

Quality Improvement Project:

Increasing Attendance Rate for Teen Talks

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SPA 6 Community and Field Services

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Some background:

- The MLK Community Healing and Trauma Prevention Center:
 - A place for the community to get connected to resources that promote health, healing and well-being
 - Calendar of events
 - Youth events



PLAN:
**Assemble
the Team**

Our team consists of:

- Health Educator
- Community Health Worker
- 2 Health Program Analysts
- 3 teen Youth Advisors

PLAN:
**The
Problem**

- Teen Talks has low attendance.
 - Once a week on Tuesdays for 1.5 hours.
 - Generally 2 - 3 participants.
 - Increase to at least 7 participants.

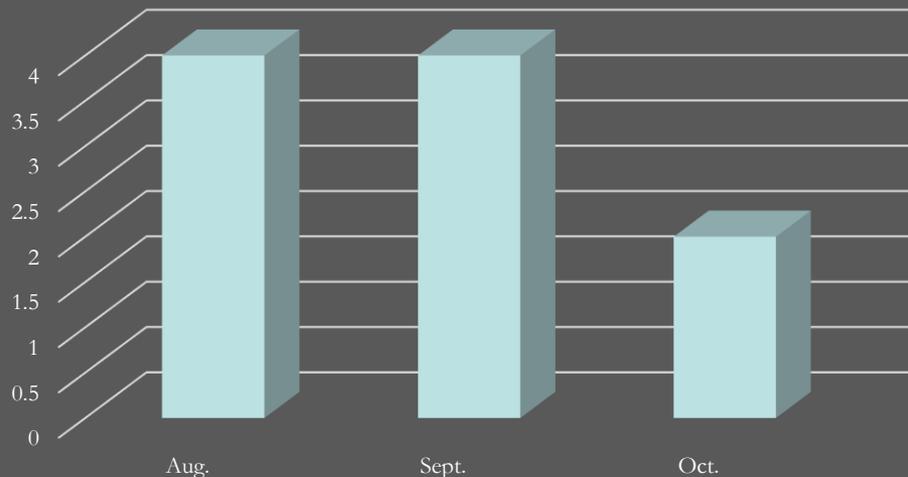
PLAN:
The
Measurement

- The Healing Center's evaluation form.
 - We used this information to determine the number of participating teens during Teen Talks.

PLAN:
Examine
the Current
Approach

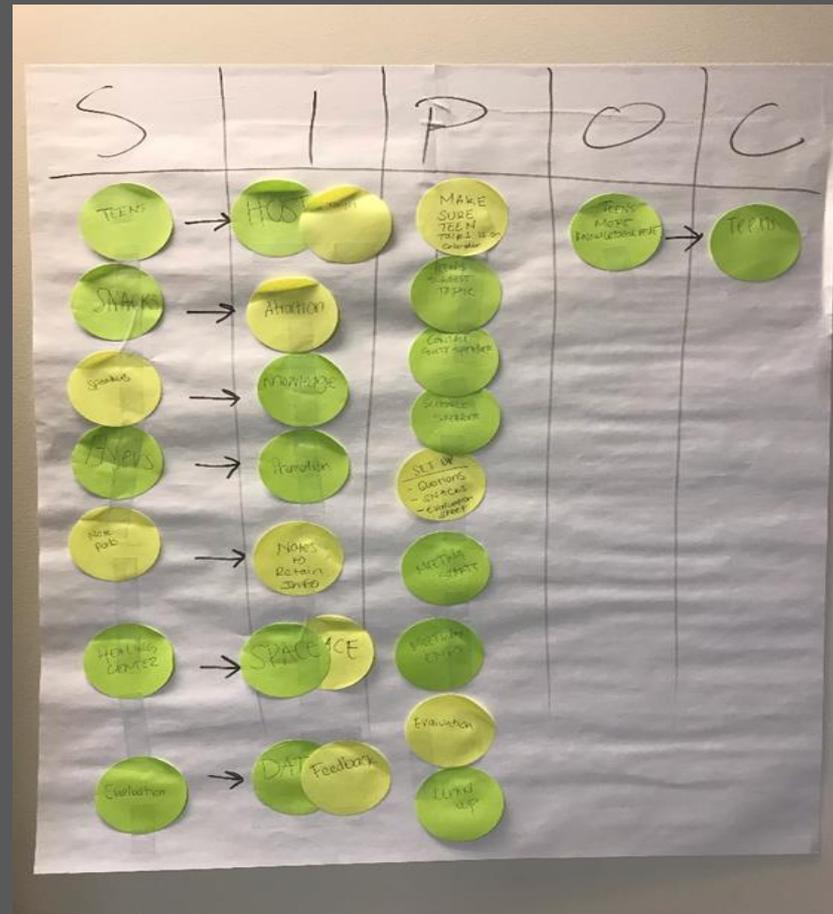
- Teen Talks
 - Agenda planning on Mondays
 - Tuesdays from 3:30 pm – 5:00 pm.
 - Guest Speakers
 - Youth and partners help with promotion

