WEBVTT

1 00:00:00.180 --> 00:00:01.863 <v ->Reductions in criteria.</v>

2 00:00:04.620 --> 00:00:06.330 Attempts and ideation,

3 00:00:06.330 --> 00:00:08.523 including a one and two year follow up.

4 00:00:11.670 --> 00:00:13.500 And here's just an example.

5 00:00:13.500 --> 00:00:16.110 <v Donna>Oh, I'm sorry, Tracy. This is Donna Spiegelman.</v>

6 00:00:16.110 --> 00:00:18.120 I raised my hand- <v ->Oh.</v>

7 00:00:18.120 --> 00:00:19.500 <v Donna>Through the screen.</v>

8 00:00:19.500 --> 00:00:21.570 But I'm not sure how that's monitored,

9 00:00:21.570 --> 00:00:25.590 or if you can see whether people are raising their hands.

10 00:00:25.590 --> 00:00:26.787 But I had a question,

11 00:00:26.787 --> 00:00:29.133 if you could go back to the previous slide.

12 00:00:30.180 --> 00:00:31.140 <v ->Absolutely.</v> <v Donna>Just starting with</v>

13 00:00:31.140 --> 00:00:32.970 sending patients who are suicidal,

14 00:00:32.970 --> 00:00:35.715 and you mentioned something about screening for them.

15 00:00:35.715 --> 00:00:38.473 Could you say a little bit about how that's done?

16 00:00:38.473 --> 00:00:42.720 'Cause that can be a very big part of a project like this,

17 00:00:42.720 --> 00:00:44.823 especially when it's, like, scaled up.

18 00:00:45.870 --> 00:00:49.200 <v ->Absolutely, so in the VA, they have implemented</v>

19 00:00:49.200 --> 00:00:52.860 the Columbia Screener in emergency departments.

20 00:00:52.860 --> 00:00:56.430 And this is being implemented in the ED, by the way.

21 00:00:56.430 --> 00:00:59.910 So they are screened when they present

22 00:00:59.910 --> 00:01:02.940 to emergency departments using the Columbia.

23 00:01:02.940 --> 00:01:04.713 And that's already been in place,

24 00:01:05.850 --> 00:01:07.893 and we are building off of that.

25 00:01:11.190 --> 00:01:14.392 <v Donna>So every person who goes to a VA emergency room</v>

26 00:01:14.392 --> 00:01:16.770 as part of the standard of care,

27 00:01:16.770 --> 00:01:19.353 they're getting this screener?

28 00:01:20.190 --> 00:01:22.380 <v ->Absolutely.</v> <v Donna>And then its result</v>

29 00:01:22.380 --> 00:01:26.193 is entered into the computer? <v ->Absolutely. Yep.</v>

30 00:01:27.540 --> 00:01:29.160 Lots of screening at the VA.

31 00:01:29.160 --> 00:01:31.757 They get screened for all sorts of things.

32 00:01:34.878 --> 00:01:36.980 <v Donna>Okay. Thank you.</v> <v ->I can't see if anyone</v>

33 00:01:36.980 --> 00:01:38.940 raises their hand.

34 00:01:38.940 --> 00:01:42.120 Just throw something at me if that happens again.

35 00:01:42.120 --> 00:01:46.901 Okay, so these are examples of Caring Contacts

36 00:01:46.901 --> 00:01:51.630 that we adapted

37 00:01:51.630 --> 00:01:54.150 for veterans, of course

38 00:01:54.150 --> 00:01:57.783 with feedback from veterans.

39 00:01:58.920 --> 00:02:00.720 There is no Ms. Squirrel, of course.

40 00:02:00.720 --> 00:02:02.040 That's just the example.

41 00:02:02.040 --> 00:02:04.500 So you can see very non-demanding.

42 00:02:04.500 --> 00:02:07.110 We value your health and are honored to serve you,

43 00:02:07.110 --> 00:02:09.933 and it should say in the Emergency Department.

44 00:02:10.980 --> 00:02:13.260 And then they also get birthday cards,

45 00:02:13.260 --> 00:02:15.963 and they get another card on Veteran's Day.

46 00:02:20.220 --> 00:02:22.710 Of course, it's always helpful

47 00:02:22.710 --> 00:02:26.130 to have a framework borrowed from implementation science

48 00:02:26.130 --> 00:02:29.310 if you want to successfully implement something.

49 00:02:29.310 --> 00:02:32.073 And our framework is the i-PARIHS Framework.

50 00:02:33.300 --> 00:02:36.305 So the i-PARIHS has these different dimensions, right?

51 00:02:36.305 --> 00:02:39.600 And it hypothesizes it.

52 00:02:39.600 --> 00:02:43.290 It's this magical combination of context,

53 00:02:43.290 --> 00:02:48.290 innovation and recipient characteristics and qualities

54 00:02:48.480 --> 00:02:52.830 when they are joined with facilitation

55 00:02:52.830 --> 00:02:55.260 that results in successful implementation

56 00:02:55.260 --> 00:02:57.783 of a practice in a clinical context.

57 00:03:00.750 --> 00:03:04.020 And in keeping with that theoretical approach,

58 00:03:04.020 --> 00:03:08.430 we are using facilitation, the implementation strategy

59 00:03:08.430 --> 00:03:11.340 of external facilitation actually,

60 00:03:11.340 --> 00:03:13.953 to help implement Caring Contacts in the ED.

61 00:03:15.210 --> 00:03:16.950 And this is our study design.

62 00:03:16.950 --> 00:03:19.860 We bring the sites on in waves.

63 00:03:19.860 --> 00:03:23.673 Obviously you don't want to bring all 28 sites on at once.

64 00:03:24.720 --> 00:03:29.490 So well, what was intended, what was planned is

65 00:03:29.490 --> 00:03:33.810 that they would get six months of facilitation support

66 00:03:33.810 --> 00:03:36.690 and we would bring them in four waves.

67 00:03:36.690 --> 00:03:38.580 COVID hit.

68 00:03:38.580 --> 00:03:40.470 Taking a bit longer for some sites

69 00:03:40.470 --> 00:03:42.840 to implement than we thought it would.

70 00:03:42.840 --> 00:03:45.413 And we're actually moving into a fifth wave

71 00:03:45.413 --> 00:03:47.790 I think fairly soon.

72 00:03:47.790 --> 00:03:50.610 So things have changed as they often do

73 00:03:50.610 --> 00:03:52.293 in research in the real world.

74 00:03:55.890 --> 00:03:58.050 It's a mixed methods evaluation.

75 00:03:58.050 --> 00:04:00.240 I won't cover the quantitative part,

76 00:04:00.240 --> 00:04:02.670 because frankly we could spend all day just talking

77 00:04:02.670 --> 00:04:06.240 about the entire approach to getting this project

78 00:04:06.240 --> 00:04:07.410 off the ground.

79 00:04:07.410 --> 00:04:09.560 We'll just talk about the qualitative eval.

80 00:04:11.190 --> 00:04:13.890 And the overarching aim is really to identify

81 00:04:13.890 --> 00:04:16.710 the contextual recipient and innovation factors

82 00:04:16.710 --> 00:04:20.853 that impact implementation, and that's pretty easy.

83 00:04:22.410 --> 00:04:26.958 The challenge that was put to me was understand how barriers

84 00:04:26.958 --> 00:04:31.958 and facilitators impact implementation as a process.

85 00:04:32.730 --> 00:04:37.110 And that was reiterated to me multiple times,

86 00:04:37.110 --> 00:04:42.110 implementation as a process over and over again.

87 00:04:43.530 --> 00:04:46.710 And so I had to think of how exactly would I go

88 00:04:46.710 --> 00:04:50.755 about understanding how barriers

89 00:04:50.755 --> 00:04:54.797 and facilitators impact this process.

90 00:04:54.797 --> 00:04:58.713 'Cause of course we collect data at discreet time points,

91 00:04:59.730 --> 00:05:02.553 and what you have is a window into one time point.

92 00:05:03.420 --> 00:05:07.053 So how do you move that into a process?

93 00:05:10.320 --> 00:05:15.033 For the part of the evaluation that I'll be talking about,

94 00:05:16.110 --> 00:05:19.560 what we're doing is leading 30 minute dyadic debriefs

95 00:05:19.560 --> 00:05:22.890 with a team of external facilitators.

96 00:05:22.890 --> 00:05:27.890 They're biweekly until the first Caring Contact is sent.

97 00:05:28.530 --> 00:05:32.040 And then once the site moves into sustainment,

98 00:05:32.040 --> 00:05:34.833 we switch to monthly debriefs.

