for the future.
10. Reflections on ongoing use of QI and lessons learned.

### **The meeting**

- The meeting will be 1-2.5 hours maximum.
- Focus for all parties will be on applying the principles during the meeting.
- The meeting can be recorded with consent from presenting country/province.

### **Attendees**

- **The presenting country/province** should include the Strategic Lead, Clinical Lead, Data Analytical Lead, Quality Improvement leads, Site Representation (usually a site Supervisor) and other stakeholders as identified by Lead presenter.
- **The reviewing country/province** should include 1-2 NFP Leads, especially those concerned with QI.

### **During the meeting**

The country/province will take the peer reviewers through their presentation, providing clarification and context where necessary, and paying particular attention to the issues identified in the agenda.

The peer reviewer's role is to facilitate and to support high quality analysis of the information shared through the presentation. This will include, highlighting strengths, identifying themes, asking good curious questions, raising areas that may need more attention etc. Clarity of feedback is important in this role as well as constructive exploration of ways in which challenges could potentially be resolved. Using the NFP communication style of a strength-based approach and promoting in-depth reflection will support the process of critical, supportive questioning and commentary.

It is expected that the peer reviewers will gain valuable learning for their own QI work from this role, but it is important that the focus remains primarily on the presenting country's needs and learning.

The peer reviewer will play a significant part in evaluating what feedback will be useful to share with GCGG and where further consideration of specific issues by this Guidance Group is needed. A trusting relationship is also imperative for the effectiveness of this review process and ensuring joint agreement on the choice of peer reviewer and working within the principles of the process provides a framework for the development of this.

The template in the appendix should be used to provide feedback to the GCGG. Please email the completed form to Anna Lindberg (anna.lindberg@cuanschutz.edu).

**Storing and Sharing Your Quality Improvement review (QIR)**

The QIR presentation, meeting notes and the record of the meeting (see appendix) will be distributed to members of the GCGG so that good practice and learning can be shared and so they can be assured that QI work is being undertaken in line with the license expectations. If there are any areas of challenge, the GCGG will explore these and work to resolve them within the processes that they have established. It is unlikely that through this process alone, disputes around adherence to the NFP licence and (or) quality of implementation will emerge. In the unlikely event that there are concerns, both parties i.e., reviewers and presenters will liaise directly with the Global Director for further discussion and review. Overall decision making regarding the NFP licence is retained jointly by the PRC Director and University Colorado, Denver.

**Feedback**

This new peer review process for both annual reviews and QIR continues to be work in progress. We would welcome any feedback on this guidance and the operationalisation of the QIRs.

## Appendix: RECORD OF MEETING FOR GLOBAL COLLABORATIVE GUIDANCE GROUP

Date of meeting:

Attendees from presenting country:

Attendees from reviewing country:

Reviewing country confirmation:

We confirm that the presentation covered all the areas of content set out in the guidance document.

Yes

No

If no, please indicate which areas were missing and how this was addressed in the meeting:

Key learning points arising from the meeting:

1.	
2.	
3.	