Teen Talks Participation



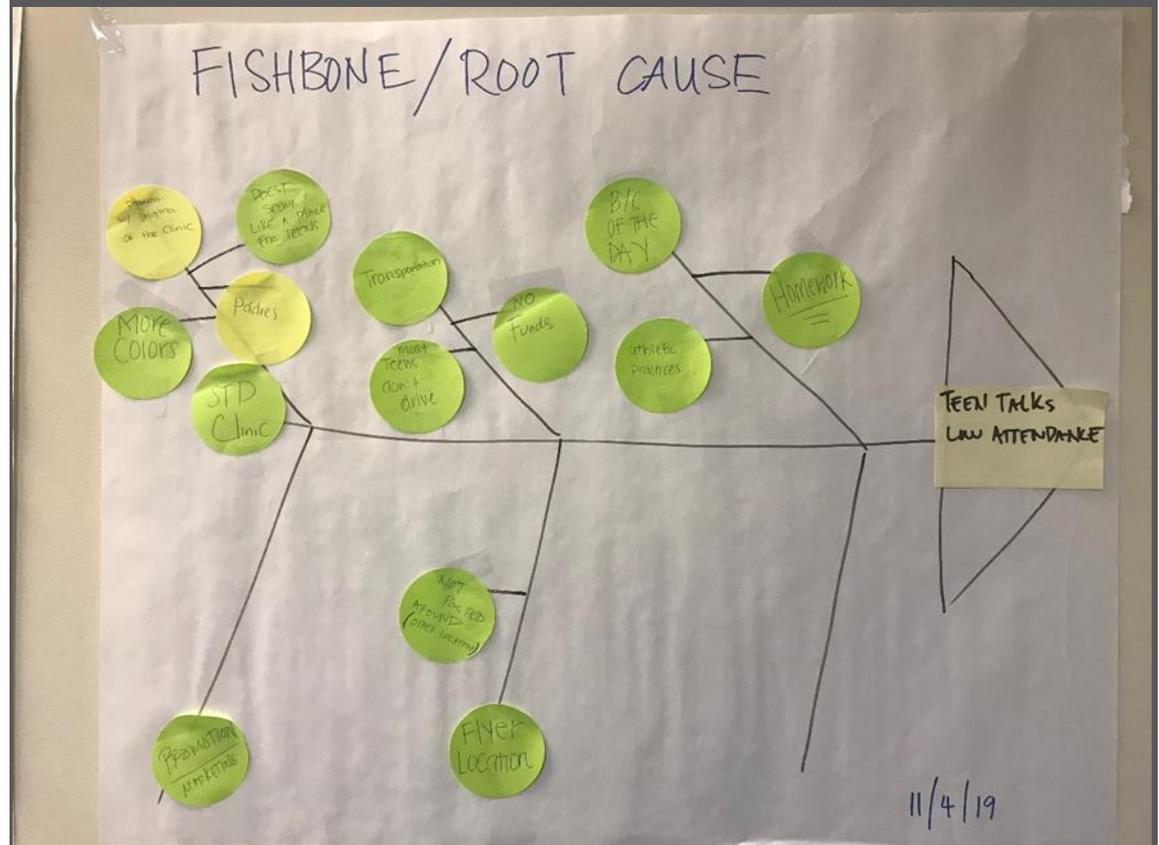
PLAN: Identifying All Possible Causes

- To identify root causes and potential solutions, our team used the SIPOC (Supplier, Input, Process, Output, Customer) map as a tool.