99 00:05:35.790 --> 00:05:39.210 As of today, we've led 100, as of September,

100 00:05:39.210 --> 00:05:42.931 I should say September 10, we had about 169.

101 00:05:42.931 --> 00:05:47.553 I think we're close to about 180 at this point.

102 00:05:48.450 --> 00:05:50.130 And then we're also leading interviews

103 00:05:50.130 --> 00:05:52.140 with stakeholders and veterans,

104 00:05:52.140 --> 00:05:54.843 but I won't be talking about that moving forward.

105 00:05:55.950 --> 00:05:57.780 These are what the debriefs look like,

106 00:05:57.780 --> 00:06:02.400 or at least a snapshot of part of a debrief.

107 00:06:02.400 --> 00:06:05.250 It's the typical sort of probing around,

108 00:06:05.250 --> 00:06:08.130 what are the barriers and facilitators.

109 00:06:08.130 --> 00:06:12.360 And of course as we move forward because they're biweekly,

110 00:06:12.360 --> 00:06:15.700 they change, and they also change significantly

111 00:06:16.920 --> 00:06:18.960 depending on the time point.

112 00:06:18.960 --> 00:06:22.438 So we have a certain debrief that we used to collect data

113 00:06:22.438 --> 00:06:25.650 while they're actively implementing.

114 00:06:25.650 --> 00:06:27.300 And then we have another one when

115 00:06:27.300 --> 00:06:32.300 the implementation plan has been finalized.

116 00:06:32.460 --> 00:06:35.010 And then we have another one that we bring in

117 00:06:35.010 --> 00:06:38.100 after the first Caring Contacts have been sent

118 00:06:38.100 --> 00:06:40.060 to understand what is going on

119 00:06:41.910 --> 00:06:44.823 in these clinics while they're trying to implement.

120 00:06:50.130 --> 00:06:52.320 To meet this challenge

121 00:06:52.320 --> 00:06:55.830 of approaching implementation

122 00:06:55.830 --> 00:07:00.830 as more of a process and as discreet time points,

123 00:07:02.292 --> 00:07:06.450 I have chosen really a two-part approach

124 00:07:06.450 --> 00:07:08.970 to analyzing our data.

125 00:07:08.970 --> 00:07:10.663 And that's first we are

126 00:07:14.100 --> 00:07:17.460 the qualitative researchers

127 00:07:17.460 --> 00:07:19.083 that are leading the debriefs.

128 00:07:20.160 --> 00:07:25.160 Very quickly record key implementation events

129 00:07:25.710 --> 00:07:27.840 and other important things that are happening

130 00:07:27.840 --> 00:07:31.860 during implementation in these brief narrative summaries,

131 00:07:31.860 --> 00:07:35.850 which I translate into data visualizations

132 00:07:35.850 --> 00:07:39.390 that help us understand where the process

133 00:07:39.390 --> 00:07:43.353 of implementation progressed and where it stalled.

134 00:07:45.450 --> 00:07:50.370 Secondly, we are templating each debrief

135 00:07:50.370 --> 00:07:52.770 using individual templates

136 00:07:52.770 --> 00:07:55.833 which essentially organize and reduce our data.

137 00:07:58.290 --> 00:08:01.710 Then we are synthesizing individual templates

138 00:08:01.710 --> 00:08:06.710 into site matrix displays that further reduce the data

139 00:08:07.290 --> 00:08:09.300 and help me make comparisons

140 00:08:09.300 --> 00:08:13.350 across time points and across sites.

141 00:08:13.350 --> 00:08:16.560 And these I'm translating into case studies.

142 00:08:16.560 --> 00:08:19.410 That's how I'm presenting the findings

143 00:08:19.410 --> 00:08:21.633 that come from the matrices.

144 00:08:24.360 --> 00:08:27.600 I don't wanna go through the analytic approach

145 00:08:27.600 --> 00:08:31.710 one by one because I'm worried

146 00:08:31.710 --> 00:08:35.190 that we won't get through the whole presentation in time.

147 00:08:35.190 --> 00:08:39.630 But what I really want to emphasize to everyone on here

148 00:08:39.630 --> 00:08:44.430 is that time was actually the least important reason

149 00:08:44.430 --> 00:08:49.020 for me to choose rapid analytic approaches for this project.

150 00:08:49.020 --> 00:08:52.920 I knew that we would have enough time to analyze the data.

151 00:08:52.920 --> 00:08:56.170 It was really more about the research questions, the goals

152 00:08:57.270 --> 00:09:01.500 and the challenges collaborating across sites.

153 00:09:01.500 --> 00:09:06.420 Two of my analysts are located,

154 00:09:06.420 --> 00:09:08.730 sorry, one of my, no, two of them.

155 00:09:08.730 --> 00:09:11.940 One is in Iowa City and one is in California.

156 00:09:11.940 --> 00:09:16.260 And sharing analytic programs in the VA

157 00:09:16.260 --> 00:09:17.883 can get really problematic.

158 00:09:18.900 --> 00:09:22.950 What templating allows us to do is get around those problems

159 00:09:22.950 --> 00:09:26.370 because templates are developed in Word documents

160 00:09:26.370 --> 00:09:29.550 and that's much easier in the VA.

161 00:09:29.550 --> 00:09:32.520 So that was really honestly my primary concern

162 00:09:32.520 --> 00:09:36.660 is if this thing stalls because we run into problems

163 00:09:36.660 --> 00:09:39.990 with the program and sharing across sites,

164 00:09:39.990 --> 00:09:42.420 we are in a lot of trouble.

165 00:09:42.420 --> 00:09:45.270 That was the primary consideration

166 00:09:45.270 --> 00:09:48.843 rather than the timeframe for this study.

167 00:09:50.070 --> 00:09:55.070 And to emphasize that this is a team effort,

168 00:09:55.110 --> 00:09:59.370 this is how we manage every step in the analytic process.

169 00:09:59.370 --> 00:10:02.700 You can see the debrief on the left.

170 00:10:02.700 --> 00:10:05.883 This is for one site, 695,

171 00:10:07.080 --> 00:10:08.880 and then each person along the way

172 00:10:08.880 --> 00:10:10.200 has their own role, right?

173 00:10:10.200 --> 00:10:14.250 It's audio recorded by the person leading the debrief,

174 00:10:14.250 --> 00:10:18.060 then transcribed, and then there are these different steps

175 00:10:18.060 --> 00:10:19.410 in the analytic process.

176 00:10:19.410 --> 00:10:21.510 It's first templated.

177 00:10:21.510 --> 00:10:24.963 So each debrief is analyzed independently.

178 00:10:26.250 --> 00:10:29.520 And then I begin bringing those data

179 00:10:29.520 --> 00:10:32.520 into the matrix to synthesize it.

180 00:10:32.520 --> 00:10:37.260 And what often happens is I have questions, I have comments

181 00:10:37.260 --> 00:10:39.180 and using the track changes

182 00:10:39.180 --> 00:10:41.460 and the comments feature of order,

183 00:10:41.460 --> 00:10:44.767 I can create this dialogue with that primary analyst

184 00:10:44.767 --> 00:10:47.640 to help me understand what's going on in that template

185 00:10:47.640 --> 00:10:50.130 before I move it into the matrix.

186 00:10:50.130 --> 00:10:52.683 And then once we've gotten through that process,

187 00:10:54.060 --> 00:10:56.670 then I can indicate that the matrix is complete.

188 00:10:56.670 --> 00:11:00.450 But it is a process and it takes a heavy lift,

189 00:11:00.450 --> 00:11:03.843 a lot of collaboration, a lot of coordination.

190 00:11:07.890 --> 00:11:11.760 Earlier I spoke of these ongoing brief narrative summaries.

191 00:11:11.760 --> 00:11:15.480 These are what the researchers immediately

192 00:11:15.480 --> 00:11:17.133 after they've led a debrief,

193 00:11:18.660 --> 00:11:21.960 they record their observations and they need these actually

194 00:11:21.960 --> 00:11:24.060 not for analysis so much

195 00:11:24.060 --> 00:11:27.360 except for the key implementation events,

196 00:11:27.360 --> 00:11:28.703 which I bolded in this for you.

197 00:11:30.582 --> 00:11:32.160 What they really need it for

198 00:11:32.160 --> 00:11:35.130 is to remind the external facilitators

199 00:11:35.130 --> 00:11:39.060 of what they talked about during the prior debrief,

200 00:11:39.060 --> 00:11:41.755 because they're doing so much work across so many sites

201 00:11:41.755 --> 00:11:44.070 that people just can't always remember

202 00:11:44.070 --> 00:11:46.230 what they said the time before.

