



Early Hearing Detection and Intervention Quality Improvement Project Post-Project Feedback Call Guide

Following the completion of the project in July 2017, practice teams will participate in a project feedback conference call. This conference call will take the place of the last monthly educational call. The purpose of this feedback conference call is to gather insights on the various aspects of the Early Hearing Detection and Intervention (EHDI) Quality Improvement (QI) Project. Feedback will be solicited on the following components of the project:

- In-person learning session
- Monthly educational webinars
- Quality Improvement Data Aggregator (QIDA) used for data collection and Monthly Progress Reports
- Other aspects of the project

This call will be facilitated by the EHDI QI Project Advisor. The evaluation questions will be sent to the practice teams prior to the call, which will be recorded in order to capture the responses from the practice teams.

Post-project Feedback Conference Call Questions

1. What would you say was the most important process level change your team was able to accomplish during this collaborative?
2. What would you say has been the greatest outcome experienced by infants and families because of your involvement in this collaborative?
3. Have you received any feedback from families about the care they have received (positive or negative) since beginning the quality improvement project? Please specify.
4. Thinking back to the beginning of the project, how well did you understand the expectations of the work to be involved with the project?
5. What could the AAP have done differently to help your team understand the expectations of joining this project?
6. Overall, what did you learn as a result of your participation in the project? Was this what you expected?
 - a. More? Please specify.
 - b. Or Less? Please explain
7. What do you see as the one thing that most influenced your success during this project?
8. How useful were the following components of the project?
 - a. In-person Learning Session
 - b. monthly educational webinars (both the didactic and facilitated portions)
 - c. monthly progress reports
 - d. chart reviews
 - e. listserv
9. What do you see as the one thing that served as the greatest barrier to accomplishing your goals during this project?
10. A key focus of a quality improvement collaborative is peer sharing and learning from peer experts. In this project how effective was the peer sharing?
11. Learning Collaboratives also support teams in having access to national experts. How did the national experts in this collaborative support your work in this QI project?
12. What support could have been better to improve your experience with this collaborative?
13. Thinking back on the Early Hearing Detection and Intervention QI Project collaborative experience as a whole, how much do you think participating in this process supported your team to accomplish improvements?

14. How do you plan to sustain the changes you have made after the Early Hearing Detection and Intervention QI Project ends? In 6 months from now, would you be interested in collecting data over a 1-month period to show how your efforts have been sustained?