PLAN:
Identifying
All Possible
Causes

- We also used the fishbone diagram as a tool.



PLAN:
Possible
Causes
Identified

- Possible causes include:
 - The day that Teen Talks are held
 - Transportation for the youth
 - The title of the workshop
 - Stigma of the STI clinic
 - Promotion

PLAN:
Strategies
Identified

Potential strategies identified by the youth include:

- Change the event title ←
- Change meeting location
- Change meeting day ←
- Identify more locations for flyer posting
- Address transportation limitation for teens
- Create a marketing team
- Address parental concern

PLAN

SMART Goal:

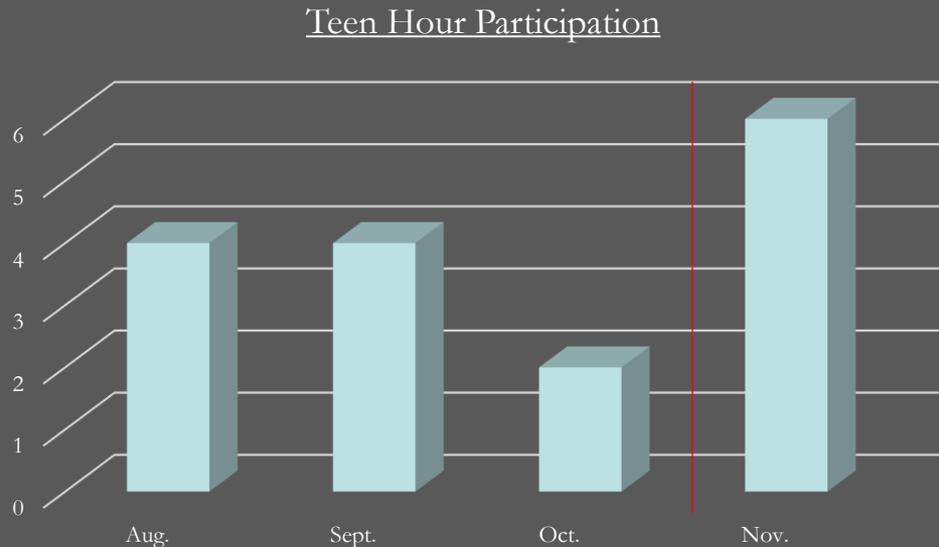
If we implement a title change and a weekday alternative by 11/08/19, then Teen Talks attendance will increase from 2-3 participants to at least 7 participants by 03/01/2020.

DO: Strategy Implemented

- We have changed Teen Talks from convening every Tuesday to every Friday starting mid-November.
- We also change the event title “Teen Talks” to Teen Hour.
- In addition we partnered with two agencies for additional programming support.

STUDY:
Check the
Results

- Teen Talks changed from Tuesdays to Fridays starting November 15, 2019.
- Our first Friday session had an increase in participation.



ACT: To Standardize or Not?

- ADOPT
 - The changes made had a positive impact.
 - Our team implemented 2 additional strategies.