203 00:11:46.230 --> 00:11:48.540 So it serves a dual purpose

204 00:11:48.540 --> 00:11:52.140 of recording these key implementation events

205 00:11:52.140 --> 00:11:54.960 while helping team qual

206 00:11:54.960 --> 00:11:58.263 to keep the facilitators on track.

207 00:12:01.680 --> 00:12:03.630 And then we have templates.

208 00:12:03.630 --> 00:12:07.500 For those of you who haven't heard of template analysis,

209 00:12:07.500 --> 00:12:10.080 again, they're just Word documents that you use

210 00:12:10.080 --> 00:12:13.514 to summarize and organize content

211 00:12:13.514 --> 00:12:18.153 from individual interviews or focus group discussions.

212 00:12:19.530 --> 00:12:21.390 They can be theoretically informed

213 00:12:21.390 --> 00:12:24.390 as the one I'm going to show you has been.

214 00:12:24.390 --> 00:12:28.410 Or they can be goal-oriented, meaning, you know,

215 00:12:28.410 --> 00:12:31.300 just let's say you want to adapt

216 00:12:34.806 --> 00:12:38.477 a program that is delivered via internet

217 00:12:39.990 --> 00:12:43.560 to veterans and you need to collect data

218 00:12:43.560 --> 00:12:46.380 that will help you adapt that program.

219 00:12:46.380 --> 00:12:50.160 So you might just organize your template instead

220 00:12:50.160 --> 00:12:54.360 of using theoretical domains or categories.

221 00:12:54.360 --> 00:12:58.920 You can say look and feel changes or recommendations

222 00:12:58.920 --> 00:13:02.250 or language recommendations if they don't

223 00:13:02.250 --> 00:13:04.233 like the language that's used.

224 00:13:05.130 --> 00:13:06.630 So they focus analysis.

225 00:13:06.630 --> 00:13:10.350 You generally start with some deductive domains

226 00:13:10.350 --> 00:13:13.620 and categories while permitting discovery.

227 00:13:13.620 --> 00:13:14.730 And you'll understand that

228 00:13:14.730 --> 00:13:16.580 a little bit better in just a second.

229 00:13:17.850 --> 00:13:21.180 Most importantly from my perspective

230 00:13:21.180 --> 00:13:23.340 is that when you're an anthropologist working

231 00:13:23.340 --> 00:13:27.210 in implementation science, templates can provide

232 00:13:27.210 --> 00:13:31.383 this common language between you

233 00:13:31.383 --> 00:13:34.080 and the other people on your team

234 00:13:34.080 --> 00:13:37.170 that can help you communicate with them

235 00:13:37.170 --> 00:13:39.330 and they can help you translate your findings

236 00:13:39.330 --> 00:13:41.700 much more efficiently down the road,

237 00:13:41.700 --> 00:13:45.150 whether it's in presentations or publications

238 00:13:45.150 --> 00:13:47.223 or in improving a process.

239 00:13:48.930 --> 00:13:52.890 So this is an example of what I call a master template.

240 00:13:52.890 --> 00:13:56.356 And it's just a template that everyone goes into

241 00:13:56.356 --> 00:14:01.356 and makes a copy of before they begin analysis.

242 00:14:02.010 --> 00:14:07.010 This one has some deductive categories in black,

243 00:14:07.382 --> 00:14:11.190 and you can see the inductive categories,

244 00:14:11.190 --> 00:14:13.817 domains, here you go, domains from the i-PARIHS,

245 00:14:14.850 --> 00:14:17.373 categories and subcategories over here.

246 00:14:18.210 --> 00:14:21.780 The ones that are in blue are subcategories

247 00:14:21.780 --> 00:14:24.690 that we have developed inductively

248 00:14:24.690 --> 00:14:26.733 while analysis is ongoing.

249 00:14:27.600 --> 00:14:31.240 So you begin deductive and you build in

250 00:14:32.550 --> 00:14:36.720 your inductive categories and subcategories as you proceed.

251 00:14:36.720 --> 00:14:39.300 You bring them into the master.

252 00:14:39.300 --> 00:14:44.190 And then when it's time for the next episode,

253 00:14:44.190 --> 00:14:46.710 if you would, data collection episode

254 00:14:46.710 --> 00:14:49.620 to be templated, they have it here.

255 00:14:49.620 --> 00:14:52.503 They make a copy of the master and away they go.

256 00:14:53.970 --> 00:14:55.830 And this is what a template looks like

257 00:14:55.830 --> 00:14:57.453 after it's been completed.

258 00:14:59.490 --> 00:15:02.253 You have your domains from the i-PARIHS, again,

259 00:15:05.370 --> 00:15:08.580 some more categories and subcategories.

260 00:15:08.580 --> 00:15:11.100 For this one, you can see they don't have as many

261 00:15:11.100 --> 00:15:16.100 categories and subcategories, 'cause when you don't use them

262 00:15:16.440 --> 00:15:19.083 for any particular template, you delete them off.

263 00:15:21.120 --> 00:15:23.640 You only keep the ones that emerged

264 00:15:23.640 --> 00:15:26.043 during that data collection episode.

265 00:15:27.060 --> 00:15:29.760 And then you have your content from your debriefs

266 00:15:29.760 --> 00:15:32.070 or your interviews or your focus groups.

267 00:15:32.070 --> 00:15:35.910 However it is that you are collecting data.

268 00:15:35.910 --> 00:15:38.460 So you go into your transcript

269 00:15:38.460 --> 00:15:42.870 and literally just copy and paste, and often as you can,

270 00:15:42.870 --> 00:15:44.841 I think you can probably see my pointer.

271 00:15:44.841 --> 00:15:47.283 Can you? Yes.

272 00:15:48.780 --> 00:15:50.730 You need to get a little bit creative, right?

273 00:15:50.730 --> 00:15:52.262 <v Participant>Yes, we can see the pointer.</v>

274 00:15:52.262 --> 00:15:54.020 <v ->Great, thank you.</v>

275 00:15:54.020 --> 00:15:56.820 We all know what qual interviews are like.

276 00:15:56.820 --> 00:16:00.330 If it's a good qualitative interview, you ask a question

277 00:16:00.330 --> 00:16:02.030 and people talk and talk and talk.

278 00:16:03.771 --> 00:16:06.840 And so you have to reduce those data.

279 00:16:06.840 --> 00:16:09.641 If you're putting, you know, oceans of words

280 00:16:09.641 --> 00:16:13.920 on your template, your template can't tell you a story,

281 00:16:13.920 --> 00:16:16.803 because you'll be drowning in those words.

282 00:16:18.390 --> 00:16:19.833 Right, the beauty of a template is

283 00:16:19.833 --> 00:16:22.590 that it reduces those data for you.

284 00:16:22.590 --> 00:16:25.110 And what you see, look at this,

285 00:16:25.110 --> 00:16:28.470 what you see is this beautiful coherent story

286 00:16:28.470 --> 00:16:32.008 of one data collection episode of what was happening

287 00:16:32.008 --> 00:16:35.550 at that site, at that point in time.

288 00:16:35.550 --> 00:16:38.820 The barriers and facilitators that either helped

289 00:16:38.820 --> 00:16:42.810 or hindered implementation of this particular practice,

290 00:16:42.810 --> 00:16:46.503 in this particular clinic, in this particular point in time.

291 00:16:48.690 --> 00:16:51.780 So delete off everything that didn't apply,

292 00:16:51.780 --> 00:16:56.110 keep everything that did, reduce it down to its bare essence

293 00:16:59.340 --> 00:17:02.163 and it tells you this beautiful coherent story.

294 00:17:03.834 --> 00:17:06.270 In the hands of a skilled analyst, of course.

295 00:17:06.270 --> 00:17:09.900 It does take time to pick up these skills.

296 00:17:09.900 --> 00:17:13.230 And then after this, what do you do, right? Okay, great.

297 00:17:13.230 --> 00:17:15.930 So this is what happened at this clinic

298 00:17:15.930 --> 00:17:18.240 at this particular point in time.

299 00:17:18.240 --> 00:17:19.590 Now what do you do with it?

300 00:17:20.970 --> 00:17:22.410 Well, there are a few different things

301 00:17:22.410 --> 00:17:23.280 that you can do with it.

302 00:17:23.280 --> 00:17:26.760 And what I chose to do was synthesize and further reduce it

303 00:17:26.760 --> 00:17:28.653 in what's called a site matrix.

304 00:17:30.210 --> 00:17:33.810 And what makes our site matrices for this project

305 00:17:33.810 --> 00:17:38.280 a little bit different is that generally matrices tend

306 00:17:38.280 --> 00:17:42.690 to be organized by participants and by category,

307 00:17:42.690 --> 00:17:45.873 and you compare across participants.

