

# QUALITY IMPROVEMENT STORYBOARD



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

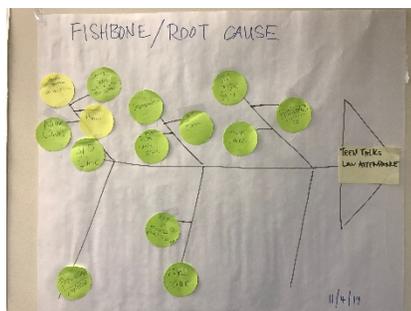
There have been generally 2- 3 participants attending Teen Talks; the team would like attendance to increase to at least 7- 10 participants.

## 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, Talk Talks has not reoccurred since that week.

## 9. ACT

We will continue with this change, as we have seen a positive impact. The team will implement 1-2 additional strategies that were identified as potential solutions.

## 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.