

HV CoIN 3.0

Staff Recruitment & Retention

Measure Specifications

Aim	Outcome Measures
<p>HV CoIIN participants will work to improve the professional well-being of home visitors and home visiting supervisors, including:</p> <ul style="list-style-type: none"> • Job and pay satisfaction, • Psychological well-being, • Self-efficacy and confidence, and • Job meaning and fulfillment. <p>By April 2024, 85% of home visiting staff will report they always feel supported to manage their work and still be present for the families or staff they support.</p>	<p>85% of home visiting staff report they always feel supported to manage their work and still be present for the families or staff they support.</p>
Primary Drivers	Process Aims
<p>PD1. Hiring practices</p>	<ul style="list-style-type: none"> • Less than 90 days between when a position is posted and when it is filled.
<p>PD2. Home visiting workforce supports</p>	<ul style="list-style-type: none"> • 95% of home visiting staff are trained in cultural competence, implicit bias, trauma-informed practice, courageous conversations on equity and oppression, and psychological safety. • 90% of home visiting staff report they always receive reflective supervision that plays a role in motivating them in their work. • 90% of reflective practices are always implemented by home visiting supervisors.
<p>PD3. Physical and psychological health, wellness, and balance of home visiting professionals</p>	<ul style="list-style-type: none"> • 85% of indicators of staff wellness (work/life balance, stress management, and self-care) always occur for home visiting staff.
<p>PD4. Teamwork and communication</p>	<ul style="list-style-type: none"> • 90% of indicators of positive workplace climate (recognition, respect, and teamwork) always occur for home visiting staff.

Primary Driver 1

Measure #1

Time between when a position is posted and when it is filled.

Data Source

- Survey – Data Manager only
- For each home visiting position filled last month, how many days were there from the time the position was posted to when it was filled?

Data Elements

- For each home visiting position filled during the reporting month, a count of the total number of days between when that position was posted and when it was filled.

Frequency of Data Reporting

Monthly

Associated Driver

Primary Driver 1

Days between when the position was posted and when it was filled: Hiring processes and terminology differ across organizations, and each team will need to decide how they will define the start point (i.e., position posted) and end point (i.e., position filled) within their system and then apply those definitions consistently.

Primary Driver 2

Measure #2

% of home visiting staff trained in cultural competence, implicit bias, trauma-informed practice, courageous conversations on equity and oppression, and psychological safety.

Data Source

Survey – Data Manager only

- How many staff members do you have in your home visiting program?
- How many home visiting staff members have been trained in cultural competence, implicit bias, trauma-informed practice, courageous conversations on equity and oppression, and psychological safety?

Data Elements

- *Numerator*: Number of home visiting staff who have completed training in cultural competence, implicit bias, trauma-informed practice, courageous conversations on equity and oppression, and psychological safety
- *Denominator*: Number of home visiting staff in reporting month

Frequency of Data Reporting

Monthly

Associated Driver

Primary Driver 2

Home visiting staff: Includes all staff and supervisors within the home visiting program and not only those involved in the quality improvement initiative.

Cultural competence: Cultural competence is the ability to understand and interact effectively with people from other cultures. Grounded in the respect and appreciation of cultural differences, cultural competence is demonstrated in the attitudes, behaviors, practices, and policies of people, organizations, and systems.

Implicit bias: A belief or attitude that affects our understanding, decision, and actions, and that exists without our conscious awareness.

Trauma-informed practice: Trauma-informed practice is an approach, based on knowledge of the impact of trauma, including racial trauma, aimed at ensuring environments and services are welcoming and engaging for service recipients and staff

Systems of oppression: The ways in which history, culture, ideology, public policies, institutional practices, and personal behaviors and beliefs interact to maintain a hierarchy—based on race, class, gender, sexuality, and/or other group identities—that allows the privileges associated with the dominant group and the disadvantages associated with the targeted group to endure and adapt over time.

Psychological safety: Shared belief held by members of a team that others on the team will not embarrass, reject, or punish them for speaking up.