308 00:17:47.670 --> 00:17:50.490 The way that I organized these was by time point,

309 00:17:50.490 --> 00:17:52.050 you'll see this in just a second,

310 00:17:52.050 --> 00:17:55.075 to allow me to get this processual insight

311 00:17:55.075 --> 00:17:58.263 into what's happening over time.

312 00:17:59.310 --> 00:18:03.243 And matrices give you a very broad overview,

313 00:18:04.197 --> 00:18:07.530 at least this particular matrix does,

314 00:18:07.530 --> 00:18:10.170 into when factors come into play,

315 00:18:10.170 --> 00:18:12.330 which factors are coming into play,

316 00:18:12.330 --> 00:18:15.120 and for how long they continue

317 00:18:15.120 --> 00:18:17.793 to impact implementation over time.

318 00:18:19.140 --> 00:18:22.623 And then on another tab,

319 00:18:24.390 --> 00:18:26.103 this is what a matrix looks like.

320 00:18:27.120 --> 00:18:30.390 On another tab, that is where the magic happens.

321 00:18:30.390 --> 00:18:33.093 That's where you put all your brilliant insights.

322 00:18:35.100 --> 00:18:39.390 All the, what I call qualitatively significant factors

323 00:18:39.390 --> 00:18:42.840 that impacted implementation.

324 00:18:42.840 --> 00:18:44.820 Those go on a separate tab. So here we go.

325 00:18:44.820 --> 00:18:45.900 It's in Excel form.

326 00:18:45.900 --> 00:18:48.810 <v Participant>So it's just one. Is it one site?</v>

327 00:18:48.810 --> 00:18:51.510 <v ->This is just one site, yeah.</v>

328 00:18:51.510 --> 00:18:56.460 One site, I organized it by time points across the x-axis.

329 00:18:57.360 --> 00:19:00.510 You can see there's been 18, at least for this one,

330 00:19:00.510 --> 00:19:02.492 at the time that I took this snapshot,

331 00:19:02.492 --> 00:19:07.492 18 different debriefs with facilitators from this site.

332 00:19:09.660 --> 00:19:12.060 And here are all those categories

333 00:19:12.060 --> 00:19:13.713 that you saw on the template.

334 00:19:17.610 --> 00:19:19.653 And then in these fields,

335 00:19:21.210 --> 00:19:23.920 I literally, again, just copy and paste

336 00:19:24.900 --> 00:19:28.380 the subcategories, the barriers and facilitators,

337 00:19:28.380 --> 00:19:30.870 and as much of the excerpts

338 00:19:30.870 --> 00:19:34.533 as I think I need or want.

339 00:19:35.490 --> 00:19:37.736 And another factor that has to come into play

340 00:19:37.736 --> 00:19:42.736 when you're populating matrices

341 00:19:43.175 --> 00:19:46.007 is how much data can you manage

342 00:19:46.007 --> 00:19:48.813 before you're going to get overwhelmed.

343 00:19:49.680 --> 00:19:53.820 I can wrap my head around a relatively large volume

344 00:19:53.820 --> 00:19:56.040 of words of qualitative data.

345 00:19:56.040 --> 00:19:58.830 So I tend to have matrices

346 00:19:58.830 --> 00:20:01.513 that have a lot of words in them.

347 00:20:01.513 --> 00:20:05.070 And I think other people not so much.

348 00:20:05.070 --> 00:20:05.970 So here we go.

349 00:20:05.970 --> 00:20:09.333 Here's an excerpt again, straight from the template.

350 00:20:14.730 --> 00:20:16.683 And there's the magical tab.

351 00:20:17.700 --> 00:20:19.620 That's actually, I put analysis there,

352 00:20:19.620 --> 00:20:21.693 but it's actually the results tab.

353 00:20:23.070 --> 00:20:26.490 So everything, what I do is scroll through that matrix,

354 00:20:26.490 --> 00:20:27.993 and look over time.

355 00:20:29.340 --> 00:20:31.293 I scroll up and I scroll down.

356 00:20:33.060 --> 00:20:36.240 And I take a good hard look at what is happening.

357 00:20:36.240 --> 00:20:38.844 What are the qualitatively significant

358 00:20:38.844 --> 00:20:41.340 barriers and facilitators?

359 00:20:41.340 --> 00:20:45.480 So not just what's happening, but what holds things up?

360 00:20:45.480 --> 00:20:48.840 That's what I mean by qualitatively significant.

361 00:20:48.840 --> 00:20:51.839 There are always all sorts of things going on in the clinic,

362 00:20:51.839 --> 00:20:55.162 but what is really holding things up

363 00:20:55.162 --> 00:20:57.453 or speeding them along?

364 00:20:59.938 --> 00:21:03.570 That's where you put your observations, if you would,

365 00:21:03.570 --> 00:21:07.143 of what's happening in the data right on this tab.

366 00:21:08.160 --> 00:21:12.330 And then I'm doing even, to make my job even harder,

367 00:21:12.330 --> 00:21:16.140 I've decided that I'm going to take data from stakeholders

368 00:21:16.140 --> 00:21:19.080 and compare what the facilitators are saying

369 00:21:19.080 --> 00:21:20.790 and see what I come up with,

370 00:21:20.790 --> 00:21:22.193 because I just, I don't know.

371 00:21:22.193 --> 00:21:26.250 I must have a masochistic streak in me or something.

372 00:21:26.250 --> 00:21:28.020 I just, nothing is ever good enough.

373 00:21:28.020 --> 00:21:30.220 I have to take everything to the next level.

374 00:21:31.740 --> 00:21:36.030 So what do you get then? What can you do with this?

375 00:21:36.030 --> 00:21:39.450 Well, one thing that you can do is build case studies.

376 00:21:39.450 --> 00:21:44.103 You can tell a story about implementation. Okay?

377 00:21:46.260 --> 00:21:47.490 I'm not going to go through

378 00:21:47.490 --> 00:21:49.620 all three of these case studies.

379 00:21:49.620 --> 00:21:53.670 I'll just show you one. We don't have time for all three.

380 00:21:53.670 --> 00:21:55.519 But early on in this project,

381 00:21:55.519 --> 00:21:57.630 I thought that a good idea would be

382 00:21:57.630 --> 00:22:01.380 to characterize implementation at each site.

383 00:22:01.380 --> 00:22:05.220 And so I called Case Study One, Rapid Implementation.

384 00:22:05.220 --> 00:22:07.680 It launched after only three months.

385 00:22:07.680 --> 00:22:10.233 Remember they were on a six month timeline.

386 00:22:11.430 --> 00:22:14.400 Case Study Two, I called Delayed,

387 00:22:14.400 --> 00:22:19.400 because they completed their formative evaluation on 5/29,

388 00:22:20.730 --> 00:22:24.360 but Caring Contacts didn't launch for another six months.

389 00:22:24.360 --> 00:22:27.030 So they experienced some delays.

390 00:22:27.030 --> 00:22:31.230 And this one I called Interruption, because it was delayed

391 00:22:31.230 --> 00:22:35.676 and then later delayed indefinitely at the site.

392 00:22:35.676 --> 00:22:37.920 So let's jump into...

393 00:22:37.920 --> 00:22:40.170 I'm no longer characterizing them by the way,

394 00:22:40.170 --> 00:22:42.210 because I've now discovered how

395 00:22:42.210 --> 00:22:44.490 to use these cool data visualizations,

396 00:22:44.490 --> 00:22:47.400 which we'll get to in a second.

397 00:22:47.400 --> 00:22:50.340 That's so much more informative about the process

398 00:22:50.340 --> 00:22:54.063 of implementation than characterizing them in this way.

399 00:22:55.470 --> 00:22:57.450 So Interrupted Implementation.

400 00:22:57.450 --> 00:23:01.293 What the heck happened at this site in this case study?

401 00:23:02.370 --> 00:23:04.440 Well, you know, honestly, this was a site

402 00:23:04.440 --> 00:23:06.897 where the facilitators anticipated

403 00:23:06.897 --> 00:23:09.570 implementation would be really easy,

404 00:23:09.570 --> 00:23:11.580 because they had a lot more facilitators

405 00:23:11.580 --> 00:23:13.620 than they had barriers.

406 00:23:13.620 --> 00:23:17.730 It was this frontier site, and of course, you expect,

407 00:23:17.730 --> 00:23:19.986 you know, these way out in the boonies,

408 00:23:19.986 --> 00:23:22.740 very rural sites to run into problems.

409 00:23:22.740 --> 00:23:25.685 But they had this incredibly cohesive clinic culture,

410 00:23:25.685 --> 00:23:27.960 and they had an influential

411 00:23:27.960 --> 00:23:31.920 and really motivated champion on site.