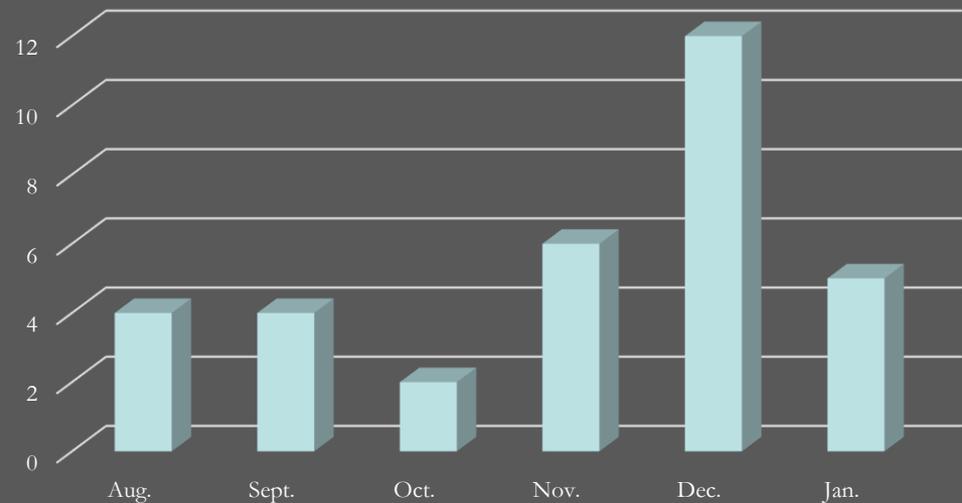
ACT: To Standardize or Not?

- Additional strategies
 - Created Spanish flyers to promote Teen Hour.
 - Outreach to local organizations (i.e. libraries, boys and girls clubs, and schools).

STUDY:

- Teen Hour occurred one time in Dec. due to the holiday season.
- January had an average of 5 participants.

Teen Hour Participation



ACT: To Standardize or Not?

- ADOPT
 - The changes made had a positive impact.
 - The strategies have been standardized.
 - Our team will continue to apply potential strategies identified.

STORYBOARD

QUALITY IMPROVEMENT STORYBOARD



Division/ Program:	SPA 5 & 6 Community and Field Services
Project Title:	Increasing Attendance Rate for Teen Talks
Project Timeline:	November 2019 – March 2020
QI Specialist(s):	Ashley Anyakwo

1. Getting Started

The Community Healing and Trauma Prevention Center (Healing Center) is a space at the MLK Center for Public Health where community residents can access healing and trauma prevention resources, including specific programs to engage the youth. Prior to program development, youth in SPA 6 expressed an interest in career exploration as they prepare for college. A teen-led workshop, Teen Talks, was developed to invite outside professionals to talk with the teens about their experiences and daily duties.

2. Assemble the Team

Our team consists of one Health Educator, one Community Health Worker, two Health Program Analysts, and two youth co-leads of Teen Talks.

3. Define the Problem/ AIM Statement

There have been generally 2-3 participants attending Teen Talks; the team would like attendance to increase to at least 7-10 participants.

4. Examine the Current Approach

Teen Talks is on Tuesdays from 3:30 pm – 5:00 pm, and a variety of speakers have attended to talk with the youth. The event is on the Healing Center's calendar that is disseminated to partners for community distribution. Refreshments are provided for the participants and guest speakers(s).

5. Identify Potential Solutions

To identify root causes and potential solutions, our team used tools such as the SIPOC diagram and the fishbone diagram.



Potential strategies identified by the youth include:

- Change the event title
- Change meeting location
- Change meeting day
- Identify more locations for flyer posting
- Address transportation limitation for teens
- Create a marketing team
- Address parental concerns

6. PLAN

Implement easy potential solutions first. If the goal is not met after the changes, then address other potential solutions.

7. DO

During our team's brainstorming session, we learned that teens have homework, athletic practices, and club meetings during the weekdays. Accordingly, we have changed Teen Talks from convening every Tuesday to every Friday starting mid-November. We also partnered with two agencies for additional programming support.

8. STUDY

Teen Talks changed from Tuesdays to Fridays starting November 15, 2019. Our first Friday session had an increase in participation (6 participants). Due to the holidays and scheduling, Teen Talks has not reoccurred since that week.

9. ACT

10. Next Steps

Our team will continue to convene, plan, and address potential solutions through March 2020. These efforts will allow us to engage more teens to ensure that they are equipped with the knowledge necessary for the next steps in life.



Acknowledgements