Measure #3

% of home visiting staff reporting they always receive reflective supervision that plays a role in motivating them in their work

Data Source

Survey – All staff

- I received reflective supervision that played a role in motivating me in my work.
 - Never, rarely, occasionally, often, or always

Data Elements

- *Numerator*: Total number of “always” responses to the relevant survey item
- *Denominator*: Total number of responses to the relevant survey item, excluding “N/A”

Frequency of Data Reporting

Two times per month

Associated Driver

Primary Driver 2

Home visiting staff: Includes all staff and supervisors within the home visiting program and not only those involved in the quality improvement initiative.

Reflective supervision: A collaborative relationship that aims at creating a climate where both the client’s and the home visitor’s needs are being considered so that the effectiveness of the intervention is optimized. Involves the process of examining with someone else the thoughts, feelings, actions, and reactions evoked in the course of working closely with young children and their families. Reflective supervision is characterized by three components:

1. Reflection – What does the experience tell us about the family/client and also about ourselves?
2. True collaboration – Involves open communication, trust, and safety and led by curiosity and active listening
3. Regularity – Provided on a reliable schedule and with sufficient time

Measure #4

% of reflective practices that home visiting supervisors report they always have the ability to implement

Data Source

Survey – Staff providing reflective supervision in the last two weeks

- I had the ability to properly prepare.
- I had the ability to greet my supervisee(s).
- I had the ability to invite supervisee(s) to help set priorities for our time together.
- I had the ability to invite dialogue to allow my supervisee(s) to share their story.
- I had the ability to seek to understand my supervisees' perspectives by summarizing with concrete observations.
- I had the ability to engage with supervisee(s) throughout the entire session.
- I had the ability to work with supervisee(s) to develop concrete next steps.

Data Elements

- *Numerator*: Total number of “always” responses to the relevant survey items
- *Denominator*: Total number of responses to the relevant survey items, excluding “N/A”

Frequency of Data Reporting

Two times per month

Associated Driver

Primary Driver 2

Home visiting supervisors: Includes all home visiting staff that provide reflective supervision.

Primary Driver 3

Measure #5

% of indicators of staff wellness (work/life balance, stress management, and self-care) that home visiting staff report always occur

Data Source

Survey – All staff

- I felt satisfied with my work/life balance.
- I was able to manage the stress associated with my job.
- I had an opportunity to engage in self-care.

Data Elements

- *Numerator:* Total number of “always” responses to the relevant survey items
- *Denominator:* Total number of responses to the relevant survey items, excluding “N/A”

Frequency of Data Reporting

Two times per month

Associated Driver

Primary Driver 3

Home visiting staff: Includes all staff and supervisors within the home visiting program and not only those involved in the quality improvement initiative.

Primary Driver 4

Measure #6

% of indicators of positive workplace climate (recognition, respect, and teamwork) that home visiting staff report always occur

Data Source

Survey – All staff

- I felt like I was part of a team working towards something meaningful.
- My leader(s) showed that they knew about the work that I do.
- My leader(s) showed that they care about the work that I do.
- My leader(s) acknowledged me for what I do.
- At least one colleague acknowledged me for what I do.
- We celebrated at least one success within our team.

Data Elements

- *Numerator*: Total number of “always” responses to the relevant survey items
- *Denominator*: Total number of responses to the relevant survey items, excluding “N/A”

Frequency of Data Reporting

Two times per month

Associated Driver

Primary Driver 4

Home visiting staff: Includes all staff and supervisors within the home visiting program and not only those involved in the quality improvement initiative.

SMART Aim

Measure #7

% of home visiting staff reporting they always feel supported to manage their work and still be present for the families or staff they support

Data Source

Survey – All staff

- I felt supported to manage my work and still be present for the families I serve.
- I felt supported to manage my work and still be present for the staff I support.

Data Elements

- *Numerator*: Total number of “always” responses to the relevant survey items
- *Denominator*: Total number of responses to the relevant survey items, excluding “N/A”

Frequency of Data Reporting

Two times per month

Associated Driver

SMART Aim

Home visiting staff: Includes all staff and supervisors within the home visiting program and not only those involved in the quality improvement initiative.