412 00:23:31.920 --> 00:23:35.820 And some key players, as in leaders,

413 00:23:35.820 --> 00:23:39.210 within the clinic were at the planning meetings.

414 00:23:39.210 --> 00:23:41.160 And this was the initial thoughts

415 00:23:41.160 --> 00:23:44.160 of the facilitators when we interviewed them.

416 00:23:44.160 --> 00:23:47.025 They're used to just sending each other things and tasks.

417 00:23:47.025 --> 00:23:50.100 And even though it's spread out, it meaning the clinic,

418 00:23:50.100 --> 00:23:51.960 it's in different locations,

419 00:23:51.960 --> 00:23:53.880 they really, truly work together.

420 00:23:53.880 --> 00:23:56.820 But they are quick, and they are cohesive,

421 00:23:56.820 --> 00:23:58.950 and they are really well integrated,

422 00:23:58.950 --> 00:24:00.870 I think, given their setting.

423 00:24:00.870 --> 00:24:05.670 So they had these incredible facilitators there

424 00:24:05.670 --> 00:24:08.043 that everyone thought would really help them.

425 00:24:09.450 --> 00:24:13.050 But then unfortunately, they ran into some hitches here.

426 00:24:13.050 --> 00:24:14.460 They were having a really hard time

427 00:24:14.460 --> 00:24:17.279 using the SPED dashboard, which is how you identify

428 00:24:17.279 --> 00:24:22.279 veterans who have been screened for suicidal ideation.

429 00:24:22.890 --> 00:24:25.758 They had a really hard time learning how to use it

430 00:24:25.758 --> 00:24:29.100 to identify the veterans that they needed

431 00:24:29.100 --> 00:24:30.600 to be sending the cards to.

432 00:24:30.600 --> 00:24:34.679 And then of course, COVID hit, and people were pulled

433 00:24:34.679 --> 00:24:37.140 and reassigned to other places in the clinic,

434 00:24:37.140 --> 00:24:39.330 and they needed to be retrained.

435 00:24:39.330 --> 00:24:41.377 And at this point, one of the facilitators said,

436 00:24:41.377 --> 00:24:43.380 ”I'm not sure for how long we will be

437 00:24:43.380 --> 00:24:44.728 in the implementation phase,

438 00:24:44.728 --> 00:24:47.580 'cause we can't move forward 'til they're able

439 00:24:47.580 --> 00:24:50.580 to fix the health factor link to the Columbia.”

440 00:24:50.580 --> 00:24:52.320 So they really just stalled,

441 00:24:52.320 --> 00:24:56.280 despite having every advantage it seemed.

442 00:24:56.280 --> 00:24:59.850 They stalled because of this issue with the SPED dashboard,

443 00:24:59.850 --> 00:25:01.293 and then of course, COVID.

444 00:25:02.520 --> 00:25:04.740 So that's one thing that you can do,

445 00:25:04.740 --> 00:25:09.480 is these beautiful case studies that help you tell a story.

446 00:25:09.480 --> 00:25:13.170 And we know that our brains, our human brains like stories.

447 00:25:13.170 --> 00:25:16.560 So this is a really powerful way to communicate

448 00:25:16.560 --> 00:25:19.290 what's happening to the rest of your team

449 00:25:19.290 --> 00:25:21.063 and make course corrections.

450 00:25:23.730 --> 00:25:27.180 But insofar as really understanding

451 00:25:27.180 --> 00:25:32.100 implementation as a process, these data visualizations

452 00:25:32.100 --> 00:25:33.510 are really what get you there.

453 00:25:33.510 --> 00:25:35.970 It's not these case studies.

454 00:25:35.970 --> 00:25:37.890 And what we're visualizing

455 00:25:37.890 --> 00:25:40.260 are five key implementation events

456 00:25:40.260 --> 00:25:42.150 that are plotted along a line graph.

457 00:25:42.150 --> 00:25:46.443 And these are not complicated visualizations.

458 00:25:48.390 --> 00:25:49.863 This is what we end up with.

459 00:25:52.950 --> 00:25:56.850 Remember those key facilitation implementation events

460 00:25:56.850 --> 00:26:00.180 are kept in those brief narrative summaries, right?

461 00:26:00.180 --> 00:26:02.520 So you just go back to those,

462 00:26:02.520 --> 00:26:05.823 look at the dates and plot them.

463 00:26:06.960 --> 00:26:10.890 And what we've done is use a color for each phase

464 00:26:10.890 --> 00:26:15.890 of implementation and one dot is for each month.

465 00:26:15.900 --> 00:26:18.490 And you can much more intuitively grasp

466 00:26:19.404 --> 00:26:23.070 for how long implementation was ongoing, right?

467 00:26:23.070 --> 00:26:27.063 This site has fewer dots than does this site.

468 00:26:28.290 --> 00:26:31.230 What that means is this site took longer

469 00:26:31.230 --> 00:26:34.200 to implement and reach sustainment.

470 00:26:34.200 --> 00:26:38.490 Not only that, but in using colors, you can see

471 00:26:38.490 --> 00:26:41.433 for how long these sites were in each phase.

472 00:26:42.690 --> 00:26:45.060 So one one dot equals one month.

473 00:26:45.060 --> 00:26:46.770 You can see this moved along

474 00:26:46.770 --> 00:26:50.583 fairly, fairly quickly to sustainment.

475 00:26:52.410 --> 00:26:55.020 And you can see right here, right,

476 00:26:55.020 --> 00:26:57.900 this is where they were hung up at this site.

477 00:26:57.900 --> 00:26:59.700 This is where the process stalled

478 00:26:59.700 --> 00:27:01.890 between this formative eval

479 00:27:01.890 --> 00:27:04.173 and the implementation planning meeting.

480 00:27:05.490 --> 00:27:07.560 And that's because they ran into these problems

481 00:27:07.560 --> 00:27:08.800 with the SPED dashboard

482 00:27:09.870 --> 00:27:11.973 and then with staffing difficulties.

483 00:27:13.530 --> 00:27:15.150 And then they very quickly,

484 00:27:15.150 --> 00:27:19.563 once they got roll in here, they very quickly moved on.

485 00:27:21.720 --> 00:27:24.780 So this is what's really allowing us insights

486 00:27:24.780 --> 00:27:26.850 into implementation as a process.

487 00:27:26.850 --> 00:27:30.960 And I think that I might take this one step up

488 00:27:30.960 --> 00:27:32.970 and actually start plotting the barriers

489 00:27:32.970 --> 00:27:34.743 and facilitators on here.

490 00:27:35.760 --> 00:27:37.350 I think that could be really helpful.

491 00:27:37.350 --> 00:27:40.620 The really qualitatively important ones.

492 00:27:40.620 --> 00:27:43.710 And then imagine how that's going to enable us

493 00:27:43.710 --> 00:27:47.080 to look across sites and see what's happening

494 00:27:48.000 --> 00:27:49.500 across these sites and see if we can

495 00:27:49.500 --> 00:27:51.153 pick up on any patterns.

496 00:27:55.860 --> 00:27:59.280 So what are we doing? What are we doing with these data?

497 00:27:59.280 --> 00:28:01.470 Of course it's fun just to play with the data, right?

498 00:28:01.470 --> 00:28:03.450 I mean, I'm more than happy just to play with data,

499 00:28:03.450 --> 00:28:05.397 if that's what you want me to do.

500 00:28:05.397 --> 00:28:09.420 But on a project like this, we want to use qualitative data

501 00:28:09.420 --> 00:28:14.420 to inform facilitation/implementation.

502 00:28:14.550 --> 00:28:18.090 And some of the recommendations that we fed back

503 00:28:18.090 --> 00:28:20.940 to the larger team is that they need

504 00:28:20.940 --> 00:28:24.420 to initiate contact with the leaders there on site

505 00:28:24.420 --> 00:28:26.640 early in the process of implementation.

506 00:28:26.640 --> 00:28:31.470 Because in the VA where you have this incredible hierarchy

507 00:28:31.470 --> 00:28:34.380 and you have your Caring Contact specialists,

508 00:28:34.380 --> 00:28:38.128 who are the ones identifying the veterans,

509 00:28:38.128 --> 00:28:41.730 getting the cards printed, signing the cards,

510 00:28:41.730 --> 00:28:45.450 and mailing the cards, they are really low down

511 00:28:45.450 --> 00:28:48.960 on this hierarchy, and they actually sometimes don't know

512 00:28:48.960 --> 00:28:51.750 who to even talk to, to get what they need.

513 00:28:51.750 --> 00:28:55.560 And they do not often have direct contact with leaders.

