

## **Evaluating implementation processes to improve outcomes for vulnerable families**

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The Benevolent Society is currently implementing a Resilience Practice Framework (RPF) across the organisation's child and family programs. The RPF package includes 44 evidence informed practices that are expected to lead to client improvements across five high level outcomes. The Quality Implementation Framework (Meyers, et al. 2012.), was selected to support and execute the RPF implementation process. The Quality Implementation Framework (QIF) is a synthesis of 25 discrete implementation frameworks, which focus on the 'what and how' of service change, including the actions taken at each step of the implementation process.

Although high fidelity program implementation has been correlated with better outcomes across a wide range of programs, not all program services report evaluation results of implementation efforts. This paper will present an example of a two tiered evaluation framework that was designed to measure not only the *fidelity of the intervention* (specified as the evidence-based practices that are used as part of the intervention) but also the *fidelity of the implementation* (processes, facilitators and phases identified in the QIF to put the intervention in place).

The use of the QIF in the development of evaluation indicators, to measure implementation effectiveness, along with the lessons learnt evaluating an implementation framework across a large diverse organisation will also be discussed. Those lessons include adapting data collection systems to local contexts, developing regular feedback mechanisms, building the capacity of practitioners to collect client outcome data and use of evaluation tools that allow for simultaneous measurement across a number of evaluation indicators.

The paper will also present interim evaluation results indicating which QIF steps, in a real world context, enabled or inhibited the translation of research to practice.