514 00:28:55.560 --> 00:28:58.110 So you need to involve leaders in very early on

515 00:28:58.110 --> 00:28:59.814 in the process, because they're the ones

516 00:28:59.814 --> 00:29:02.883 that help you get over these barriers.

517 00:29:04.500 --> 00:29:06.850 Stakeholders were saying that they weren't

518 00:29:08.379 --> 00:29:11.370 really clear on what the roles were,

519 00:29:11.370 --> 00:29:14.580 what was expected of them, how much time it would take

520 00:29:14.580 --> 00:29:17.373 to implement and what the costs would be.

521 00:29:18.330 --> 00:29:23.330 And so the feedback was to communicate more clearly

522 00:29:23.400 --> 00:29:25.650 with stakeholders upfront

523 00:29:25.650 --> 00:29:28.233 about these aspects of implementation.

524 00:29:29.070 --> 00:29:30.510 Ensure that the site leaders

525 00:29:30.510 --> 00:29:33.123 are both influential and engaged.

526 00:29:34.590 --> 00:29:37.560 So they have to be at the implementation planning meetings

527 00:29:37.560 --> 00:29:39.390 and they have to be talking with the people

528 00:29:39.390 --> 00:29:42.840 who are implementing the interventions

529 00:29:42.840 --> 00:29:45.030 and empower stakeholders with knowledge.

530 00:29:45.030 --> 00:29:46.590 Who do I talk to?

531 00:29:46.590 --> 00:29:50.433 Who do I go to if I need to get something printed?

532 00:29:54.030 --> 00:29:57.660 Some unexpected insights that speak really,

533 00:29:57.660 --> 00:29:59.920 to implementation in general

534 00:30:01.050 --> 00:30:04.540 is, you know, what constitutes a barrier at one site

535 00:30:05.940 --> 00:30:09.090 isn't necessarily a barrier at another.

536 00:30:09.090 --> 00:30:12.810 And what we sometimes think of as facilitators

537 00:30:12.810 --> 00:30:15.120 aren't always facilitators.

538 00:30:15.120 --> 00:30:17.910 So leadership involvement can mean many different things.

539 00:30:17.910 --> 00:30:21.330 It can mean helping and empowering stakeholders

540 00:30:21.330 --> 00:30:24.085 to implement something, or it can mean pressuring them

541 00:30:24.085 --> 00:30:26.520 to implement something.

542 00:30:26.520 --> 00:30:28.560 And you want leaders involved in the right way.

543 00:30:28.560 --> 00:30:31.290 Virtual facilitation, it works for some sites

544 00:30:31.290 --> 00:30:32.433 and not for others.

545 00:30:33.390 --> 00:30:37.140 Even sites with every advantage experience delays,

546 00:30:37.140 --> 00:30:38.820 as I said earlier.

547 00:30:38.820 --> 00:30:42.510 Implementation readiness, particularly in a time of COVID,

548 00:30:42.510 --> 00:30:44.550 it fluctuates over time.

549 00:30:44.550 --> 00:30:46.921 A site that's perfectly ready in one moment

550 00:30:46.921 --> 00:30:49.893 might not be a month down the road.

551 00:30:50.910 --> 00:30:53.370 I know there's a move in implementation science

552 00:30:53.370 --> 00:30:57.210 to try to measure implementation readiness.

553 00:30:57.210 --> 00:31:00.150 And this is a real challenge to that movement,

554 00:31:00.150 --> 00:31:02.160 because a site that's ready now

555 00:31:02.160 --> 00:31:04.383 won't necessarily be ready tomorrow.

556 00:31:06.210 --> 00:31:09.213 And what's a barrier or a facilitator,

557 00:31:10.050 --> 00:31:12.841 you know, the definition of that changes from site to site.

558 00:31:12.841 --> 00:31:15.033 So it's really complicated.

559 00:31:18.900 --> 00:31:21.693 And how do we establish rigor in this process?

560 00:31:24.390 --> 00:31:26.427 One thing that my colleagues really respect me

561 00:31:26.427 --> 00:31:30.480 for is my rigorous approach to qualitative research.

562 00:31:30.480 --> 00:31:33.480 And we establish rigor at multiple levels

563 00:31:33.480 --> 00:31:35.910 always during the process of analysis.

564 00:31:35.910 --> 00:31:39.077 First we, for this study, we independently templated

565 00:31:39.077 --> 00:31:41.860 the first three debriefs together

566 00:31:43.410 --> 00:31:46.825 and compared our debriefs to make sure our templates,

567 00:31:46.825 --> 00:31:49.680 to make sure we were all on the same page

568 00:31:49.680 --> 00:31:54.303 and everyone was interpreting the categories the same way.

569 00:31:55.350 --> 00:31:58.080 At that point, I felt like we were good to go.

570 00:31:58.080 --> 00:32:01.140 Every fourth template still

571 00:32:01.140 --> 00:32:04.053 is audited by a secondary analyst.

572 00:32:06.090 --> 00:32:09.840 When I'm working in the template or in the matrices,

573 00:32:09.840 --> 00:32:14.790 I can see if a template has been consistently,

574 00:32:14.790 --> 00:32:18.720 if content has been consistently organized

575 00:32:18.720 --> 00:32:20.010 in the template compared

576 00:32:20.010 --> 00:32:22.380 to what they were in the past, right?

577 00:32:22.380 --> 00:32:25.637 Because I have prior content

578 00:32:27.570 --> 00:32:31.110 from prior templates in that matrix.

579 00:32:31.110 --> 00:32:34.860 And so if I see a discrepancy in how people are

580 00:32:34.860 --> 00:32:38.700 defining those categories, I kick it back to them,

581 00:32:38.700 --> 00:32:39.990 and I explain to them,

582 00:32:39.990 --> 00:32:42.750 I think this is how we're interpreting this.

583 00:32:42.750 --> 00:32:44.610 What do you think?

584 00:32:44.610 --> 00:32:47.580 And then I use the Word's comments feature

585 00:32:47.580 --> 00:32:51.750 to initiate a dialogue with those primary analysts,

586 00:32:51.750 --> 00:32:55.380 not only to ensure that we're being consistent

587 00:32:55.380 --> 00:32:59.700 in templating, but also to verify my own insights

588 00:32:59.700 --> 00:33:01.290 into the data.

589 00:33:01.290 --> 00:33:03.840 Sometimes those come just looking at the templates

590 00:33:03.840 --> 00:33:06.090 rather than looking at the matrices.

591 00:33:06.090 --> 00:33:08.640 And I'll show you what that looks like in a second.

592 00:33:09.690 --> 00:33:14.690 This is a template after I've looked at it (laughing)

593 00:33:17.130 --> 00:33:20.040 and before I've moved it into a matrix,

594 00:33:20.040 --> 00:33:23.809 and they aren't always quite this hacked into,

595 00:33:23.809 --> 00:33:26.430 but you can see where I have

596 00:33:26.430 --> 00:33:28.230 further reduced the data on here.

597 00:33:28.230 --> 00:33:30.813 I don't need people's names. That's a lot of noise.

598 00:33:32.520 --> 00:33:35.220 I think I picked this up and moved it somewhere else.

599 00:33:35.220 --> 00:33:37.920 You can see I've done quite a bit in here.

600 00:33:37.920 --> 00:33:41.070 And for every edit, for every question,

601 00:33:41.070 --> 00:33:44.640 I leave a comment here for the primary analyst

602 00:33:44.640 --> 00:33:47.070 who was also the one who led the debrief,

603 00:33:47.070 --> 00:33:49.170 just to make sure that I'm understanding

604 00:33:49.170 --> 00:33:50.340 things correctly, right?

605 00:33:50.340 --> 00:33:52.485 Because I am now three people removed

606 00:33:52.485 --> 00:33:54.357 from the sources of data.

607 00:33:54.357 --> 00:33:57.990 And so this dialogue is so important,

608 00:33:57.990 --> 00:34:00.591 this constant dialogue with my team

609 00:34:00.591 --> 00:34:02.910 to help keep me on track.

610 00:34:02.910 --> 00:34:06.660 Not just them, but keep me on track

611 00:34:06.660 --> 00:34:08.730 that my insights are really valid.

612 00:34:08.730 --> 00:34:10.980 And of course, I occasionally kick things back

613 00:34:10.980 --> 00:34:15.273 to the larger team and the facilitators to verify with them.

614 00:34:20.499 --> 00:34:21.780 You know, I wanna be really forthright

615 00:34:21.780 --> 00:34:23.550 about these rapid methods.

616 00:34:23.550 --> 00:34:26.310 I know there's a lot of curiosity about them,

617 00:34:26.310 --> 00:34:29.433 and there's advantages and challenges to using them.

618 00:34:30.690 --> 00:34:34.800 With templates, like I said, they provide this beautiful,

619 00:34:34.800 --> 00:34:38.970 coherent story of a single data collection episode.

620 00:34:38.970 --> 00:34:42.360 It isn't like coding where you sort of fragment your data

621 00:34:42.360 --> 00:34:45.213 and then you have all these codes floating around.

622 00:34:46.500 --> 00:34:48.753 It's right there in a Word document.

623 00:34:49.590 --> 00:34:53.220 You can use them if you're using, you know,

624 00:34:53.220 --> 00:34:55.860 like, a framework from implementation science

625 00:34:55.860 --> 00:34:57.240 to structure your template.

626 00:34:57.240 --> 00:35:00.018 It creates this transdisciplinary language

627 00:35:00.018 --> 00:35:02.400 that an anthropologist can use

628 00:35:02.400 --> 00:35:05.220 to talk with other scientists.

629 00:35:05.220 --> 00:35:09.270 And your results are translated much more efficiently.

630 00:35:09.270 --> 00:35:11.070 They're translated by your template.

631 00:35:11.070 --> 00:35:13.650 If you're skilled at template analysis,

632 00:35:13.650 --> 00:35:17.193 your template will translate your data for you.

633 00:35:18.360 --> 00:35:20.970 The challenge really with individual templates is

634 00:35:20.970 --> 00:35:23.468 that they look very simple.

635 00:35:23.468 --> 00:35:25.830 People look at a completed template

636 00:35:25.830 --> 00:35:27.990 and they think, ”Oh, I can do that.

637 00:35:27.990 --> 00:35:29.340 That looks easy.”

638 00:35:29.340 --> 00:35:32.304 But it takes a remarkable amount of work

639 00:35:32.304 --> 00:35:35.070 to get it to that point, right?

640 00:35:35.070 --> 00:35:36.420 There's reducing the data.

641 00:35:36.420 --> 00:35:40.383 What do I cut out and what don't I cut out? That is a skill.

642 00:35:41.520 --> 00:35:44.100 There's what I call sinking in and reading deeper.

643 00:35:44.100 --> 00:35:46.620 You can't just stay at the surface.

644 00:35:46.620 --> 00:35:49.650 Sometimes you have to unpack what people are saying,

645 00:35:49.650 --> 00:35:52.890 and you still have to do that with template analysis.

646 00:35:52.890 --> 00:35:56.250 You can't get in copy and paste mode and just go.

647 00:35:56.250 --> 00:35:59.850 You have to continually sink in and dig deeper.

648 00:35:59.850 --> 00:36:01.263 And you know, the same challenge

649 00:36:01.263 --> 00:36:03.420 that you get with coding, right?

650 00:36:03.420 --> 00:36:05.580 Controlling the codes.

651 00:36:05.580 --> 00:36:07.316 You can get to the point where you have,

652 00:36:07.316 --> 00:36:10.470 if you let yourself run away with it,

653 00:36:10.470 --> 00:36:12.930 far too many subcategories

654 00:36:12.930 --> 00:36:16.140 to be really helpful to you at all.

655 00:36:16.140 --> 00:36:18.413 So you have to really control the proliferation

656 00:36:18.413 --> 00:36:20.940 of categories and subcategories.

657 00:36:20.940 --> 00:36:23.460 And of course, maintaining consistency

658 00:36:23.460 --> 00:36:25.863 across templates is always a challenge.

659 00:36:27.720 --> 00:36:29.667 Matrices, of course, they do reduce your data,

660 00:36:29.667 --> 00:36:31.500 and that's helpful when you're dealing

661 00:36:31.500 --> 00:36:33.570 with such a large data set.

662 00:36:33.570 --> 00:36:37.353 And it helps to ensure that consistency across templates.

663 00:36:39.060 --> 00:36:41.010 And you know, as you've seen it permits

664 00:36:41.010 --> 00:36:44.313 longitudinal comparisons and assists

665 00:36:44.313 --> 00:36:47.403 in the development of these case summaries.

666 00:36:49.290 --> 00:36:51.783 But those matrices have a lot on them.

667 00:36:52.980 --> 00:36:54.990 And you have to find your way through

668 00:36:54.990 --> 00:36:57.450 all those words, words, words, right?

669 00:36:57.450 --> 00:36:59.460 I mean, it's still just a lot to deal with.

670 00:36:59.460 --> 00:37:02.727 And the matrices don't analyze the data for you.

671 00:37:02.727 --> 00:37:04.860 You don't stick them in the matrix

672 00:37:04.860 --> 00:37:07.470 and suddenly the magic happens.

673 00:37:07.470 --> 00:37:10.770 Your brain does that. It's still qualitative research.

674 00:37:10.770 --> 00:37:12.180 You have to make sense out

675 00:37:12.180 --> 00:37:14.103 of what the matrix is telling you.

676 00:37:15.030 --> 00:37:16.983 So that's challenging.

677 00:37:18.540 --> 00:37:20.940 And then finally, the overall approach,

678 00:37:20.940 --> 00:37:24.000 I mean, it really is allowing us to see implementation

679 00:37:24.000 --> 00:37:27.420 as this dynamic process that shifts over times,

680 00:37:27.420 --> 00:37:30.183 and sometimes it moves backwards actually,

681 00:37:31.290 --> 00:37:34.110 so that we can use those findings to, you know,

682 00:37:34.110 --> 00:37:37.470 inform these course corrections, if you would.

683 00:37:37.470 --> 00:37:39.420 It's allowing us to share across sites

684 00:37:39.420 --> 00:37:43.320 without really delaying our project.

685 00:37:43.320 --> 00:37:45.774 We've experienced no delays whatsoever

686 00:37:45.774 --> 00:37:50.520 using Word documents instead of computer software.

687 00:37:50.520 --> 00:37:52.650 And it's very rigorous when you put

688 00:37:52.650 --> 00:37:54.513 all these techniques together.

689 00:37:55.620 --> 00:37:57.840 You know, the challenge is, for me,

690 00:37:57.840 --> 00:38:00.990 being three levels removed from the sources of data,

691 00:38:00.990 --> 00:38:03.120 that's very challenging.

692 00:38:03.120 --> 00:38:07.470 I have to continually kick things back to my team

693 00:38:07.470 --> 00:38:10.160 and to not only team qual, but the larger team

694 00:38:10.160 --> 00:38:13.770 to ensure that my insights are valid.

695 00:38:13.770 --> 00:38:17.130 And it really requires consistent engagement.

696 00:38:17.130 --> 00:38:22.090 This is not a collection of techniques

697 00:38:24.690 --> 00:38:28.050 that will allow a qualitative team lead

698 00:38:28.050 --> 00:38:32.400 to just sit back and show up at weekly meetings

699 00:38:32.400 --> 00:38:34.257 and say, ”So what's going on?”

700 00:38:35.910 --> 00:38:38.820 You have to consistently engage with your data,

701 00:38:38.820 --> 00:38:41.370 you have to keep your team motivated,

702 00:38:41.370 --> 00:38:44.940 and project management is absolutely vital.

703 00:38:44.940 --> 00:38:46.997 Everyone has to be on top of things,

704 00:38:46.997 --> 00:38:50.970 because we all build, right, one after another.

705 00:38:50.970 --> 00:38:54.390 So if somebody drops the ball, somebody else has to wait

706 00:38:54.390 --> 00:38:56.090 for them to pick it back up again.

707 00:38:57.960 --> 00:38:59.997 <v Participant>Stop and see if anyone has questions?</v>

708 00:38:59.997 --> 00:39:01.847 <v ->I'm done.</v> <v Participant>Awesome.</v>

709 00:39:04.110 --> 00:39:04.943 Yeah...

710 00:39:10.579 --> 00:39:12.162 That was all right.

711 00:39:13.274 --> 00:39:15.690 (participant speaking indistinctly)

712 00:39:15.690 --> 00:39:17.610 <v Participant>Ashley, are you available?</v>

713 00:39:17.610 --> 00:39:18.443 <v ->Yep, I'm here.</v>

714 00:39:18.443 --> 00:39:20.866 Yeah, so if anyone has any questions, feel free.

715 00:39:20.866 --> 00:39:24.390 We have just five minutes, but yeah,

716 00:39:24.390 --> 00:39:27.330 we'd love to have you ask some questions

717 00:39:27.330 --> 00:39:28.630 to Tracy if you have them.

718 00:39:30.360 --> 00:39:31.650 <v ->I have a question.</v> <v ->I...</v>

719 00:39:31.650 --> 00:39:32.483 Oh, go ahead.

720 00:39:32.483 --> 00:39:33.565 <v ->This is not (indistinct).</v>

721 00:39:33.565 --> 00:39:38.340 You mentioned, Tracy, that time wasn't the primary reason

722 00:39:38.340 --> 00:39:42.330 for adopting rapid qualitative analysis.

723 00:39:42.330 --> 00:39:45.120 But for me, I've thought, like, especially

724 00:39:45.120 --> 00:39:49.020 in implementation science, where you need this information

725 00:39:49.020 --> 00:39:51.060 at the stage and the formative stage

726 00:39:51.060 --> 00:39:53.370 in terms of refining the intervention,

727 00:39:53.370 --> 00:39:56.070 and you might need it for course correction,

728 00:39:56.070 --> 00:39:57.930 that the rapid aspect

729 00:39:57.930 --> 00:40:00.960 of the qualitative analysis is very important.

730 00:40:00.960 --> 00:40:04.890 And I've worked in the past with other qualitative analysts

731 00:40:04.890 --> 00:40:08.430 in studies where when they use the traditional methods,

732 00:40:08.430 --> 00:40:11.490 they're kind of on their own timeframe

733 00:40:11.490 --> 00:40:14.310 and may take, like, three or more years

734 00:40:14.310 --> 00:40:17.340 to fully process the data and write something up.

735 00:40:17.340 --> 00:40:21.093 And by that time, the actual study might even be over.

736 00:40:23.220 --> 00:40:25.830 <v ->Absolutely, well, especially if you take, you know,</v>

737 00:40:25.830 --> 00:40:30.830 what I call slow-mo longstanding sort of approaches to it.

738 00:40:32.430 --> 00:40:36.900 For me, what I really like

739 00:40:36.900 --> 00:40:39.990 about these methods is the translation,

740 00:40:39.990 --> 00:40:44.898 the ease with which you move from analysis to translating

741 00:40:44.898 --> 00:40:48.420 your findings into something that's meaningful.

742 00:40:48.420 --> 00:40:53.310 And that's always why I keep going back to rapid methods

743 00:40:53.310 --> 00:40:57.120 and because I find them more challenging, honestly.

744 00:40:57.120 --> 00:40:59.793 And I really like that challenge.

745 00:41:05.139 --> 00:41:08.513 <v Participant>Did you wanna ask your question?</v>

746 00:41:08.513 --> 00:41:10.515 <v Fauzia>May I just say something?</v>

747 00:41:10.515 --> 00:41:14.760 I want to add a little bit more

748 00:41:14.760 --> 00:41:16.050 to this response.

749 00:41:16.050 --> 00:41:19.983 And thank you very much for this wonderful presentation.

750 00:41:21.060 --> 00:41:23.940 I mean, I'm doing this on a lot of projects,

751 00:41:23.940 --> 00:41:26.100 and sometimes what, you know,

752 00:41:26.100 --> 00:41:29.197 what you said was very striking that everybody thinks,

753 00:41:29.197 --> 00:41:31.050 ”Oh, this is simple, I can do it.”

754 00:41:31.050 --> 00:41:35.310 But what goes into it is, you know,

755 00:41:35.310 --> 00:41:38.580 a lot, and that rigor essentially

756 00:41:38.580 --> 00:41:41.550 is what makes those insights useful

757 00:41:41.550 --> 00:41:43.320 for the implementation process.

758 00:41:43.320 --> 00:41:46.830 So what I wanted to add to the use of rapid analysis

759 00:41:46.830 --> 00:41:50.670 and Donna's question that it is time bound,

760 00:41:50.670 --> 00:41:55.020 I think yes, it's extremely useful,

761 00:41:55.020 --> 00:41:56.370 and that's why, like you said,

762 00:41:56.370 --> 00:41:58.710 you keep going back to these methods.

763 00:41:58.710 --> 00:42:01.510 What I have experienced in my work

764 00:42:02.580 --> 00:42:06.570 is that sometimes it's the data size as well.

765 00:42:06.570 --> 00:42:09.900 It might not be urgent, but the data size

766 00:42:09.900 --> 00:42:13.380 can also dictate whether you want to use the rapid methods

767 00:42:13.380 --> 00:42:16.410 or if you want to go in much more detail.

768 00:42:16.410 --> 00:42:18.840 So just a small thing.

769 00:42:18.840 --> 00:42:22.080 But I think that also is one of the reasons.

770 00:42:22.080 --> 00:42:23.760 By the way, my name is Fauzia Malik

771 00:42:23.760 --> 00:42:26.310 and I'm a medical anthropologist part of-

772 00:42:26.310 --> 00:42:28.008 <v ->Oh, hi. (laughing)</v>

773 00:42:28.008 --> 00:42:31.893 <v Fauzia>(laughing) Part of Yale School of Public Health,</v>

774 00:42:32.910 --> 00:42:35.100 Health Policy and Management Department.

775 00:42:35.100 --> 00:42:39.870 And I absolutely loved the way you presented

776 00:42:39.870 --> 00:42:44.870 the use of data and very, very important points

777 00:42:44.910 --> 00:42:48.103 that you all brought together to make sense of this,

778 00:42:48.103 --> 00:42:51.090 you know, application of rapid analysis

779 00:42:51.090 --> 00:42:52.740 in implementation science.

780 00:42:52.740 --> 00:42:55.334 Thank you so much for that. <v ->Oh, thank you.</v>

781 00:42:55.334 --> 00:42:56.520 <v Fauzia>And thank you, Donna and Ashley,</v>

782 00:42:56.520 --> 00:42:58.296 for organizing this.

783 00:42:58.296 --> 00:43:01.173 This was a pleasure to hear.

784 00:43:02.490 --> 00:43:05.280 <v ->Great. Hopefully this will be the first of many.</v>

785 00:43:05.280 --> 00:43:08.280 Ashley, there's a question in the chat if there's time,

786 00:43:08.280 --> 00:43:09.270 but I think there might have been

787 00:43:09.270 --> 00:43:11.463 some other people speaking up as well.

788 00:43:15.352 --> 00:43:17.550 <v Ashley>If you wanna take some, we have one minute,</v>

789 00:43:17.550 --> 00:43:20.280 if you wanna take a timed question or-

790 00:43:20.280 --> 00:43:21.993 <v ->We can't even hear you, Ashley.</v>

791 00:43:24.161 --> 00:43:29.161 <v ->So for the debriefs, they are really, you know,</v>

792 00:43:29.250 --> 00:43:31.350 as the name suggests, they're very brief.

793 00:43:31.350 --> 00:43:34.860 They're 30 minutes long and they're bi-weekly.

794 00:43:34.860 --> 00:43:36.810 If you're talking about the time it takes

795 00:43:36.810 --> 00:43:39.630 for a team to do this, and this is something

796 00:43:39.630 --> 00:43:43.170 that people ask quite often, it's a heavy lift.

797 00:43:43.170 --> 00:43:47.640 We have a team of five of us.

798 00:43:47.640 --> 00:43:51.820 I am 30%, the other team members are

799 00:43:53.280 --> 00:43:55.440 30, 50 and 60%.

800 00:43:55.440 --> 00:43:57.640 It is a lot of time

801 00:43:58.560 --> 00:44:01.380 to collect and analyze all these data.

802 00:44:01.380 --> 00:44:03.120 It's not just from the debriefs, right?

803 00:44:03.120 --> 00:44:05.880 It's also the interviews with the stakeholders.

804 00:44:05.880 --> 00:44:09.540 And we have interviews with veterans coming up next week.

805 00:44:09.540 --> 00:44:12.960 So it's pricey, that's for sure.

806 00:44:12.960 --> 00:44:15.540 Especially if you get an expensive

807 00:44:15.540 --> 00:44:20.283 investigator level anthropologist on your team. (laughing)

808 00:44:22.350 --> 00:44:25.050 <v ->So everyone, thank you so much.</v>

809 00:44:25.050 --> 00:44:27.355 It was lovely to have so many people log in,

810 00:44:27.355 --> 00:44:30.630 and we really look forward to, you know,

811 00:44:30.630 --> 00:44:31.890 more sessions in the future.

812 00:44:31.890 --> 00:44:33.780 And so I hope everyone will sort of join me

813 00:44:33.780 --> 00:44:36.925 in thanking Dr. Abraham for her talk.

814 00:44:36.925 --> 00:44:39.123 Yeah, and take care.

815 00:44:41.690 --> 00:44:43.213 <v ->Bye. (voices overlapping)</v>

816 00:44:43.213 --> 00:44:48.213 <v Participant>Thank you so much.</v>

817 00:44:53.599 --> 00:44:58.182 (participants chattering indistinctly)